

**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* 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 speed up 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 the 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 collect and the manner in which we collect 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. Because we 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 collection 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 June 27, 2017, at 82 FR 29136, and we received no public comments. The 30-day FRN published on September 13, 2017 at 82 FR 43067. If we receive any comments in response to this Notice, we will forward them to OMB.

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 Responses	Frequency of Response	Average Burden per Response (minutes)	Estimated Total Annual Burden (hours)
Screen Pop	53,394,811	1	1	889,914

The total burden for this ICR is 889,914 hours. We based these figures on current management data; 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 the Federal Government

The annual cost to the Federal Government is approximately \$533,948. This estimate accounts for costs from the following areas: (1) designing, printing, and distributing the form; (2) SSA employee (e.g., field office, 800 number, DDS staff) information collection and processing time; and (3) systems development, updating, and maintenance costs.

15. Program Changes or Adjustments to the Information Collection Request

When we last cleared this IC in 2014, the burden was 926,667 hours. However, we are currently reporting a burden of 889,914 hours. This change stems from better use of technology and having efficient staffing, which has cut down on the number of repeated callers. The population affected by the change is anyone who calls requesting to speak with an agent. The annual cost to the Federal Government from the following areas: (1) designing, printing, and distributing the form; (2) SSA employee (e.g., field office, 800 number, DDS staff) information collection and processing time; and (3) systems development, updating, and maintenance costs will rise and fall with the population, the more respondents the higher the cost.

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.