

**Justification for Non-Substantive Changes for Forms SS-5, SS-5-FS
Application for a Social Security Number (SSN) Card, the Social Security Number
Application Process (SSNAP), the Online Social Security Number Application Process
(oSSNAP) and the Internet SSN Replacement Card (iSSNRC) Application
20 CFR 422.103 - 422.110
OMB No. 0960-0066**

Background

The Social Security Administration allows a person to file an application for an original or replacement SSN card through one of the following modalities: mailing a completed paper Form SS-5; using various electronic applications (e.g., Enumeration at Birth, the Internet Social Security Number Replacement Card), if eligible; or completing an in-office interview.

Due to the current COVID-19 situation, SSA needed to close field offices to protect the public and our employees. While we are still conducting limited in-office interviews by appointment only, when available, for individuals with a prioritized request to file for an original SSN card, in general, we are not able to conduct most of the in-office interviews at this time. Individuals who need to apply for a replacement SSN card must either use iSSNRC, complete a video-teleconference interview, or mail the completed Form SS-5 along with their supporting documentary evidence.

To accommodate some applicants during the current COVID-19 situation, SSA plans to offer face-to-face Express Interviews for Enumeration and Evidence. We will keep the Express Interviews short in duration, and will use them for prioritized requests for SSN services.

To determine whether individuals meet the criteria for prioritized requests and face-to-face Express Interviews for Enumeration and Evidence, we will pre-screen in-office visitors via a telephone interview to verify the absolute need for a face-to-face visit.

We will evaluate the usefulness of Express Interviews for Enumeration and Evidence once the current COVID-19 situation ends to determine if we will continue to offer this option once we can reopen our offices.

We intend to implement the Express Interviews for Enumeration and Evidence, including the new pre-screening questions, on **January 18, 2021**. We are asking for OMB approval prior to that date.

Revision to the Collection Instrument

- **Change #1:** SSA is adding a pre-screening interview process.

- **Justification #1:** This new pre-screening interview will allow us to determine if an individual meets our criteria for a prioritized request for SSN services, and will also allow us to take preliminary information to limit the duration of the in-person office visit.
- **Change #2:** SSA will allow certain members of the public to start the SSN card application process via a telephone pre-screening interview and then complete the process in person at an SSA office.

Justification #2: Currently, we are not able to conduct most of the in-office SSN card interviews at this time. Individuals who need to apply for an SSN card must either use iSSNRC, or mail the completed form SS-5 along with their supporting documentary evidence. The pre-screening interview will allow us to assess the need for the public to visit a field office in person to complete their SSN card application process. SSA will conduct these telephone pre-screening interviews only for members of the public who need prioritized requests for an SSN card. This will allow more applicants to apply and submit evidence for an SSN card while our offices are operating with limited availability.

This interview process will not change the current burden estimates, as the pre-screening questions are questions we already ask as part of the current SSN card application. Since we will ask some of these questions during the pre-screening interview process, we will not need to ask them again in person for those respondents who follow up the pre-screening interview with a field office visit.

As mentioned above, we intend to implement this new Express Interviews for Enumeration and Evidence, including the new pre-screening questions, on **January 18, 2021**. We are asking for OMB approval prior to that date.