

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0960-0788)

TITLE OF INFORMATION COLLECTION: National Disability Forum

PURPOSE:

The National Disability Forum (NDF) is an open forum hosted by the Social Security Administration (SSA) that gives all interested stakeholders an opportunity to share their unique insights on topics of particular interest to SSA both early in the process, and directly with policy makers. Further, it provides an opportunity for stakeholders to hear from one another. Open to anyone interested, SSA does not intend the NDF to be a means for reaching agreement on an issue, and SSA’s participation is only for the purpose of gaining insight through listening.

This inclusive and collaborative approach helps SSA develop responsive, effective, and efficient policies to empower individuals with a disability; minimize their financial hardship; and ensure proper use of Disability Trust funds. The activities under the NDF supplement, but do not replace, the rule-making process followed by SSA under the Administrative Procedure Act.

DESCRIPTION OF RESPONDENTS:

The NDF is an open forum of Social Security representatives; individuals with disabilities; advocate organizations; Federal/State/local and tribal government agencies; private companies; members of the medical community; and others interested in both assisting individuals with a disability, and the SSA disability programs. We meet three times per fiscal year, usually in the spring, summer, and fall, at a location in Washington, D.C. to host the two-hour forum. Our next forum is schedule for April 5, 2017, at the National Education Association in Washington, D.C., and the topic relates to the Ticket to Work Program. We will also host another forum this summer, and the topic will likely be a different disability program.

SSA sends a formal email invitation to a list of disability stakeholders from the SSA VOCUS database. We conduct registration online (see attached sample), and we include options for attending by phone or in-person. A group of panelists from both private and public sectors discusses areas of subject matter expertise at the forum (see sample of the types of presenters attached). After the panelists make their presentations, we allow the audience to ask questions. After the forum, we post all PowerPoints; presenter bios; handouts; and a transcript of the discussion to the National Disability Forum internet site at <https://www.ssa.gov/ndf/>. We provide an optional online survey (see attached sample) in our Thank You note to participants of the forum to obtain their feedback about their experience at the forum. We use IdeaScale, a platform where, similar to a discussion forum or social media, colleagues can comment and interact, regarding specific topics or questions. Here are some sample questions that we may list for comment on IdeaScale:

- *Overall, how can we support the employment goals of social security beneficiaries through the Ticket to Work program?*
- *How could we structure and present information to increase participation in and effectiveness of the program?*

We request comments on IdeaScale for several weeks before the NDF and for several weeks post NDF. Once we close the IdeaScale campaign, we archive the comments on the NDF internet

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

There are a little over 2,100 names in our VOCUS database that is kept by the Office of Communications. These names represent disability advocates, organizations, and other government agency contacts. We only send email invitations to those who we identify as a member of the disability community. We link the IdeaScale to the registration email. We send online evaluation forms after the forum to the participants who attended by phone or in-person.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.