

Supporting Statement for the Enterprise Scheduling System (ESS)
OMB No. 0960-NEW

A. Justification

1. Introduction/Authoring Laws and Regulations

The Social Security Administration's (SSA) existing scheduling process is split across multiple systems and does not support customer self-scheduling for most appointment types, or technician scheduling for all appointment types. SSA's offerings for customer self-scheduling are very limited. Currently, customers are only able to self-schedule initial benefit claims appointments via the iClaim application using the Internet Appointment (iAppointment, OMB No. 0960-0822) tool. However, iAppointment does not allow our customers to self-schedule an appointment for enumeration (i.e., requests for an original Social Security number (SSN) or replacement Social Security card). For technician-scheduled appointments, the agency currently uses the Enhanced Leads and Appointments System (eLAS, OMB No. 0960-0822) to record and set appointments. Technicians can also use internal local systems such as Visitor Intake Processing (VIPr, OMB No. 0960-0066), and a myriad of local solutions such as Excel spreadsheets, Outlook calendars, and shared repositories. Under this current process, data sharing only occurs between some existing systems, typically through overnight batch processes, resulting in double-booked appointment slots, a dual view of technician schedules, and the inability to accommodate requests for same-day appointments. The current scheduling process is costly, architecturally antiquated, and disjointed. It is technically feasible to carry on the status quo; however, that requires a continued heavy burden on technicians to schedule most appointments for the public. Implementing the Enterprise Scheduling System (ESS) will provide a better customer and employee experience. The first ESS release is specific to allowing self-scheduling for enumeration services. ESS subsequent releases will expand services for other appointment needs.

2. Description of Collection

Once a customer completes the Online Social Security Number Application Process (oSSNAP, OMB No. 0960-0066), a success screen will display with a link to ESS. Through ESS respondent self-scheduling and technician scheduling, SSA will collect specific information about respondents (e.g., respondent's name, address, zip code, telephone number, and email address). In addition, we will ask the respondent to consent to receive optional electronic messaging or opt out; electronic message preference (email/text), if respondents provide consent; language preferences (English/Spanish); respondent's preferred office to receive service; and appointment (day and time preference) to schedule an in-office appointment to process a request for an original SSN or replacement Social Security card. In addition, we will ask respondents scheduling their initial appointment through a technician to create a one-time passcode to securely allow online updates to their appointment. The technician will document the one-time passcode with the respondent's other appointment preferences. Respondents will

use ESS to complete required screens and fields to select a date and time for an appointment at an SSA field office (FO) to provide the proofs necessary to obtain a replacement or original SSN card. Respondents can complete the online collection themselves. If respondents encounter issues with ESS, they may contact SSA by phone to complete scheduling the appointment through a technician. We will integrate ESS with VIPr Mobile check-in functions, so ESS respondents will have the option to check-in for their appointment using Mobile check-in on their personal device, instead of checking in at the kiosk. Using VIPr, SSA employees can request walk-in visitors and individuals with appointments to come into the office. The respondents are individuals looking to schedule their own SSA visit using ESS.

3. Use of the Information Technology to Collect the Information

In accordance with the agency's Government Paperwork Elimination Act plan, SSA created this Internet scheduling tool. We estimate approximately 95% of customers given the option to self-schedule under this OMB number will use the electronic version. If customers need assistance completing ESS, they can call and schedule appointments via telephone with SSA FO staff. In addition, customers can complete subsequent appointments during in-office interviews if they need any follow-up in-office appointments. SSA FO employees will enter the information directly into ESS. We estimate that approximately 5% of customers will use this method.

4. Why We Cannot Use Duplicate Information

The nature of the information we collect and the manner in which we collect it precludes duplication. SSA does not use another collection instrument to obtain similar data.

5. Minimizing Burden on Small Respondents

This collection does not affect small businesses or other small entities.

6. Consequences of Not Collecting Information or Collecting It Less Frequently

If we did not use ESS, the public would have no way to self-schedule appointments to obtain Social Security cards, which allows SSA to manage the enumeration workload (the largest workload for FOs) efficiently and effectively, while ensuring compliance with the Centers for Disease Control and Prevention pandemic guidelines. Because we collect this information on an as needed basis, we cannot collect it less frequently. There are no technical or legal obstacles to burden reduction.

7. Special Circumstances

There are no special circumstances that would cause SSA to conduct this information collection in a manner inconsistent with 5 *CFR* 1320.5.

8. **Solicitation of Public Comment and Other Consultations with the Public**
The 60-day advance Federal Register Notice published on May 24, 2022, at 87 FR 31598, and we received no public comments. The 30-day FRN published on July 25, 2022, at 87 FR 44180. If we receive any comments in response to this Notice, we will forward them to OMB.
9. **Payment or Gifts to Respondents**
SSA does not provide payments or gifts to respondents.
10. **Assurances of Confidentiality**
SSA protects and holds confidential the information it collects in accordance with 42 U.S.C. 1306, 20 CFR 401 and 402, 5 U.S.C. 552 (Freedom of Information Act), 5 U.S.C. 552a (Privacy Act of 1974), and OMB Circular No. A-130.
11. **Justification for Sensitive Questions**
The information collection does not contain any questions of a sensitive nature.
12. **Estimates of Public Reporting Burden**
Please see the burden chart below:

| Modality of Completion | Number of Respondents | Frequency of Response | Average Burden Per Response (minutes) | Estimated Total Annual Burden (hours) | Average Theoretical Hourly Cost Amount (dollars)* | Average Wait Time for Teleservice Centers (minutes) ** | Total Annual Opportunity Cost (dollars) *** |
|------------------------|-----------------------|-----------------------|---------------------------------------|---------------------------------------|---|--|---|
| ESS - Internet | 3,000,000 | 1 | 3 | 150,000 | \$19.86* | | \$2,979,000*** |
| ESS - Technician | 150,000 | 1 | 3 | 7,500 | \$19.86* | 21** | \$1,191,600*** |
| Totals | 3,150,000 | | | 157,500 | | | \$4,170,600*** |

* We based this figure by averaging both the average DI payments based on SSA's current FY 2022 data (<https://www.ssa.gov/legislation/2022factsheet.pdf>), and the average U.S. worker's hourly wages, as reported by Bureau of Labor Statistics data (https://www.bls.gov/oes/current/oes_nat.htm).

** We based this figure by averaging the average FY 2022 wait times for field offices and teleservice centers, based on SSA's current management information data.

*** This figure does not represent actual costs that SSA is imposing on recipients of Social Security payments to complete this application; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the application. **There is no actual charge to respondents to complete the application.**

We based our burden estimates per our usability testing data. Per our usability testing data, we believe that **3** minutes accurately shows the average burden per response for reading the instructions, gathering the facts, and answering the questions. Based on our usability testing data, the current burden information we provided is accurate. The total burden for this collection instrument is **157,500** burden hours (reflecting SSA management information data), which results in an associated theoretical (not actual) opportunity cost financial burden of **\$4,170,600**. SSA does not charge respondents to complete our applications.

13. Annual Cost to the Respondents (Other)

This collection does not impose a known cost burden on the respondents.

14. Annual Cost to Federal Government

The annual cost to the Federal Government is approximately **\$10,499,000**. This estimate accounts for costs from the following areas:

| Description of Cost Factor | Methodology for Estimating Cost | Cost in Dollars* |
|---|--|-------------------------|
| Designing User Interfaces | Design Cost + Printing Cost | \$196,000 |
| Distributing, Shipping, and Material Costs for the Form | Distribution + Shipping + Material Cost | \$0* |
| SSA Employee (e.g., field office, 800 number, DDS staff) Information Collection and Processing Time | GS-9 employee x # of responses x processing time | \$199,000 |
| Full-Time Equivalent Costs | Out of pocket costs + Other expenses for providing this service | \$0* |
| Systems Development, Updating, and Maintenance | GS-9 employee x man hours for development, updating, maintenance | \$10,099,010 |
| Quantifiable IT Costs | Any additional IT costs | \$0* |
| User Experience Group (UXG) Testing | | \$4,990 |
| Total | | \$10,499,000 |

* We have inserted a \$0 amount for cost factors that do not apply to this collection.

SSA is unable to break down the costs to the Federal government further than we already have. It is difficult for us to break down the cost for processing a single form, as field office staff often help respondents fill out several forms at once, and the time it takes to do so can vary greatly per respondent. As well, because so many employees have a hand in each aspect of our forms, we use an estimated average hourly wage, based on the wage of our average field office employee (GS-9) for these calculations. However, we have calculated these costs as

accurately as possible based on the information we collect for creating, updating, and maintaining these information collections.

15. Program Changes or Adjustments to the Information Collection Request

This is a new Internet scheduling tool that increases the public reporting burden. See #12 above for updated burden figures.

Note: The total burden reflected in ROCIS is **210,000**, while the burden cited in #12 of the Supporting Statement is **157,500**. This discrepancy is because the ROCIS burden reflects the following component: teleservice center waiting time. In contrast, the chart in #12 of the Supporting Statement reflects actual burden.

16. Plans for Publication Information Collection Results

SSA will not publish the results of the information collection.

17. Displaying the OMB Approval Expiration Date

SSA is not requesting an exception to the requirement to display the OMB approval expiration date

18. Exceptions to Certification Statement

SSA is not requesting an exception to the certification requirements at *5 CFR 1320.9* and related provisions at *5 CFR 1320.8(b)(3)*.

B. Collections of Information Employing Statistical Methods

SSA does not use statistical methods for this information collection.