

LISTING OF PROPOSED GENERIC CLEARANCE COLLECTIONS

Below is a comprehensive list and description of all planned generic clearance activities for March 2022 through March 2025. 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 (March 2022 through March 2023) Burden Hours	Year 2 (March 2023 through March 2024) Burden Hours	Year 3 (March 2024 through March 2025) Burden Hours
A-01 (DCARO)	<p align="center">Service Satisfaction Survey</p> <p>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</p>	<p align="center">32,000</p>	<p align="center">32,000</p>	<p align="center">32,000</p>

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	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.			
A-02 (DCARO)	<p style="text-align: center;">Special Study Programmatic Survey</p> <p>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.</p>	20,000	20,000	20,000
A-03	Special Study Survey			

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(DCARO)	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 caller s-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.	12,000	12,000	12,000
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TOTAL BURDEN HOURS REQUESTED FOR MAIL QUESTIONNAIRES:

Year 1	Year 2	Year 3
64,000	64,000	64,000

B. TELEPHONE QUESTIONNAIRES

SSA CATEGORY SUB-NUMBER COMPONENT	TITLE & DESCRIPTION OF COLLECTION	Year 1 (March 2022 through March 2023)	Year 2 (March 2023 through March 2024)	Year 3 (March 2024 through March 2025)
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		Burden Hours	Burden Hours	Burden Hours
B-01 (DCARO)	<p align="center">Service Satisfaction Survey</p> <p>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.</p>	32,000	32,000	32,000
B-02 (DCARO)	<p align="center">Special Study Survey</p> <p>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</p>	12,000	12,000	12,000

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	<p>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.</p>			
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TOTAL BURDEN HOURS REQUESTED FOR TELEPHONE QUESTIONNAIRES:

Year 1	Year 2	Year 3
44,000	44,000	44,000

C. Mail, Online, Telephone Questionnaires

SSA CATEGORY SUB-NUMBER COMPONENT	TITLE & DESCRIPTION OF COLLECTION	Year 1 (March 2022 through March 2023) Burden Hours	Year 2 (March 2023 through March 2024) Burden Hours	Year 2 (March 2023 through March 2024) Burden Hours
C-01 (DCARO)	<p align="center">Social Security Statement Survey</p> <p>SSA plans to conduct customer satisfaction research with target populations and special-interest issue groups. We will conduct this research by focus groups, cognitive interviews, and usability testing. In addition to measuring satisfaction with various SSA services, this research may address the service needs and expectations of various client groups currently served by SSA and potential future client groups. Examples of this research includes measuring client satisfaction with SSA’s notices through focus groups. We will conduct at most two special studies each GC plan year with approximately 64 total respondents. The estimated response time will be no more than 90 minutes. SSA will use a contractor to administer the surveys</p>	64	64	64

TOTAL BURDEN HOURS REQUESTED FOR COMMENT CARDS:

Year 1	Year 2	Year 3
64	64	64

D. OTHER

SSA CATEGORY SUB-NUMBER COMPONENT	TITLE & DESCRIPTION OF COLLECTION	Year 1 (March 2022 through March 2023) Burden Hours	Year 2 (March 2023 through March 2024) Burden Hours	Year 2 (March 2023 through March 2024) Burden Hours
D-01	<p style="text-align: center;">Other</p> <p>This includes any possible future clearance that SSA has not covered in the above categories (16,666 respondents per year @ 30 minutes per response).</p>	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

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Year 2	990,067
Year 3	992,801
3-YEAR TOTAL	2,971,381

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