

**Justification for Non-Substantive Changes for  
iRPA (Internet Representative Payee Accounting) screens  
20 CFR 404.635, 404.2035, 404.2065, and 416.665  
OMB No. 0960-0068**

**Background**

Social Security's Agency Strategic Plan (ASP) outlines how Social Security plans to improve service delivery to our customers. One of the goals in the ASP is to, "deliver innovative quality services by developing and increasing the use of self-service options." **my Social Security** is one of these self-service options, and these changes will allow for more users to conduct business with us in a secure environment.

The **my Social Security** redesign initiative provides critical enhancements to the **my Social Security** portal. The enhancements allow for adaptability of future eService applications into **my Social Security**. This change request addresses a new sub-portal, myRPA, which allows users to perform representative payee accounting services.

Currently, representative payees use iRPA as the Internet platform for representative payee accounting. iRPA is housed in a suite of online services called Business Services Online. myRPA will be house behind the **my Social Security** portal. We will roll out myRPA slowly, and eventually, use it to replace iRPA completely. myRPA will initially roll out for individual representative payees (only) on July 21, 2018.

**Revision to the iRPA screens for myRPA:**

- **Change #1:** The questions on the myRPA screens are the same as the questions on the iRPA screens. However, we updated the look and feel of the screens, to reflect the myRPA design.

**Justification #1:** We will move the current iRPA screens for individual representative payees to myRPA. We will make no changes to the actual questions, however, we will update the look and feel of the screens to match those of the current **my Social Security** applications. We are only changing the look and feel of the screens to accommodate the new system, and are making no changes to the questions or the order of the questions.

We did not make the changes in this request prior to the previous submission and approval of the 2017 clearance package because the screens and system were not ready for release. We are requesting the revisions by **June 30, 2018**, instead of waiting for the renewal time, because the myRPA system will roll out to individual representative payees on July 21, 2018, and our Systems team needs some lead-time to implement the approved screens. We will send another change request when we are ready to roll out the system to organizational representative payees.

SSA will implement these changes to iRPA upon OMB approval.

This action does not affect the public reporting burden for this ICR.