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 FY 2019

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 or four times per fiscal year, usually in the spring, summer, and fall, at a location in Washington, D.C. to host the forum. The Forum may be a two-hour session in the afternoon or occasionally we may add a two-hour session in the morning as well... Our next forum is scheduled for October 2018, tentatively at a location in Washington, D.C., and the topic relates to Advance Designation for Representative Payees. We will also host another forum in November 2018, spring 2019 and in the summer 2019, (locations in Washington D.C. pending but tentatively the Partnership for Public Service) and the topics will likely be a different disability program.

SSA sends a formal email invitation to a list of disability and/or retirement stakeholders from the SSA VOCUS database. We conduct registration online (see attached sample), and we include options for attending by phone, live streaming 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 Engage SSA, formerly known as 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 Engage SSA (IdeaScale):

1. How do you envision advance designation specifically playing role in future financial management activities within your own agency/group/business?

2. How can the agency effectively collaborate with advocates and stakeholders to strengthen the advance designation process?

3 Do you follow a notification process for individuals at the point they are listed as a future contact, or only at the point of selection?

We request comments on Engage SSA (IdeaScale) for several weeks before the NDF and for several weeks post NDF. Once we close the Engage SSA (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)

[ ] Customer Comment Card/Complaint Form   [ ] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [X] Small Discussion Group
[] Focus Group   [ ] 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:__Cecilia Bamford, Technical Expert Office of Disability
Policy_____

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [X] 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 [X] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [X] No
Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time in hours	Burden
October 18, 2018	300	4	1,200
November 28, 2018	300	2	600
Spring 2019	300	2	600
Summer 2019	300	2	600
Totals	**1,200**		**3,000**

FEDERAL COST: The estimated annual cost to the Federal government is _20,000 dollars_ (Estimated cost per NDF is $5,000)

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?

                                        [X] 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 3,000 names. These names represent disability and/or retirement advocates, organizations and other government agency contacts. We only send email invitations to those who we identify as a member of the disability and/or retirement community. We link Engage SSA (formerly called IdeaScale) to the registration email.

We send online evaluation forms after the forum to the participants who attended by phone, live streaming or in-person.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
       [X] Web-based or other forms of Social Media
       [X] Telephone
       [X] 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.