

**Supporting Statement for
Application Status
20 CFR 401.45
OMB No. 0960-0763**

A. Justification

1. Introduction/Authoring Laws and Regulations

The Social Security Administration (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*. 5 U.S.C. 552A (e)(10) requires Federal agencies to establish appropriate administrative, technical, and physical safeguards to ensure the security and confidentiality of records. Also in the same sub-section, 5 U.S.C. 552A (f)(2)&(3) requires agencies to establish requirements for identifying an individual who requests a record or information pertaining to that individual and to establish procedures for disclosure of personal information. SSA promulgated *Privacy Act* rules for verifying identity in 20 CFR 401.45 of the *Code of Federal Regulations*. We also established the authority to collect this information in section 205(a) of the *Social Security Act*.

2. Description of Collection

Application Status provides users with the capability to check the status of their pending Social Security claims via the National 800 Number Automated Telephone Service. Users need their Social Security number and a confirmation number to access this information. SSA's systems determine the type of claim(s) the caller filed based upon the information they provide. Subsequently, the automated telephone system provides callers with the option to choose the claim for which they wish to obtain status. If the caller applied for multiple claims, the automated system allows the caller to select only one claim at a time. Once callers select the claim(s) they are calling about, an automated voice advises them of the status of their claim. The respondents are current Social Security claimants who wish to check on the status of their claims.

3. Use of Information Technology to Collect the Information

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

4. Why We Cannot Use Duplicate Information

SSA previously collected, or provided the information we collect through the Automated Telephone application, and posted it to SSA's master electronic records; however, we ask for it again for comparison and authentication purposes. There currently is no existing alternative means for SSA to authenticate respondents' identity other than requesting they provide the information when the

request is user-initiated over the telephone.

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 were unable to authenticate the respondent's information, we would not be able to respond to these requests. Because we only collect the 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 in a manner inconsistent with 5 *CFR* 1320.5.

8. Solicitation of Public Comment and Other Consultations with the Public

The 60-day advance Federal Register Notice published on May 31, 2016, at 81 FR 34426, and we received no public comments. The 30-day FRN published on August 15, 2016 at 81 FR 54175. If we receive any comments in response to this Notice, we will forward them to OMB. We did not consult with the public in the revision of this collection.

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

Modality of Completion	Number of Respondents	Frequency of Response	Average Burden Per Response (minutes)	Estimated Total Annual Burden (hours)
Automated Telephone Services	160,034	1	3	8,002
Totals	160,034			8,002

The total burden for this ICR is **8,002** 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 on the respondents.
14. **Annual Cost To Federal Government**
The Automated Telephone application's annual cost to the Federal Government is approximately \$4,801. This estimate is a projection of the costs for maintaining the automated telephone service.
15. **Program Changes or Adjustments to the Information Collection Request**
In 2016, the IAPS application will move behind the *mySSA* suite of services. The Social Security Administration's Public Credentialing and Authentication Process (OMB. 0960-0789), will authenticate users and they will not have to enter their SSN or confirmation number into the application. Therefore, we are removing the IAPS application from this clearance package, and decreasing the burden accordingly. In addition, we are decreasing the burden due to an overall decrease in usage for Automated Telephone Services.
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 for the Phone-Based Applications.
18. **Exceptions to Certification Statement**
SSA is not requesting an exception to the certification requirements at 5 *CFR* 1320.9 and related provisions at 5 *CFR* 1320.8(b)(3).

B. Collection of Information Employing Statistical Methods

SSA does not use statistical methods for this information collection.