Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0960-0788)

TITLE OF INFORMATION COLLECTION: IdeaScale Forum for Advance Designation of Representative Payees

PURPOSE:

The focus of the IdeaScale Forum for Advance Designation of Representative Payees is to engage advocates of the representative payee community regarding the implementation of Section 201 of the Strengthening Protections for Social Security Beneficiaries Act of 2018. This IdeaScale Forum allows the Social Security Administration to gather questions, concerns, and suggestions from advocates regarding agency implementation of Section 201. SSA will extend participation in this IdeaScale forum to those organizations that register for the National Disability Forum on the Advance Designation of Representative Payees (ICR Reference Number 201707-0960-002).

This IdeaScale Forum will provide a means to gather industry and advocate input into the method of implementation for Advance Designation. By targeting organizations that either have a vested interest in Advance Designation based on the population they serve, or that currently participate in similar information collection, we expect to gain valuable insight into the impact Advance Designation may have, as well as how to improve implementation and outreach to maximize applicant and beneficiary usage of this service. The agency will evaluate the feasibility of incorporating the comments and suggestions, and will adjust the systems and policy as appropriate for either the initial or subsequent releases of Section 201, based on the results of this survey.

DESCRIPTION OF RESPONDENTS:

We will target a cross section of organizations from the following general communities:

- Financial Planning
- Elder Care/Aging
- Life Insurance
- Disability

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [ ] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[] Focus Group   [X] Other: Using an online crowdsourcing platform, participants can review community topics, submit ideas, and collaborate with one another by commenting and voting on each other's ideas.

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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: Alison Seto, Deputy ARC MOS, Boston Region

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	Burden
Advocates and Industry	300	5	25 hours
Totals	**300**	5	**25 hours**

BURDEN HOUR COMPUTATION *(Number of responses (X) estimated response time (/60) = annual burden hours)*:

FEDERAL COST: Minimal costs are associated with this activity as the invitation to participate in the IdeaScale forum is sent by email, and feedback is collected and reviewed by employees electronically.

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?

This IdeaScale Forum will canvass a sampling of major organizational partners of the Social Security Administration based on their potential involvement with Advance Designation or similar activities within their own organization. Participants will consist of representatives from key stakeholder organizations that can effectively represent SSA's diverse consumer base.

We will extend an invitation to participate in the IdeaScale forum to advocates and industry from the general communities noted above that register for the National Disability Forum Regarding the Advance Designation of Representative Payees.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
    [X] Web-based or other forms of Social Media
    [ ] Telephone
    [ ] In-person
    [ ] Mail
    [X] Other, Explain: Using an online crowdsourcing platform, participants can review community topics, submit ideas, and collaborate with one another by commenting and voting on each other's ideas. Designated SSA employees will serve as moderators for the engagement. Moderators monitor, evaluate, and respond to posts submitted during the engagement.

2. Will interviewers or facilitators be used? [ ] Yes [X] No