

**Supporting Statement for  
Screen Pop  
20 CFR 401.45  
OMB No. 0960-0790**

**A. Justification**

**1. Introduction/Authoring Laws and Regulations**

The Social Security Administration (SSA) established Screen Pop, an automated telephone process that allows SSA to verify the identity of individuals who request a record or information pertaining to themselves, and to establish procedures for disclosing personal information. Section 205(a) of the *Social Security Act (Act)* provides the Commissioner of Social Security with the authority to establish procedures for verifying identity. Section 20 CFR 401.45 of the *Code of Federal Regulations, Subpart B* provides procedures for verifying identity.

SSA collects this information by authority of the *Privacy Act of 1974* at 5 U.S.C. 552A (e) (10) of the *United States Code* which requires agencies to establish appropriate administrative, technical, and physical safeguards to ensure the security and confidentiality of records. Section 5 U.S.C. 552A (f)(2)&(3) of the *Privacy Act of 1974*, requires agencies to: (1) establish requirements for identifying an individual who requests a record or information pertaining to that individual, and (2) establish procedures for disclosure of personal information.

**2. Description of Collection**

SSA established Screen Pop, an automated telephone process, to expedite verification for the individuals mentioned above. Accessing Screen Pop, callers enter their Social Security Number (SSN) using their telephone keypad or speech technology prior to speaking with a National 800 Number Network (N8NN) agent. The automated Screen Pop application collects the SSN and routes it to the 'Start New Call' Customer Help and Information (CHIP) screen. Functionality for the Screen Pop application ends once the SSN connects to the CHIP screen and the SSN routes to the agent's screen. When the call connects to the N8NN agent, the agent can use the SSN to access the caller's record as needed. If callers request to speak with an agent or want information regarding their record, we identify the callers through Screen Pop before we provide any information from our records. The respondents for this collection are individuals who contact SSA's N8NN to speak with an agent.

**3. Use of Information Technology to Collect the Information**

In accordance with the agency's Government Paperwork Elimination Act plan, SSA created an automated Screen Pop application. Based on our data, we estimate approximately 100 percent of respondents under this OMB number use the electronic version.

- 4. Why We Cannot Use Duplicate Information**

The nature of the information we are collecting and the manner in which we are collecting it preclude duplication. SSA does not use another collection instrument to obtain similar data.
- 5. Minimizing Burden on Small Respondents**

This collection does not affect small businesses or other small entities.
- 6. Consequence of Not Collecting Information or Collecting it Less Frequently**

If we did not collect the SSN for the N8NN agent to verify the caller's identity, we would be unable to respond to the caller's request. In addition, since SSA collects this information on an as needed basis, we cannot collect it less frequently. There are no technical or legal obstacles to burden reduction.
- 7. Special Circumstances**

There are no special circumstances that would cause SSA to conduct this information collection in a manner inconsistent with *5 CFR 1320.5*.
- 8. Solicitation of Public Comment and Other Consultations with the Public**

SSA published the 60-day advance Federal Register Notice on July 23, 2014, at 79 FR 42863, and we received no public comments. We published the 30-day Federal Register Notice on September 26, 2014, at 79 FR 58022. If we receive any public comments in response to the 30-day Notice, we will forward them to OMB. We did not consult with the public in the development of this application.
- 9. Payment or Gifts to Respondents**

SSA does not provide payments or gifts to the respondents.
- 10. Assurances of Confidentiality**

SSA protects and holds confidential the information it collects in accordance with *42 U.S.C. 1306*, *20 CFR 401* and *402*, *5 U.S.C. 552* (Freedom of Information Act), *5 U.S.C. 552a* (Privacy Act of 1974), and OMB Circular No. A-130.
- 11. Justification for Sensitive Questions**

The information collection does not contain any questions of a sensitive nature.
- 12. Estimates of Public Reporting Burden**

Approximately 55,600,000 respondents will take 1 minute each to complete Screen Pop each year. Accordingly, the burden is 926,667 hours. This figure represents burden hours, and we did not calculate a separate cost burden.
- 13. Annual Cost to the Respondents (Other)**

This collection does not impose a known cost burden to the respondents.
- 14. Annual Cost to the Federal Government**

The annual cost to the Federal Government is approximately \$556,000. This

estimate is a projection of the costs for developing the Screen Pop application.

- 15. Program Changes or Adjustments to the Information Collection Request**  
The burden increase for this collection stems from an increase in callers asking for agent service.
- 16. Plans for Publication Information Collection Results**  
SSA will not publish the results of the information collection.
- 17. Displaying the OMB approval Expiration Date**  
SSA is not requesting an exception to the requirement to display the OMB approval expiration date.
- 18. Exceptions to Certification Statement**  
SSA is not requesting an exception to the certification requirements in 5 *CFR* 1320.9 and related provisions in 5 *CFR* 1320.8(b) (3).

**B. Collections of Information Employing Statistical Methods**

SSA does not use statistical methods for this information collection.