

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

TITLE OF INFORMATION COLLECTION: Social Security Statement Focus Groups

DESCRIPTION OF ACTIVITY:

Background: The Social Security Administration (SSA) is seeking to acquire constructive feedback from the public on their satisfaction with and use of the online mySocial Security accounts they created, including suggestions for how SSA might improve these accounts. This customer satisfaction activity will provide information allowing SSA to increase the effectiveness of the mySocial Security accounts.

Objectives: We are seeking to gain feedback from the public about their satisfaction with the current features available in the online Social Security Statement and their interest in new features. SSA is thinking of adding to the online Social Security Statement. The Social Security Statement is an important component of the online mySocial Security accounts. SSA wants to know which of these new features the public would be most interested in seeing as part of the online Social Security Statement. The ultimate goal is to provide features of interest to the public, and, thus, encourage more individuals to create and use mySocial Security accounts.

Methodology: We are working with an SSA-approved contractor who will conduct four focus groups with eight individuals in each focus group for a total of 32 participants overall. The contractor will moderate the focus groups discussions.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input checked="" type="checkbox"/> Focus Group | <input type="checkbox"/> 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: **Dellareese Morton-Smith, Management Analyst, Social Security Administration**

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? 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 No
3. If Applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

As is customary practice, the contractor will offer a cash incentive up to \$150.0.

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden (hours)
Individuals	32	90	48

FEDERAL COST: The estimated annual cost to the Federal government is **\$84,653**.

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?

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 participant selection criterion for this research is as follows:

SSA will carry out participant recruitment according to industry standards and will use a range of strategies including custom databases, client lists, and random-digit dialing. The contractor will use the screening criteria SSA requests: non-SSA beneficiaries ages 25 or older who are mySocial Security account holders, with quotas for the following age groups – 25-34, 35-49, 50-61, and 62-69. The focus groups will be a mix of race, age, gender, etc.

Administration of the Instrument

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

USE OF RESULTS

SSA seeks assessments and recommendations concerning ways to improve uptake and use of the online mySocial Security accounts. The goal of this research is to ascertain those features that the public is most interested in seeing added to their mySocial Security accounts.

Attached is a copy of the focus group questions.

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