Addendum to the Supporting Statement for Form SSA-4565 (Help Line Work Incentives Planning and Assistance [WIPA] Referral and WIPA Intake), Form SSA-4566 (WIPA Case Notes), Form SSA-451 (WIPA Quarterly Performance Report), and WIPA STAR (Services Tracking and Reporting) System
OMB No. 0960-0629

Revisions to the Collection Instruments

Paper SSA-SSA-4565:
We are making the following revisions to the paper SSA-4565.

- **Change #1:** We are making revisions to the data elements, listed in Attachment C, which contains a comprehensive list of the data elements in the original version and proposed revised version of the form SSA-4565 and details the change, if any, by field. These changes include the addition of new minor questions (e.g., "If cell phone, consent to text?"), minor revisions to language, removal of outdated questions, and renumbering of questions.

  Below is a summary of the number of changes we are making overall:
  Number of fields with no changes: 91
  Number of fields revised: 24*
  Number of fields added: 7
  Number of fields removed: 3
  **Number of fields revised does not include fields with question number changes only.*

  Justification #1: We are making revisions to increase the functionality of the form and bring the form in compliance with recent Executive Orders regarding the collection of sex, race, and ethnicity data. We are adding questions for clarity and to correct for missing elements (e.g., "yes/no" options). These additions represent a net increase of four (4) fields. Finally, we are revising language for clarity. The changes to Form SSA-4565 will not substantially affect the public reporting burden.

Revisions to WIPA STAR System
We are making the following revisions to the WIPA STAR System.

- **Change #2**: We are making revisions to the data elements as listed in Attachment F consistent with the revisions are making to Form SSA-4565 (above). Attachment F contains a comprehensive list of the data elements in the original version and proposed revised version of the Form SSA-4565 elements in the WIPA Star system and details the change, if any, by field. These changes include the addition of new minor questions (e.g., "If cell phone, consent to text?"), minor revisions to language, removal of outdated questions, and renumbering of questions.

  Below is a summary of the number of changes we are making overall:

Number of fields with no changes: 81
Number of fields revised: 6
Number of fields added: 84
Number of fields removed: 3

Justification #2: We are making the changes to enhance the system's overall functionality and ensure compliance with recent Executive Orders related to the collection of sex, race, and ethnicity data. In addition, the proposed changes will enable WIPA grantees to collect and securely store all information from forms. SSA-4565 and SSA-4566 directly within the WIPA STAR system. This improvement will streamline the data collection process by allowing WIPA staff to store SSDI beneficiary and SSI recipient information electronically, eliminating the need to complete and maintain hard-copy forms. As a result, data security will be significantly strengthened by reducing reliance on physical document storage.

Note: We are currently determining how to proceed with the WIPA training and technical assistance contract. We will make the revisions listed above to the system, if we continue to fund the current contract. If, for some reason, we are not able to fund the contract, we will inform OMB via Change Request that we will not be making these revisions to the WIPA STAR system at this time.

New Information Collection Instrument SSA-451

SSA is also clearing a new information collection instrument, the SSA-451:

- **Change #3**: We are adding Form SSA-451, WIPA Quarterly Performance Report. Form SSA-451 will collect data from WIPA providers including program administration, performance, and training needs to enable SSA to effectively manage the WIPA program.

  Justification #3: Form SSA-451 is a critical data collection instrument required by the terms and conditions of the cooperative agreement to ensure effective oversight and evaluation of WIPA grantees. This report provides comprehensive information on WIPA provider activities, staffing, outreach efforts, challenges encountered, and training needs during each quarter . Collecting this data enables SSA to monitor grantee performance, ensure compliance with cooperative agreement requirements, identify areas needing support or improvement, and document the impact of WIPA services on beneficiaries' employment outcomes. Ultimately, the form SSA-451 supports accountability, program improvement, and the achievement of the WIPA programs mission to assist individuals with disabilities in their employment efforts.

Public Comments on the Information Collection

60-Day Comment Period Federal Register Notice (FRN):

The 60-day Comment Period began on August 27, 2026, and ended on October 26, 2026, at 11:59pm. We received **1** public comment on the 60-Day Comment Period FRN from **1** commenter. We acknowledge and appreciate the thoughtful feedback from the commenter, and we responded to the comment below:

Comment on the Work Incentives Planning and Assistance Program (SSA-4565):

- **Comment #1:**
  The commenter notes that the estimate of 8 minutes to complete fields 1-20 seems reasonable but suggests that the estimated time of 1 minute to complete fields 21-63 seem too low. The commenter opines that, as these fields require documentation of demographic, data, benefits received, educational history and goals, employment history and goals, and employment since entitlement, it could take respondents 45-60 minutes to fully complete them.

  SSA Response:
  The "1" shown for "Fields 21–63 – SSI & SSDI Beneficiaries (by phone)" in our burden chart is a placeholder burden and not an actual average time estimate for completing fields 21-63. Since the fillable PDF version of Form SSA-4565 serves only as a backup collection instrument for CWICs when the WIPA STAR system is unavailable, we use a placeholder burden to indicate that this form is still in use, but only if absolutely necessary. Rather, most respondents use the WIPA STAR system to submit this information, and our burden for these fields for WIPA STAR shows a more accurate average burden per response. In the rare instances when CWICs use the PDF version of he form to collect the information, the public reporting burden mirrors the estimates for the corresponding WIPA STAR activities, "WIPA intake – SSI & SSDI beneficiaries (by phone)" under the WIPA STAR system, which shows an average burden estimate of 17 minutes to complete this information through a personal interview with the CWIC.

  This OMB clearance request proposes updates to WIPA STAR to include all questions in the proposed version of Form SSA-4565, allowing CWICs to enter the intake information directly into the system rather than first documenting it on the PDF. Additionally, the proposed updates include system optimizations intended to streamline data entry and case-management processes and make WIPA STAR easier and more efficient for CWICs to use.