Justification for Non-Substantive Changes for Supplemental Security Income Telephone Wage Reporting and Social Security Administration Mobile Wage Reporting
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Background

SSA requires SSI recipients to report changes in wages monthly, as the receipt of earned income could affect their eligibility for SSI and their payment amount. Social Security Administration's Mobile Wage Reporting (SSAMWR) is one of several electronic methods available to SSI recipients to report their monthly wages. SSAMWR allows recipients to report their wages through an application on their smartphone. We recently obtained OMB approval on 3/22/2022 for a number of revisions and screen changes to the application to improve user experience. We successfully implemented these changes in May 2022. However, through user feedback in the app store, we became aware of several necessary enhancements to improve accuracy of reporting and customer experience. The IT Modification changes outlined below do not affect the SSI Telephone Wage Reporting system, also included under this OMB number.

Justification for Non-Substantive Changes to the Collection

We are making the following revisions to the SSAMWR:

- **Change #1**: (Screenshot 1.1) We changed the acknowledgement input from "X" to "OK" and ensured consistency across all toast banners.

  Justification #1: This change was made to improve accessibility throughout the app and to meet Section 508[1] guidelines.

- **Change #2**: (Screenshot 1.2) On the Reporting Month screen, we provided a link to the instructional guide for the application and added additional information about when users may need to contact their local social security office.

  Justification #2: This change improves user experience by providing more information to users on how to report and clarifies reporting situations that may require contact with a local office. By providing a link to the instructional guide, we reduce instances of reporting failures due to confusion about the new screens.

- **Change #3**: (Screenshots 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9 and 2.0) We added a new question, "Did you receive any wages?" on the Personal Information screen (1.3, 1.4, 1.7, and 1.8). The next question, "How often are you paid?" will now conditionally appear based on yes/no answer given. The additional question and conditional display of information are also reflected when users confirm information on the Personal Information screen (1.5, 1.6, 1.9 and 2.0).

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[1] Section 508 of the Rehabilitation Act of 1973

Justification #3: This change restores functionality for users to report that they received zero wages, which was inadvertently removed in the last application update. Conditional fields create a more seamless user experience.

- **Change #4**: (Screenshots 2.1) We added examples of the correct format for wage entries "(ex: 1000.00)" to wage fields.

  Justification #4: We made this change to improve accessibility throughout the app and to meet Section 508 guidelines.

- **Change #5**: (Screenshots 2.2 and 2.3) We made a minor language change on the Review page to replace "gross pay" with "gross wages." We also added language and instructions for users submitting zero wages.

  Justification #5: This change ensures we are using consistent terminology throughout the application and supports the restoration of functionality discussed in change #3.

- **Change #6**: (Screenshots 2.4) We added a pop-up screen to the Review screens that provides confirmation of the number of paystubs the user will submit along with the total gross amount. The pop-up screen includes clear paths to submit wages, enter more pay stubs, or cancel the report.

  Justification #6: This change improves user experience and ensures that reporters are submitting complete and accurate reports.

- **Change #7**: (Screenshots 2.5) We added a pop-up screen to the Personal Information screens to clarify whose information the screen is requesting. The pop-up screen directs the user to enter their own information, and not that of a child.

  Justification #7: The app feedback we have received alerted us that users were experiencing confusion on this page. We added the pop-up screen to be responsive to user feedback. The addition of the pop-up screen clarifies whose information we need and helps prevent reporting failures.

Note: Please see accompanying document, "SSAMWR Before and After Screen Comparisons," for referenced screenshots.

SSA will implement these IT Modification changes to the screens upon OMB approval.

These actions do not affect the public reporting burden.