

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0960-0526)**

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**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 November 2017, tentatively at the Press Office in Washington, D.C., and the topic relates to the Compassionate Allowance Program. We will also host another forum in the spring 2018 and in the summer 2018, (locations in Washington D.C. pending but tentatively the Press Office) and the topics 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:

- **Background**

Currently we utilize the [Compassionate Allowances website](#) to provide information to the public about this initiative.

**Question –**

*What additional information might be helpful to include on the website to help the reader better understand the CAL initiative?*

• **Background**

The Compassionate Allowances website provides information on how to [submit a potential CAL condition](#) for consideration. SSA provides an example of the type of information to submit, along with your suggestion, as well as the steps SSA takes when considering the potential condition.

**Question –**

*Do you have any recommendations of additional information that would be useful to SSA when evaluating a potential CAL condition?*

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 site. We meet with the SSA Disability Forum Steering Committee comprised of Associate Commissioner-level executives within SSA to review activities from the forum and plan for the next forum.

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input type="checkbox"/> Customer Satisfaction Survey      |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input checked="" type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group                                   | <input type="checkbox"/> Other: _____                      |

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Naomi Sipple, Reports Clearance Team Leader, Social Security Administration

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  No

2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Applicable, has a System or Records Notice been published?  Yes  No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time (in hours)	Burden
Fall 2017 NDF	300	2	600
Spring 2018 NDF	300	2	600
Summer 2018	300	2	600
<b>Totals</b>	<b>900</b>		<b>1,800</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is 15,000.00 dollars (estimated cost per event to be \$5,000,00).

**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?

The Office of Communications hold our VOCUS database which has over 2,100 names. 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 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.**