

**Justification for Non-Substantive Changes for the
WIPA STAR (Services Tracking and Reporting) System
OMB No. 0960-0629**

Background

The WIPA STAR system serves as a secure, web-based management and reporting tool for the Work Incentives Planning and Assistance (WIPA) program. The primary users of the system are Community Work Incentives Coordinators (CWICs) employed by WIPA projects to provide services to Supplemental Security Income (SSI) recipients and Social Security Disability Insurance (SSDI) beneficiaries. CWICs use the WIPA STAR system to track and document the services requested and provided to SSI recipients and SSDI beneficiaries. The frequency of the data collection is based on the level of engagement that SSI recipients and SSDI beneficiaries have with WIPA projects. SSA relies on information from the WIPA STAR system to effectively manage beneficiary data, monitor service planning and delivery, and support comprehensive oversight of the WIPA program.

Revisions to Current Information Collection Instrument: WIPA STAR

Change #1: We are making revisions to the Case Notes Form

Current Fields on Case Notes Form

Fields	Field Type	Response Options
Date of contact	Date and Time	[MM/DD/YYYY HH:MM AM/PM]
Person or agency contacted	Text	[Open response]
Contact mode	Drop-down (single select)	Phone; Email; In-person; Mail
Contact disposition	Drop-down (single select)	Contact made; No answer/No show; Voicemail; Busy; Bad contact info
Purpose of the contact	Text	[Open response]
What did you discuss?	Text	[Open response]
Additional notes	Text	[Open response]

Revised Fields on Case Notes Form

Fields	Field Type	Response Options
Date of contact	Date	[MM/DD/YYYY HH:MM AM/PM]
Person or agency contacted	Text	[Open response]
Contact mode	Drop-down (single select)	Phone; Email; In-person; Mail

Contact disposition	Drop-down (single select)	Contact made; No answer/No show; Voicemail; Busy; Bad contact info
Purpose of the contact	Text	[Open response]
What did you discuss?	Text	[Open response]
Task / Next Step	Text	[Open response]
Task Due Date	Date	MM/DD/YYYY
Task Assigned To	Drop-down (single select)	[Active users in the WIPA project]
Task Status	Drop-down (single select)	Assigned; In Progress; Complete; More Info Needed

Justification #1:

We are making revisions to enhance task tracking for users and to strengthen the oversight and management capabilities for WIPA project supervisors. By separating the information currently entered in the "Additional Notes" field into four dedicated fields, users will be able to record, view, and manage task-related information with greater efficiency and clarity. With next steps, responsible party, due date, and task status each captured in their own field, task tracking becomes more structured and actionable. This enhancement will improve the ability of CWICs and WIPA project supervisors to monitor progress, assign responsibility, and ensure timely follow-up. For SSA, the change will facilitate improved oversight and monitoring of program effectiveness by providing clearer, more organized data. This change does not require the collection of any new information; it simply organizes existing data in a more effective manner. As a result, the system will be more user-friendly and will better support high-quality service delivery for SSI recipients and SSDI beneficiaries.

SSA will implement the changes to the WIPA STAR system upon OMB approval.

This action does not affect the public reporting burden.