

**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 under the 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 automated 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 June 4, 2019, at 84 FR 25891, and we received no public comments. The 30-day FRN published on August 13, 2019 at 84 FR 40121. 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**

Per our current management information data, approximately 248,485 respondents take 3 minutes each to complete the Automated Telephone application process each year.

<b>Modality of Completion</b>	<b>Number of Respondents</b>	<b>Frequency of Response</b>	<b>Average Burden Per Response (minutes)</b>	<b>Estimated Total Annual Burden Hours (hours)</b>	<b>Average Hourly Wage (dollars)*</b>	<b>Total Annual Opportunity Cost (dollars)**</b>
Application Status	248,485	1	3	12,424	\$22.50*	\$279,540.00**

\* We based this figure on the average U.S. worker’s hourly salary from the Bureau of Labor Statistics FY2018 data.

\*\* This figure does not represent actual costs that SSA is imposing on recipients of

Social Security payments to complete this application; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the application.

The total burden for this ICR is **12,424** burden hours (reflecting SSA management information data). We based these figures on the data we obtained from the Cisco Voice Portal system. We estimated the figures using a multi-year period. The figures change each year based on the number of respondents who attempt to access or start the application. The burden hours noted above result in an associated theoretical (not actual) opportunity cost financial burden of **\$279,540**. SSA does not charge respondents to complete our applications.

**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 annual cost to the Federal government is approximately \$7,455. This estimate accounts for costs from the following areas: (1) designing the application; (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**

We are increasing the burden for this information collection from 160,034 respondents to 248,485 respondents. We use a multi-year period to estimate the figures, and we base them upon current usage. Our current information data shows an increase in the number of respondents for this information collection; therefore, we are increasing the burden due to an overall increase in usage for Automated Telephone Services. There is no change to the burden time per response. Although the number of respondents changed, SSA did not take any actions to cause this change.

**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 Automated Telephone Application.

**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.