**LISTING OF PROPOSED GENERIC CLEARANCE COLLECTIONS**

Below is a comprehensive list and description of all planned generic clearance activities for February 2019 through February 2022. Although we tried to project every possible activity, a situation may arise which will require us to conduct an unanticipated generic clearance. In that case, we will submit a change sheet to adjust the burden for this OMB number. As in the past, before conducting any generic clearance activity, we will submit documentation discussing the activity and a copy of the proposed collection instrument to OMB.

**A. MAIL QUESTIONNAIRES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SSA CATEGORY SUB-NUMBER****COMPONENT** | **TITLE & DESCRIPTION OF COLLECTION** | **Year 1** **(February 2019 through February 2020)****Burden Hours** | **Year 2** **(February 2020 through February 2021)** **Burden Hours** | **Year 3** **(February 2021 through February 2022)** **Burden Hours**  |
| **A-01****(DCARO)** | **Service Satisfaction Survey**SSA conducts these surveys annually to measure satisfaction with our major service delivery channels. This survey category includes the Office Visitor Survey (OVS), which is an annual mail questionnaire that obtains satisfaction ratings from people who have visited randomly selected SSA field and hearings offices, and Social Security Card Centers. We will conduct for the first time the my Social Security/OVS that will study why my Social Security accountholders choose to visit a local field office to get service available online via the website, in addition to measuring satisfaction with the office visit. SSA will survey at most 12,000 respondents each fiscal year, with a response time of 5 minutes for the OVS and 20,000 respondents for the my Social Security/OVS with a response time of 10 minutes. SSA will use a contractor to administer the surveys. SSA uses the results of these surveys to track satisfaction with the service the agency provides in person.  | 8,000 | 8,000 | 8,000 |
| **A-02****(DCARO)** | **Special Study Programmatic Survey**SSA plans to conduct satisfaction surveys on topics of current interest focusing on targeted populations who use or have the potential to use SSA programmatic services. In addition to measuring satisfaction with various SSA services, these surveys may address the service needs and expectations of various client groups currently served by the agency as well as future client groups. We will form client groups based on factors such as their current or prospective connection with SSA, the type of business conducted by the group, the type of SSA program that affects the group, and demographic factors. Sample sizes will be large enough to permit analysis of pertinent subgroups. SSA will conduct the surveys by mail. Examples of these types of surveys include surveys of prospective SSA clients, retirement benefit applicants, etc. SSA will use the results to gain insight about the customer experience and for agency planning purposes. Each year we expect to sample no more than 20,000 individuals. We anticipate an average response time of 15 minutes; the actual burden may vary from 10 to 20 minutes depending on the particular survey.  | 5,000 | 5,000 | 5,000  |
| **A-03****(DCARO)** | **Special Study Survey**SSA plans to conduct customer satisfaction surveys with target populations and special-interest issue groups. We will conduct these surveys by mail. In addition to measuring satisfaction with various SSA services, these surveys may address the service needs and expectations of various client groups currently served by SSA and potential future client groups. Examples of these types of surveys include new features of SSA’s 800‑number service and SSA’s online services. We will conduct at most two special study surveys each GC plan year with approximately 12,000 total respondents. The estimated response time will be no more than 15 minutes. SSA will use a contractor to administer the surveys.  | 3,000 | 3,000 | 3,000 |

**TOTAL BURDEN HOURS REQUESTED FOR MAIL QUESTIONNAIRES:**

|  |  |  |
| --- | --- | --- |
| **Year 1** | **Year 2** | **Year 3** |
| 16,000 | 16,000 | 16,000 |

**B. TELEPHONE QUESTIONNAIRES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SSA CATEGORY SUB-NUMBER****COMPONENT** | **TITLE & DESCRIPTION OF COLLECTION** | **Year 1** **(February 2019 through February 2020****Burden Hours** | **Year 2** **(February 2020 through February 2021)** **Burden Hours** | **Year 3** **(February 2021 through February 2022)** **Burden Hours**  |
| **B-01****(DCARO)** | **Service Satisfaction Survey**SSA conducts these surveys annually to measure satisfaction with our major service delivery channels. This survey category includes the 800 Number Caller Survey and the Field Office Caller Survey, both designed to obtain satisfaction ratings from people who have conducted business with SSA over the telephone. The surveys utilize similar short phone questionnaires addressing key factors related to satisfaction with telephone service. We will survey approximately 12,000 respondents with an estimated response time of 15 minutes for each fiscal year. SSA will use a contractor to administer the surveys. SSA uses the results of these two surveys to track satisfaction with agency telephone service, both on the national 800 number and in field offices.  | 3,000 | 3,000 | 3,000 |
| **B-02****(DCARO)** | **Special Study Survey**SSA plans to conduct customer satisfaction surveys with target populations and special-interest issue groups. We will conduct these surveys by telephone. In addition to measuring satisfaction with various SSA services, these surveys may address the service needs and expectations of various client groups currently served by SSA and potential future client groups. Examples of these types of surveys include new features of SSA’s 800‑number service and SSA’s online services. We will conduct at most two special study surveys each GC plan year with approximately 12,000 total respondents. The estimated response time will be no more than 15 minutes. SSA will use a contractor to administer the surveys.  | 3,000 | 3,000 | 3,000 |
| **B-03****(DCO)** | **Social Security Administration (SSA) Post-Call Survey**The SSA Post-Call Survey covers a variety of questions related to SSA’s N8NN service such as the following: The nature of the caller’s business and the type of benefits involved; Satisfaction with the time spent on hold waiting to speak to an agent; Callers’ satisfaction with how quickly they were served on the 800 number; Caller’s ease of getting the automated systems to understand the type of service needed; Why the caller chose the 800 number over the web or field office and; the caller’s rating of the 800 number service overall. The survey allows individual callers to provide immediate feedback on their experience with SSA’s N8NN. | 320,000 | 320,000 | 320,000 |
| **B-04****(DCO)** | **Social Security Administration (SSA) Field Office Network Enterprises (FONE) Satisfactory Survey**The SSA FONE Survey covers a variety of questions related to SSA’s FONE service such as the following: The nature of the caller’s business and the type of benefits involved; Satisfaction with the time spent on hold waiting to speak to a representative; Callers’ satisfaction with how quickly they were served at a Field Office (FO); caller’s ease of getting the automated systems to understand the type of service needed; caller’s satisfaction with representative service regarding their courtesy, job knowledge, helpfulness, and clarity of explanations and; the caller’s rating of the FO telephone service. The survey allows individuals callers to provide immediate feedback on their experience with SSA’s FOs. | 172,500 | 172.500 | 172,000 |

**TOTAL BURDEN HOURS REQUESTED FOR TELEPHONE QUESTIONNAIRES:**

|  |  |  |
| --- | --- | --- |
| **Year 1** | **Year 2** | **Year 3** |
| 343,500 | 343,500 | 343,500 |

 **C. Mail, Online, Telephone Questionnaires**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SSA CATEGORY SUB-NUMBER****COMPONENT** | **TITLE & DESCRIPTION OF COLLECTION** | **Year 1** **(February 2019 through February 2020)****Burden Hours** | **Year 2** **(February 2020 through February 2021)** **Burden Hours** | **Year 3** **(February 2021 through February 2022)** **Burden Hours**  |
| **C-01****(DCCOMM)** | **Social Security Statement Survey**SSA plans to use the information to evaluate customer satisfaction with the Social Security Statement. We will collect information about customer knowledge, awareness, and satisfaction with the various sections and features of the Statement.  | 300 | 300 | 300 |
| **C-02****(DCRDP)** | **Disability Program Options**This survey asks questions to the working age population on general knowledge and opinions about the Social Security Disability program | 1,000 |  |  |
| **C-03****(DCO)** | **ForeSee Online Customer Satisfaction Surveys**SSA contract with ForeSee to provide online surveys that measure customer’s satisfaction with online services. These real-time surveys provide valuable insight regarding modifications and enhancements needed to improve our products’ efficacy and usability**.** | 36,493 | 39,047 | 41,781 |

**TOTAL BURDEN HOURS REQUESTED FOR COMMENT CARDS:**

|  |  |  |
| --- | --- | --- |
| **Year 1** | **Year 2** | **Year 3** |
| 37,793 | 39,347 | 42,081 |

**D. OTHER**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SSA CATEGORY SUB-NUMBER****COMPONENT** | **TITLE & DESCRIPTION OF COLLECTION** | **Year 1** **(December 2015 through November 2016)****Burden Hours** | **Year 2** **(December 2016 through November 2017)** **Burden Hours** | **Year 3** **(December 2017 through December 2018)** **Burden Hours** |
| **D-01** | **Other**This includes any possible future clearance that SSA has not covered in the above categories (16,666 respondents per year @ 30 minutes per response). | 591,220 | 591,220 | 591,220 |

**TOTAL BURDEN HOURS REQUESTED FOR OTHER:**

|  |  |  |
| --- | --- | --- |
| **Year 1** | **Year 2** | **Year 3** |
| 591,220 | 591,220 | 591,220 |

**THREE-YEAR GRAND BURDEN TOTAL FOR ALL REQUESTED GENERIC CLEARANCE ACTIVITIES:**

|  |  |
| --- | --- |
| **GC PLAN YEAR** | **TOTAL HOURS (FOR ALL CATEGORIES)** |
| Year 1 | 988,513 |
| Year 2 | 990,067 |
| Year 3 | 992,801 |
| 3-YEAR TOTAL | **2,971,381** |