

TACKLING THE TIME TAX

How The Federal Government Is Reducing Burdens To Accessing Critical Benefits And Services



Appendix A: FY 2023 Agency Burden Reduction Initiatives

Information Collection Budget of FY 2023

OFFICE OF MANAGEMENT AND BUDGET
OFFICE OF INFORMATION AND REGULATORY AFFAIRS

Appendix A: FY 2023 Agency Burden Reduction Initiatives

On January 24th, 2024, the Office of Information and Regulatory Affairs (OIRA) in the Office of Management and Budget (OMB) published the FY 2023 Information Collection Budget (ICB) data call requesting agencies to submit their most significant burden reduction initiatives, consistent with the guidance issued in OMB Memorandum M-22-10.¹ OIRA asked both Executive and Independent agencies to submit initiatives. Specifically, OIRA asked agencies to submit initiatives anticipated to (1) yield systematic, rather than one-time, burden reductions; (2) affect a large population of individuals who are eligible or likely eligible for benefits and services; (3) affect traditionally underserved communities, especially communities facing multiple or compounding disadvantages; and (4) produce insights that could be scaled, replicated, or applied to other programs. Below, we summarize 48 burden reduction initiatives from 18 agencies.

¹ The request was limited to agencies that currently impose more than 10 million hours of paperwork burden.

Consumer Financial Protection Bureau	
Limited English Proficient Consumer Focus Groups and Interviews on Financial Topics	
Description	Strategy
Qualitative research to improve CFPB financial education materials and outreach to be more accessible to those with limited English proficiency (approved under OMB Control Number 3170-0036).	Use focus groups and interviews to understand the experiences of economically vulnerable consumers who have limited English proficiency with financial products and services. And specifically, the focus groups and interviews will be conducted in Spanish and Mandarin Chinese.
Impacted Population	Estimated Reduction
Consumers with Limited English Proficiency	No quantified estimate at this time.

Department of Commerce	
Market Development Cooperation Program Preliminary Eligibility Assessment Tool	
Description	Strategy
<p>International Trade Administration (ITA) is introducing an automated online form which can determine if organizations as applicants are eligible to participate in the bureau's major program, Market Development Cooperator Program.</p>	<p>The existing process involves lengthy meetings and email submissions or may involve a rejection for an organization after they submit a labor-intensive application for federal grant. By answering only a few questions on the new automated form as preliminary eligibility assessment, applicants can learn quickly whether they are eligible to apply to the program. The bureau simplified the instructions, inviting users to get right to answering the questions with the least distractions so they can preliminarily find out the answer to their eligibility question quickly and easily. This form is part of a larger effort to improve the customer experience with the MDCP program and make it more accessible to organizations serving small or underserved markets.</p>
Impacted Population	Estimated Reduction
Private sector	241.7 hours (14,500 minutes).

Department of Commerce	
PTAB	
Description	Strategy
<p>Patent Trial and Appeal Board is working to provide additional options to designate non-registered practitioners who are recognized pro hac vice as lead counsel, to excuse parties from the requirement to designate back-up counsel upon a showing of good cause, and to establish a streamlined alternative procedure for recognizing counsel pro hac vice. This alternative procedure will allow practitioners who have already filled out the pro hac forms previously to update their information without going through the full process. Currently, new and returning counsel requesting pro hac vice must go through the same process. Under the new process PTAB will leverage information previously provided to grant this ability.</p>	<p>USPTO is targeting time burdens associated with non-practitioners appearing before PTAB.</p>
Impacted Population	Estimated Reduction
<p>Individuals and Households</p>	<p>500 fewer respondents not paying a \$250 fee would result in a \$125,000 decrease in cost burdens and 200 fewer burden hours.</p>

Department of Defense	
Digital Forms and Processes	
Description	Strategy
<p>The Department of Defense plans on emphasizing the transition of paper-based forms and processes to digital formats. This initiative will significantly reduce paperwork burdens across the department. Transitioning from paper-based forms to digital formats involves developing electronic versions of forms and implementing systems to facilitate their submission and processing. This may include creating web-based forms, developing mobile applications, and integrating electronic signature capabilities to enable secure and efficient submission of documents.</p>	<p>Developing electronic versions of forms and implementing systems to facilitate their submission.</p>
Impacted Population	Estimated Reduction
To be determined	No quantified estimate at this time.

Department of Education	
Direct Loan, Federal Family Education Loan (FFEL), Perkins and Teacher Education Assistance for College and Higher Education (TEACH) Grant Total and Permanent Disability Discharge Application	
Description	Strategy
Regulatory changes took effect July 1, 2023, in which borrowers would be required to submit applications and information to receive a Total Permanent Disability (TPD) discharge. This change expanded of the types of Social Security Administration (SSA) disability determinations that qualify a borrower or TEACH Grant recipient for TPD discharge; eliminated the requirement for borrowers who receive TPD discharges based on SSA determinations or a physician’s certification to provide documentation of their annual earnings from employment during the 3-year post-discharge monitoring period; and expanded the categories of medical professionals who may certify an individual’s TPD discharge application.	The changes in who and what must be provided will decrease the number of applications as well as the number of applicants. While these changes are being implemented, we are unable to provide a clearer estimate of possible change from that indicated from the previous full clearance and the emergency clearance that was approved. The change identified was 160,000 fewer respondents and 80,000 fewer hours.
Impacted Population	Estimated Reduction
Federal Student Loan borrowers	80,000 aggregate hour reduction.

Department of Homeland Security	
DHS Burden Reduction Initiative - Reducing Public Burden by 10M Hours: Enable online submission of form(s)	
Description	Strategy
<p>CBP Form 6059B is used as a standard report of the identity and residence of each person arriving into the United States. The form is also used to declare imported articles to CBP. Mobile applications like CBP One and Mobile Passport Control allows travelers to submit information to CBP prior to arrival</p>	<p>CBP is committed to reducing the burden placed on all stakeholders in complying with CBP regulations. CBP is already highly automated and will continue to work on streamlining forms, reducing any duplicative data requests and improving processes.</p>
Impacted Population	Estimated Reduction
Individual or Households	2,178,000 hours.

Department of Homeland Security	
DHS Burden Reduction Initiative - Reducing Public Burden by 10M Hours: Simplification, automatic renewals, and "short form" options.	
Description	Strategy
<p>CBP Form 7507 is issued to document clearance for entry and departure by the aircraft at the requested inspectional facilities and inspections by appropriate regulatory agency staffs. Flight identifying information, including the aircraft registration number, which is not collected elsewhere by CBP, and declaration attesting to the accuracy, completeness and truthfulness of all other documents that make up the manifest shall be submitted on the CBP Form 7507 for aircraft entering or departing the United States, with certain exceptions.</p>	<p>Reduced burden by streamlining form and removing COVID related elements, which cut down estimated time per response to complete the form for each respondent.</p>
Impacted Population	Estimated Reduction
Private Sector	66,100 hours.

Department of Homeland Security	
DHS Burden Reduction Initiative - Reducing Public Burden by 10M Hours: Acceptance of electronic or digital signatures	
Description	Strategy
Update the Form I-515A to allow for electronic (email) submission of requested documentation.	Streamline procedures, facilitate electronic submission, accept electronic signatures, and eliminate redundant collections.
Impacted Population	Estimated Reduction
Individual or Households	24 hours.

Department of Homeland Security	
DHS Burden Reduction Initiative - Reducing Public Burden by 10M Hours: Simplification, automatic renewals, and "short form" options. Other Centralize location of fee information.	
Description	Strategy
In the 2023-2023 USCIS Fee Rule, USCIS is proposing to consolidate all fee instructional language into the USCIS Fee Form G-1055. USCIS anticipates significant time savings and removal of duplicate information across forms as a result of the consolidation.	It is noted that approximately 1 million hours of burden-savings will come from the proposal of consolidating all fee instructional language into the Fee Form G-1055. USCIS is working towards reducing burden by working towards e-filing being available for many of its information collection requests.
Impacted Population	Estimated Reduction
Individual or Households	1,230,920 hours.

Department of Housing and Urban Development	
NOFO leveraging	
Description	Strategy
OHC did not request proof of leveraging for its FY 23 NOFO application. Unlike in prior years, applicants were not asked to seek and obtain documentation of financial commitments from partners other than HUD for an application that may or may not be successful. This reduced the burden on applicants because they did not need to seek and document commitments for other funding prior to being awarded competitive grant funds. However, HUD will still incentivize and reward applicants for seeking other funding by scoring applicants based on the ratio of the HUD grant to total program expenses.	No additional details.
Impacted Population	Estimated Reduction
Certain grantees.	No quantified estimate at this time.

Department of Justice	
HealthyCompetition.gov Reporting portal	
Description	Strategy
ATR is providing a new reporting portal to make it easier for consumers to report unfair and uncompetitive practices in the healthcare market.	No additional details.
Impacted Population	Estimated Reduction
Consumers	No quantified estimate at this time.

Department of Justice	
Access DOJ	
Description	Strategy
ATJ is launching a Department-wide initiative to simplify and streamline agency services to reduce burdens on the public and staff. The initiative will select one priority project in 2024 to demonstrate the value of human-centered design and access to justice principles to reduce burdens and close justice gaps.	ATJ will partner with other DOJ components on at least one high-impact burden-reduction project each year in addition to providing technical assistance, resources, and training to support components with their own efforts. ATJ will also lead a community of practice to share best practices and address common challenges.
Impacted Population	Estimated Reduction
To be determined.	No quantified estimate at this time.

Department of Justice	
Virtual bankruptcy meetings	
Description	Strategy
<p>Prior to the pandemic, with few exceptions required meetings (referred to as 341 meetings) were conducted in person. They generally last only 10-15 minutes, but participants often missed work, had to arrange for childcare, and/or incur travel expenses. During the pandemic, USTP shifted to telephone meetings. USTP is now rolling out virtual 341 meetings nationwide to reduce burdens on debtors and their counsel - in some cases legal aid attorneys. These save time, money, and psychological costs associated with in-person meetings.</p>	<p>USTP piloted the virtual meetings in Colorado, Wyoming, and Utah using Zoom in January 2023. USTP developed the necessary guidance to support the transition and conducted surveys of trustees on the quality of the virtual sessions. The vast majority ran smoothly - just over 1% of all cases experienced an unresolved connection issue. Participation increased, requiring fewer continuances improving the overall efficiency of the bankruptcy system. As a result of the positive experience for all involved, USTP began planning for a nationwide rollout.</p>
Impacted Population	Estimated Reduction
Debtors in bankruptcy proceedings.	No quantified estimate at this time.

Department of Labor	
Automatic Portability	
Description	Strategy
<p>Automatic portability streamlines the transfer of employer-sponsored retirement accounts that are subject to a mandatory distribution. It creates automatic processes to move an individual's retirement account assets from a former employer's retirement plan into an individual retirement account and then into a new employer's retirement plan.</p>	<p>The Employee Benefits Security Administration (EBSA) has proposed implementing regulations in a manner that addresses and reinforces the consumer protections (including burden reducing processes to retirement account owners) included in Sec. 120 of the SECURE 2.0 Act. The proposed regulations include a specific focus on reducing the burden to non-English speaking individuals by requiring culturally and linguistically appropriate notices be sent to individuals residing in counties where 10 percent or more of the population is literate in the same non-English language.</p>
Impacted Population	Estimated Reduction
<p>Owners of Default IRAs established pursuant to Code section 401(a)(31)(B)</p>	<p>No quantified estimate at this time.</p>

Department of Labor	
Voluntary Self-Identification of Disability Form	
Description	Strategy
<p>In FY 2023, DOL’s Office of Federal Contract Compliance Programs (OFCCP) updated its Voluntary Self-Identification of Disability form to reduce burden, improve the ease of use, and promote greater language access. See https://www.dol.gov/agencies/ofccp/self-id-forms. Applicants and employees use this form to self-identify their disabilities and Federal contractors and subcontractors ("contractors") use this information to assess whether and where impediments to equal employment opportunity exist for individuals with disabilities.</p>	<p>OFCCP revised the list of disabilities to reflect the preferred language for specific disabilities and to include additional examples. OFCCP also re-alphabetized the list of disabilities and made plain language edits and minor formatting changes to improve the ease of use. OFCCP also translated this form into over a dozen languages to improve language access for workers and stakeholders.</p>
Impacted Population	Estimated Reduction
<p>Businesses (specifically, federal contractors and subcontractors), Individuals with Disabilities</p>	<p>Decrease of 776,767 hours.</p>

Department of the Interior	
Indian Child Welfare Quarterly and Annual Report	
Description	Strategy
Effort to automate information collection.	(1) Digitize submission form for respondents and (2) create automated table and reporting functions for data.
Impacted Population	Estimated Reduction
Federally recognized Tribes or Tribal entities that are operating programs for Tribes.	No quantified estimate at this time.

Department of the Interior	
Electronic data capture for wild horse and burro program	
Description	Strategy
The BLM is actively working to advance new and up-to-date technology to capture electronic data and streamline the collection of information. The BLM looks to reduce the risk of security breaches of individual private information and increasing the transparency to the public.	The Wild Horse and Burro program office has developed an automated adoption application and maintenance and care agreement. The office works with those seeking to adopt to encourage them to use the automated process instead of paper or PDF forms in order to reduce time needed for the adoption process. The automation saves process time; however, is not projected to reduce reporting times.
Impacted Population	Estimated Reduction
Individuals and organizations seeking to adopt either a wild horse or wild burro	No quantified estimate at this time.

Department of the Treasury	
Tax Simplification (Beer Industry Members)	
Description	Strategy
<p>To reduce the amount of information the Alcohol and Tobacco Tax and Trade Bureau (TTB) collects, TTB is developing a form that combines operational and excise tax reporting for its regulated industry members. The first stage applies to domestic breweries. The new combined form significantly reduces the amount of information TTB collects while improving the quality of information we collect. Larger breweries will see the most dramatic reduction in the information we collect. TTB's smallest breweries will only file a single form each year, as opposed to quarterly operational reports and an annual excise tax return.</p>	<p>As an initial stage, TTB launched a limited pilot with 9 breweries to test a draft combined operations report and excise tax return form (launched in 2022 and continuing through 2023). Based on pilot feedback, TTB has modified the form and obtained OMB approval for the information collection (OMB No. 1513-0143, December 2023) to expand the pilot. While TTB plans to develop an online system to collect the information, at this stage TTB has created an electronic version of the beer form on Pay.gov to allow for pilot expansion and further testing.</p>
Impacted Population	Estimated Reduction
<p>Domestic breweries who file a tax return: (1) Semi-Monthly (breweries liable for more than \$50,000/ year in excise tax); (2) Quarterly (breweries liable for more than \$1,000 but not more than \$50,000/ year in excise tax; and (3) Annually (breweries liable for \$1,000 or less per year in excise tax)</p>	<p>45,150 hours.</p>

Department of the Treasury	
Build / Enhance status-tracking tools for taxpayers	
Description	Strategy
<p>As part of the multi-year Internal Revenue Service (IRS) transformation effort enabled through the Inflation Reduction Act, the IRS is enhancing and building new online tools to provide taxpayers with access to personalized, current status updates on returns, refunds, and other IRS processes and decisions. These status-tracking tools will reduce confusion by providing transparency and current information into the status of their interactions with the IRS without having to contact the IRS over the phone or in-person.</p>	<p>Providing self-service online tracking tools with clearer and more transparent messaging will help taxpayers understand the status of their interactions with the IRS, such as the causes of delays or issues, get answers via self-service, and understand what to expect and what actions they need to take, if any. Taxpayer satisfaction should increase as they're able to retrieve this information via self-service without having to reach an IRS assistor on the phone or in-person.</p>
Impacted Population	Estimated Reduction
<p>Taxpayers who receive refunds, file an amended return, or are under audit.</p>	<p>An estimated reduction in burden is not available. However, this initiative will have a major impact to taxpayers that seek updates on the status of their refunds, amended returns, and audits through more informative secure digital self-service tools.</p>

Department of the Treasury	
Expand Online Accounts	
Description	Strategy
<p>As part of the multi-year Internal Revenue Service (IRS) transformation effort enabled through the Inflation Reduction Act, the IRS is expanding the secure self-service options available through Individual Online Account to more easily get information and resolve issues. This will enable individual taxpayers to interact with the IRS just as they would with most other customer-centric businesses and financial institutions. Individual taxpayers will be provided with more comprehensive digital services in the areas of status updates and alerts, digital communications, accessing historical records, payments, managing their profiles, and other tools.</p>	<p>Expanded features for Individual Online Account and Business Tax Account provide individual and business taxpayers with secure self-service tools that provide a more convenient and efficient taxpayer experience, similar to the services taxpayers expect and receive in other sectors.</p> <p>Individual and business taxpayers will be empowered to access their information and resolve certain issues themselves in a more convenient, simple and secure manner.</p>
Impacted Population	Estimated Reduction
<p>Individual and business taxpayers, including designated employees from Sole Proprietorships, Partnerships and S Corporations.</p>	<p>An estimated reduction in burden is not available. However, this initiative will have a major impact to individual and business taxpayers who will have expanded opportunities to interact with the IRS through more robust secure digital self-service features.</p>

Department of the Treasury	
First Time Abatement Automation	
Description	Strategy
<p>Each year, millions of taxpayers file untimely returns or make late payments resulting in failure-to-file, failure-to-pay, or failure-to-deposit penalties. Under existing administrative procedures, we provide “first-time abatement” (FTA) penalty relief for failure-to-file, failure-to-pay, and failure-to-deposit penalties. The administrative abatement is provided if a taxpayer is otherwise compliant and has not used FTA within the prior three years. However, many taxpayers are unaware of this administrative relief provision. Currently, the FTA waiver is granted manually when a taxpayer contacts the IRS regarding penalty relief and account analysis shows the criteria are met.</p> <p>To improve customer service, the IRS is working to automate the FTA waiver. This means the waiver will be granted to all eligible taxpayers, including those who were unaware of the administrative waiver provisions. That is, once FTA is automated, a taxpayer will systemically receive the FTA waiver if they are subject to a penalty but have the requisite three years of tax compliance history.</p>	<p>We are working to automate the FTA waiver to provide penalty relief fairly and consistently to all eligible taxpayers including those who were unaware of the administrative waiver provisions.</p> <p>Significant IT programming is required over a period of years to implement FTA automation. We currently expect it to be operational beginning in Fiscal Year 2026.</p>
Impacted Population	Estimated Reduction
<p>Taxpayers, individual or business, who file untimely returns or make late payments resulting in failure-to-file, failure-to-pay, or failure-to-deposit penalties that have a history of compliance for the prior three years.</p>	<p>The systemic application of FTA will have the two-fold benefit of increasing taxpayer fairness while reducing the volume of calls and correspondence received regarding these penalty abatement requests. Automating FTA should reduce the burden on eligible taxpayers by 2 hours, which is significant given the impacted population.</p>

Federal Communications Commission	
Bridging the Digital Divide for Low-Income Consumers, Lifeline and Link Up Reform and Modernization, Telecommunications Carriers Eligible for Universal Service Support	
Description	Strategy
<p>This information collection covers the Commission’s Lifeline program. The Lifeline program is part of the Commission’s universal service efforts and provides qualifying low-income subscribers subsidies to support connectivity services. This collection allows the Commission to collect information necessary for program enrollment and to conduct oversight of the program’s participating eligible telecommunications carriers.</p>	<p>With the full launch of the Lifeline National Verifier, the Commission was able to reduce the burden on low-income consumers applying for the benefit. Consumers are now able to enroll through this streamlined process across the entire country.</p> <p>Going forward, the Commission regularly evaluates the application process for Lifeline consumers to ensure that the information presented to consumers is done so in a way this is understandable and effective. As part of this process, the Commission expects to implement changes to the Lifeline application workflow to allow consumers applying for the program through the Commission's consumer portal to do so with greater certainty of success and ease. These changes may have an impact on reducing burden hours for low-income consumers applying through systems controlled by the Commission.</p>
Impacted Population	Estimated Reduction
Low-income Consumers	1,997,480 hours.

Federal Trade Commission	
Provision of Public Services to Disadvantaged Communities	
Description	Strategy
Agency efforts to provide access to consumer information in multiple languages.	Translate, provide, and publicize the Federal Trade Commission's (FTC) in-language resources on how to spot, avoid, and report scams (currently available at consumer.ftc.gov/languages), with plans to expand the availability of FTC print materials in Chinese (Simplified), Korean, and Vietnamese available to be ordered in print from the FTC's bulk order site.
Impacted Population	Estimated Reduction
People in the United States who speak languages other than English and Spanish.	No quantified estimate at this time.

Securities and Exchange Commission	
Registration for Index-Linked Annuities; Amendments to Form N-4 for Index-Linked and Variable Annuities	
Description	Strategy
<p>The SEC proposed amendments to provide a tailored form to register the offerings of registered index-linked annuities ("RILAs"). Currently, offerings of these products are registered on forms that apply to a wide range of securities offerings and are not tailored to RILAs. As a result, some of the information the insurance company issuer must disclose may be less relevant to the product and less material to investors. Affected members of the public include insurance companies offering RILAs and investors in these products, including retail investors.</p>	<p>The proposed amendments would require registration of RILA offerings on a form that specifically addresses the features and risks of RILAs and highlights key features so that investors may determine more efficiently whether a RILA is an appropriate investment for them. Insurance companies issuing RILAs would no longer be required to disclose certain information that is less relevant to the product or in a form that is otherwise not required (such as financial statements prepared in accordance with GAAP rather than statutory accounting principles that insurance companies otherwise may follow).</p>
Impacted Population	Estimated Reduction
<p>The initiative affects insurance companies that offer or plan to offer RILAs, as well as individuals that invest in RILAs or that may consider investing in RILAs. To a lesser degree, the initiative may affect entities that sell RILAs, such as broker-dealers, as well as investment advisers that provide advice on RILAs. The proposal is not expected to have disproportionate impacts on sub-groups within these categories.</p>	<p>While the Commission's proposal included PRA estimates for RILA issuers to register offerings on Form N-4, we cannot provide specific estimates of the burden reduction because we lack current burden estimates that are specific to RILA issuers. We understand, however, that registrants perceive a reduction in burden and an increase in efficiency associated with the proposed amendments because Form N-4's disclosure requirements, as proposed to be amended, are tailored to the features of RILAs and consistent with disclosures insurance companies already are required to provide when registering the offerings of certain similar securities.</p>

Small Business Administration (SBA)	
SBA Disaster Loan Application	
Description	Strategy
<p>The revamped Disaster Loan Application process (as part of its migration to the Unified Lending Portal) will streamline and improve the loan application process for disaster survivors.</p>	<p>The SBA is improving the disaster loan application and reducing applicant burden by:</p> <ul style="list-style-type: none"> • launching an updated, mobile-friendly application interface • providing an eligibility "wizard" to help potential applicants confirm their eligibility • building in safeguards to prevent ineligible applicants from spending time completing an application <ul style="list-style-type: none"> • using dynamic requests for information to ensure that applicants only receive forms and requests for information that are applicable to their situation • automating eligibility checks that previously requires survivors to track down and upload documentation from other federal entities.
Impacted Population	Estimated Reduction
<p>Disaster Survivors. See link: https://www.sba.gov/funding-programs/disaster-assistance</p>	<p>Estimated Reduction to 14 days to process a loan.</p>

Small Business Administration (SBA)	
The Veteran Small Business Certification Program (VetCert)	
Description	Strategy
As part of the transfer of the responsibility for certification of Veteran-Owned Small Businesses and Service-Disabled Veteran-Owned Small Businesses from the Department of Veterans Affairs (VA) to SBA, VA and SBA came to a data-sharing agreement, which ensured that applicants for SBA's VetCert Program were eligible as qualifying veterans.	To participate in the VetCert program, an applicant's small business must be owned and controlled by at least one qualifying veteran (i.e., either a veteran as defined by 38 USC 101(2) or a service-disabled veteran). VA maintains a list of veterans and service-disabled veterans. By coming to a data-sharing agreement, SBA was able to match specific VA data with SBA data to determine what applicants and participants meet SBA's VetCert criteria.
Impacted Population	Estimated Reduction
VetCert applicants: Small businesses at least 51% owned and controlled by service-disabled veterans or veterans.	As a result of the data-sharing agreement, SBA instantaneously matches applicants against VA's database of service-disabled veterans and veterans. The CMA saves applicants time and effort, while reducing processing time for both agencies.

Small Business Administration (SBA)	
Unified Certification Management System (UCMS).	
Description	Strategy
<p>UCMS will be the system used to apply for federal small business contracting certification. Currently, these certification processes are separate. UCMS will unify the certification processes for the following SBA programs and associated applicants: the 8(a) Business Development Program, the HUBZone Program, the Women-Owned Small Business Federal Contract Program, and the Veteran Small Business Certification Program. Eligible small businesses will more effectively compete in the federal marketplace by quickly accessing multiple set-aside program certifications through a simple unified system.</p>	<p>For the four previously mentioned certification programs, UCMS will create:</p> <ul style="list-style-type: none"> • One log-in • One common application • One document repository • Common terminology • Common processing business rules <ul style="list-style-type: none"> • Common decision timeline • Streamlined, timely review process • Single portal customer service support
Impacted Population	Estimated Reduction
<p>Small Business Owners. Generally:</p> <ul style="list-style-type: none"> • 8(a): Small businesses at least 51% owned and controlled by U.S. citizens who are socially and economically disadvantaged, have a personal net worth of \$850 thousand or less, adjusted gross income of \$400 thousand or less, and assets totaling \$6.5 million or less. See link: https://www.sba.gov/federal-contracting/contracting-assistance-programs/8a-business-development-program • HUBZone: Small businesses at least 51% owned and controlled by U.S. citizens, a Community Development Corporation, an agricultural cooperative, an Alaska Native corporation, a Native Hawaiian organization, or an Indian tribe with a principal office located in a HUBZone and at least 35% of its employees living in a HUBZone. See link: https://www.sba.gov/federal-contracting/contracting-assistance-programs/hubzone-program • WOSB: Small businesses at least 51% owned and controlled by women. See link: https://www.sba.gov/federal-contracting/contracting-assistance-programs/women-owned-small-business-federal-contract-program • VetCert: Small businesses at least 51% owned and controlled by service-disabled veterans or veterans. See link: https://www.sba.gov/federal-contracting/contracting-assistance-programs/veteran-contracting-assistance-programs#id-veteran-small-business-certification-vetcert-program 	<p>Small businesses will no longer need to use multiple systems for applying/managing certification. Therefore, the burden will decrease, specifically with respect to small businesses certified in multiple programs.</p>

Social Security Administration	
Intermediate Improvement to the Disability Adjudication Process, Including How we Consider Past Work Final Rule	
Description	Strategy
<p>The Social Security Act (Act) defines a “disability” as the inability to engage in any substantial gainful activity (SGA) due to any medically determinable physical or mental impairment which can be expected to result in death, or which has lasted or can be expected to last for a continuous period of at least 12 months. The Act also states that we consider an individual to be disabled not if they are unable to engage in their previous work, but only if they cannot (considering multiple factors) engage in any SGA that exists in the national economy.</p> <p>As part of the five-step sequential evaluation process we use to determine if an individual is disabled, one of the factors we consider is their past relevant work (PRW) history. Our current rules under sections 20 CFR 404.1560(b)(1) and 416.960(b)(1) define PRW as work an individual has done within the past 15 years, that was SGA, and that lasted long enough for the individual to learn. Under this rule, we expect to revise our regulations to reduce the relevant work period from the current 15 years to a new standard of 5 years. We anticipate that only requesting 5 years’ worth of work history instead of 15 years’ worth will achieve significant burden reductions for individuals and their representatives, who need to document past relevant history on forms HA-4633, Claimant’s Work Background (OMB No. 0960-0300); SSA 3369, Work History Report (OMB No. 0960 0578); and SSA-3368, Disability Report – Adult (OMB No. 0960-0579). Under the new standard, we will have cut 2/3 of the past relevant work history time period they currently need to document. We also expect this change will benefit the public by making the past history work process less stressful, and by improving the overall efficiency and timing of our adjudicative process. Streamlining the overall processing and decision time of a disability application will be particularly beneficial for our most vulnerable populations who are applying for disability, including those facing housing deprivation, loss of belongings, and other crises, or those who frequently change jobs. Moreover, we anticipate the change will result in our receiving information that best reflects the individual’s job history and skills that are most relevant to a determination of SGA ability. This will help us to make the most accurate decision possible for individuals.</p>	<p>Through reducing the amount of past relevant work information the respondents need to submit on our applications, we anticipate a significant burden reduction. We also anticipate this change will result in more accurate reporting of past relevant work, which will enhance our ability to assess disability applications or continuing disability reviews.</p>
Impacted Population	Estimated Reduction
<p>Applicants for, or recipients of, Social Security disability benefits (SSDI); SSI payments; or their representatives.</p>	<p>938,735 aggregate hours.</p>

Social Security Administration	
Omitting Food From In-Kind Support and Maintenance Calculations	
Description	Strategy
<p>The Supplemental Security Income (SSI) program provides monthly payments to adults and children with a disability or blindness, and to adults aged 65 and older who meet multiple eligibility requirements, including having resources and income below specified amounts. Resources are cash or other liquid assets or any real or personal property that individuals (or their spouses, if any) own and could convert to cash to be used for their support and maintenance. Income is anything individuals receive in cash or in kind that they can use to meet their food and shelter needs. Income can be “earned” (e.g., wages from work) or “unearned” (e.g., gifted cash).</p> <p>Under current rules, when food, shelter, or both are provided to an SSI applicant or recipient (e.g., someone pays for rent, mortgage, food, or utilities), we consider it “in kind support and maintenance” (ISM). Like other forms of income, ISM can reduce the amount of SSI benefits that we pay. We have special rules for evaluating ISM that is received as unearned income.</p> <p>Under the final rule, we will no longer consider food expenses as part of our ISM calculations. Instead, we will consider only shelter expenses (i.e., room, rent, mortgage payments, real property taxes, heating fuel, gas, electricity, water, sewerage, and garbage collection services). We expect this change to benefit applicants and recipients because it will make our policies simpler (and thus easier to comprehend and use), and it will promote equity both by treating food assistance equally regardless of the source, and by not disadvantaging an already vulnerable population when they receive food assistance.</p> <p>We also anticipate this regulation will achieve significant burden reduction. Specifically, it will reduce the amount of information regarding in-kind food support that disability respondents need to provide to us when applying for disability payments. Accordingly, the disability application process will be simpler, shorter, and less stressful overall, especially for some of our most vulnerable populations.</p> <p>While we will no longer consider food expenses in the ISM calculations, we will still ask a question to respondents about food for the narrow purpose of determining which of our rules to use to value ISM an applicant or recipient receives. Because we will need less detailed information for this narrow purpose, we will request less information from respondents regarding food. Under the revised rule, we will revise our forms which currently ask about food. Specifically, we will revise the SSA-8202-BK, Statement for Determining Continuing Eligibility for Supplemental Security Income Payment (OMB No. 0960-0145); SSA 8006, Statement of Living Arrangements, In-Kind Support and Maintenance (OMB No. 0960 0174); SSA-8000-BK, Application for Supplemental Security Income (OMB No. 0960-0229); SSA-8203-BK, Statement for Determining Continuing Eligibility for Supplemental Security Income Payment (OMB No. 0960 0416); SSA-8011, Statement of Household Expenses and Contributions (OMB No. 0960-0456); and SSA-5062 & SSA L5063, Claimant Statement about Loan of Food or Shelter and Statement about Food or Shelter Provided to Another (OMB No. 0960-0529).</p>	<p>Through removing the need to consider food expenses in our ISM calculations, we remove the requirement on many respondents to submit further information regarding any food in-kind support. This will significantly reduce the amount of information the affected respondents will need to provide to SSA while applying for disability payments.</p>
Impacted Population	Estimated Reduction
Applicants for, or recipients of, Social Security disability benefits (SSDI); SSI payments; or their representatives.	95,668 aggregate hours.

Social Security Administration	
Use of Electronic Payroll Data to Improve Program Administration	
Description	Strategy
<p>The Old-Age, Survivors, and Disability Insurance (OASDI) and Supplemental Security Income (SSI) programs provide financial support to eligible individuals and their families. These individuals must meet all program eligibility requirements, including demonstrating that their resources and income remain below specified amounts. Accordingly, SSA uses wage and employment information to decide who can receive OASDI disability benefits and SSI payments, and the amount of the payments.</p> <p>Currently, we rely on individuals to report certain wage and employment information to us, including: when their condition improves, when they return to work, when they increase the amount they work, and if their earnings increase as soon as a reportable event happens. They can report these changes by phone, fax, mail, in person, or by using one of our electronic wage reporting options (OMB No. 0960-0715). We may also receive this information from payroll data providers in instances where we have authorization through the SSA-8240, Authorization for the Social Security Administration to Obtain Wage and Employment Information from Payroll Data Provider (OMB No. 0960-0807). When the information we receive is incomplete or we are unable to obtain it from the individual, we may also request it from the employer(s) through forms SSA L725, Letter to Employer Requesting Information About Wages Earned by Beneficiary (OMB No. 0960-0034) or SSA-L4201, Letter to Employer Requesting Wage Information (OMB No. 0960-0138).</p> <p>Section 824 of the Bipartisan Budget Act of 2015 (BBA; Pub. L. 114-74) authorizes the Commissioner of Social Security to enter into information exchanges with payroll data providers to automatically obtain wage and employment information from their records. These information exchanges will accomplish multiple important goals. First, they will facilitate significant burden reduction for the affected public, which includes some of our most vulnerable and underserved populations (including people applying for disability payments). They will achieve this burden reduction by automating the process of obtaining and recording the wage and employment data information we receive from a payroll data provider through the information exchange to the appropriate OASDI disability and SSI systems records. Both the need for individual reporting of wage information, and for us to solicit information from employers, will be reduced with our access to the payroll data providers' extensive, updated wage data.</p> <p>Second, the exchanges will help prevent inadvertent overpayments, which can result in increased reporting burden and stress to the beneficiaries and payees who receive them. Third, the exchanges will help improve the integrity of our programs by reducing improper OASDI disability and SSI payments that result from incomplete or outdated information in our records.</p> <p>Finally, these exchanges will increase the efficiency of our program administration by enabling us to complete transactions faster and without reaching out to the affected public. This increased efficiency will have downstream positive effects for both the agency and the public we serve. While this initiative will not require any revisions to our existing information collections, we anticipate the application of the revisions to these rules may cause a burden decrease to our currently approved information collections under 0960-0715, Monthly SSI Wage Reporting (SSA's Mobile Wage Reporting, Telephone Wage Reporting, and Internet myWage Report application).</p>	<p>Through implementing electronic exchanges with payroll data providers, we expect these exchanges will help us administer our programs more efficiently and prevent improper payments under Titles II and XVI of the Act, which can otherwise occur when we do not receive timely and accurate wage and employment information.</p>
Impacted Population	Estimated Reduction
<p>Applicants for, or recipients of, OASDI; applicants, or recipients of, SSI payments; their representatives; or SSI deemors.</p>	<p>75,154 aggregate hours.</p>

United States Department of Agriculture	
Community Eligibility Provision (CEP) Expansion: Increasing Options for Schools	
Description	Strategy
<p>The U.S. Department of Agriculture (USDA) Food and Nutrition Service’s (FNS’) final rule (effective October 2023) expanded access to the Community Eligibility Provision (CEP) by lowering the minimum identified student percentage participation threshold from 40 percent to 25 percent, which gave States and schools greater flexibility to choose to invest non-Federal funds to offer no-cost meals to all enrolled students. More students, families, and schools have an opportunity to experience the benefits of the CEP, including access to meals at no cost, eliminating unpaid meal charges, minimizing stigma, reducing paperwork for school nutrition staff and families, and streamlining meal service operations. When all students have access to healthy school meals, participation tends to increase, and more children can experience nutritional benefits that fuel their learning, growth, and development. This rule also supports State and local choices to expand the availability of free school meals for all through programs supported by State or local funding. Lowering the eligibility threshold allows States and local educational agencies (LEAs) to optimize use of the CEP, helping them to support school meals in a more streamlined manner.</p> <p>The CEP is an option for eligible schools to offer no-cost meals to all enrolled students without collecting household applications. It is a reimbursement alternative for eligible LEAs and schools participating in both the National School Lunch Program (NSLP) and School Breakfast Program (SBP). CEP strives to combat child hunger in high poverty areas, while reducing administrative burden and increasing program efficiency by using current, readily available data to offer school meals to all students at no cost. CEP eliminates the need for schools to collect household income applications by sharing eligibility data between specific Federal assistance programs; thus, reducing administrative burden for schools and families while intending to ensure that hunger is not a barrier to students’ academic success.</p>	<p>Expand schools' access to the Community Eligibility Provision via proposed/final rulemaking. USDA offered States waivers to implement the lower CEP threshold during the 2023-24 school year (SY). The lower threshold will be available to all schools without a waiver starting in SY 2024-25.</p>
Impacted Population	Estimated Reduction
<p>As discussed in the Paperwork Reduction Act (PRA) section of the final rule, the estimated number of respondents is 3,454,060.</p>	<p>The estimated reduction once merged is 8,310 respondents and 18,908 hours.</p>

United States Department of Agriculture	
WIC Online Ordering and Transactions and Food Delivery Revisions to Meet the Needs of a Modern, Data-Driven Program and Preparation of Final Rule	
Description	Strategy
<p>The next phase of this continuing burden reduction initiative occurred in FY 2023 and is continuing in FY 2024 and involves the development and drafting of the final regulation to be entitled WIC Online Ordering and Transactions and Food Delivery Revisions to Meet the Needs of a Modern, Data-Driven Program. The proposed rule was published on February 23, 2023 and the public comment period ended on May 24, 2023.</p>	<p>This reduces: (1) learning and information costs; (2) compliance costs; (3) psychological costs and stigma; and (4) redemption or use costs. There are a number of specific burdens targeted by the published proposed rule, and if finalized, the changes proposed would lead to the ultimate reduction in burden for State agencies, vendors, and individuals and households. For example, by extending the length of the vendor agreement from three to five years and changing the definition of vendor, the frequency and type of collection requirements were reduced, leading to an overall decrease in record keeping burden for State agencies and vendors. In changing the requirement so that State agencies with access to EBT data do not have to collect shelf prices from vendors every six months or seek an exemption from FNS, the reporting burden would significantly decrease for WIC State agencies and WIC authorized vendors. By encouraging that State agencies remotely issue electronic benefits the burden on individuals and households is reduced significantly as they will not have to pick up their benefits in person.</p>
Impacted Population	Estimated Reduction
<p>Within the broad group of WIC State agencies, we don't expect any subgroups to be disproportionately impacted by the changes published in the proposed rule. We believe all State agencies will have a reduced burden with the flexibilities proposed by the rule. However, smaller State agencies with fewer staff to support the current reporting requirements may feel the reduced burden to a greater effect.</p> <p>Within the broad group of individuals and households, we expect the subgroup of individuals with disabilities, households headed by a single parent, low-income houses, rural households, and households without convenient access to transportation would all be positively impacted by the proposed changes. The changes would make WIC more convenient and accessible to these subgroups especially by encouraging State agencies to remotely issue electronic benefits and mail EBT cards whenever possible, potentially reducing the number of clinic visits that WIC participants are required to make. Within the broad group of retail vendors, we don't expect any subgroups to be disproportionately impacted by the above mentioned changes. We believe all retail vendors would have a reduced burden with the flexibilities discussed in the proposed rule. However, small, rural, or Tribally owned vendors with fewer staff or resources to support the current reporting requirements may feel the proposed changes to a greater effect.</p>	<p>The following total estimated change in burden hours, per impacted group, reflects all of the changes proposed in the WIC: Online Ordering and Transactions and Food Delivery Revisions to Meet the Needs of a Modern, Data-Driven Program proposed rule. For state agencies, the current burden hours under OMB approval #0584-0043 is 2,246,485 and the total estimated reduction in burden hours is 139,109. For individuals and households, the current burden hours under 0584-0043 is approximately 1,505,252 and the total estimated reduction in burden hours is 1,063,922. The revised burden estimate for the final rule is currently under development.</p>

United States Department of Agriculture	
Earnings Verification Service	
Description	Strategy
<p>On September 30, 2023, FNS awarded a five-year contract to two vendors, Equifax and Experian, for the Supplemental Nutrition Assistance Program (SNAP) Earnings Verification Service (EVS). The SNAP EVS provides State agencies with access to two commercial databases of employment and earnings records. State agencies administering SNAP can use the SNAP EVS to verify earned income sources and amounts</p>	<p>SNAP EVS supports all States in obtaining access to third-party employment and earnings data to enhance State agencies' ability to verify earned income for SNAP applicants and recipients. The State agency can use it to satisfy the statutory requirement to verify earned income, and additional verification is not required, if the match confirms the accuracy of household-provided income information.</p>

for SNAP applicants and recipients. SNAP EVS is a 100% FNS-funded resource for States. FNS is using the annual \$38 million appropriated by Congress to support the EVS.	This reduces burden on the State and household, enabling more timely, efficient, and accurate benefit determinations.
Impacted Population	Estimated Reduction
State agencies administering SNAP, and SNAP applicant and recipient households	No quantified estimate at this time.

United States Department of Agriculture	
Value Added Producer Grant (VAPG) Online System	
Description	Strategy
The VAPG program helps agricultural producers enter value-added activities to generate new products, create and expand marketing opportunities, and increase producer income.	Process: 1) Application process, specifically implementing a simplified application for smaller award requests. Required by 2018 Farm Bill. 2) Development and implementation of an online application tools (self-screening for eligibility and application intake).
Impacted Population	Estimated Reduction
Farmers/Producers	We estimate that this change in addition to an online application tool will reduce staff processing time. We also estimate there will be fewer ineligible applications received. May use a post-application survey to measure time, expense, etc. by applicants.

United States Department of Agriculture	
Streamlined 504 Repair Grant Application Form (RD 3550-35)	
Description	Strategy
RHS Single Family Housing (SFH) has developed a one-page electronic application form (down from 13 pages). This is a simplified “prequalification” one page form designed to be user friendly and streamline the application process.	This form is necessary and expected to increase program usage while relieving applicant’s burden in becoming familiar with what is expected of them when applying for a sec. 504 grant.
Impacted Population	Estimated Reduction
Section 504 grants are intended to help very low-income owner-occupants in rural areas repair their properties. Population composition of 62 ys. old and very low-income level. Estimate of 9,700 respondents.	No quantified estimate at this time.

United States Department of Health and Human Services	
Administrative Simplification: Modifications to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Electronic Transaction Standards Version 8020 Proposed Rule (CMS-XXXX-P)	
Description	Strategy
This proposed rule seeks to adopt the updated versions of the standards for electronic transactions originally adopted under the Administrative Simplification subtitle of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), ASC X12 Technical Reports Type 3, Version 8020	<p>The rule adopts the latest version of the claims transaction standard, which supports the following:</p> <ul style="list-style-type: none"> • Enhancements to improve patient safety and cost savings by allowing for the collection and reporting of UDI. • Enhancements that clarify the use of the “U” (Unknown) code for reporting gender. • Changes that allow for the sending of an ERA for payment made via Virtual Credit Card. • Decreases the need for duplicate transactions by allowing for longer claim identifiers.
Impacted Population	Estimated Reduction
All HIPAA covered entities in the US - Health Plans, Clearinghouses, and Providers	No qualified estimate at this time.

United States Department of Health and Human Services	
Streamlining Medicaid; Medicare Savings Program Eligibility Determination and Enrollment	
Description	Strategy
<p>The Centers for Medicare & Medicaid Services' (CMS') final rule will make it easier for millions of eligible people to enroll in and retain their Medicare Savings Program (MSP) coverage. The final rule Reduces red tape and simplifies MSP enrollment, helping millions of seniors and people with disabilities afford coverage. The final rule follows President Biden's executive orders in January 2021, December 2021, and April 2022, directing federal agencies to take action to expand affordable, quality health coverage.</p>	<p>Certain current MSP application and verification policies are excessively burdensome and contribute to under enrollment in the MSPs. Our rulemaking eases administrative burden for states and reduces barriers to enrollment for eligible individuals.</p>
Impacted Population	Estimated Reduction
<p>Older adults and people with disabilities with limited income and resources</p>	<p>The final rule estimated, at full implementation, 19 million fewer hours annually for applicants (older adults and people with disabilities). Two million few hours annuals for states.</p>

United States Department of Health and Human Services	
Office of Refugee Resettlement (ORR), Unaccompanied Children Program Sponsor Experience Application	
Description	Strategy
<p>This is an ongoing project to improve the sponsor application process and the way sponsors interact with their case managers.</p> <p>The first iteration of the app was launched in FY23 and converted two PDF forms into one unified digital application. The app provides an easy and secure process for sponsors to submit their applications and features a guided submission process, compatibility with both desktop and mobile platforms, and the capability for sponsors to collaborate with their case managers and check the status of their application.</p>	<p>The project team continuously reviews and analyzes user feedback to design and develop an application that is tailored to the needs of the user. This includes identifying and resolving frictions points and identifying areas where new or enhanced functionality will improve user experience.</p>
Impacted Population	Estimated Reduction
Sponsors of unaccompanied children	No qualified estimate at this time.

Department of Veterans Affairs	
Modernization of certain collections of information	
Description	Strategy
<p>The National Cemetery Administration (NCA) continues efforts to digitize and automate data entry and processing of certain forms. Currently, NCA has two digitized forms– VA Form 40-10007, Application for Pre-Need Determination of Eligibility for Burial in a VA National Cemetery (OMB Approval Number 2900-0784) and VA Form 40-0247, Presidential Memorial Certificate Request Form (OMB Approval Number 2900-0567). In FY2024, NCA will digitize two additional forms.</p>	<p>Coordinating with the Veterans Benefits Administration (VBA) and Office of Integration and Technology (O&IT) to automate processing and decisions on VA.gov platform.</p>
Impacted Population	Estimated Reduction
<p>Veterans, family members, others authorized to assist in end-of-life planning for Veterans and their family members, eligible recipients.</p>	<p>No quantified estimate at this time.</p>

Department of Veterans Affairs	
Automating DocuSign Forms	
Description	Strategy
<p>The goal of automating DocuSign Forms is to reduce the number of forms that need to be individually reviewed, downloaded and indexed by Clerical Support staff. When a Veteran or beneficiary signs a DocuSign form, the form will automatically be identified by form type and policy number indicated on the form by the system. That form will then automatically be saved and transferred into VA Insurances workflow without intervention from Clerical Support or the indexing tool. Automating DocuSign forms will not only reduce processing time by Clerical Support staff but eliminate human error.</p>	<p>Automate DocuSign forms so they will instantaneously be saved and transferred into VA Insurance workflow according to their form type and policy number reducing processing time and human error.</p>
Impacted Population	Estimated Reduction
Veterans and Veterans beneficiaries	No quantified estimate at this time.

Department of Veterans Affairs	
Form Digitization	
Description	Strategy
Digitize VA Form 21P-527EZ	Pension and Fiduciary Service (P&F) is actively pursuing prioritization of form digitization in support of electronic claims submission. Electronic claims submission will improve the quality of data being extracted from forms in support of increased automation throughput and high-quality claim decisions. It will also improve the claimant experience by allowing an additional means to submit a claim efficiently and electronically.
Impacted Population	Estimated Reduction
Beneficiaries, Veteran Service Officers VSOs and claims processors.	1 hour (per respondent for all 3 forms).

Department of Veterans Affairs	
Form Modernization	
Description	Strategy
Redesign of Veterans Benefits Administration (VBA) forms to reduce the overuse of secondary forms to collect data for specific purposes	Pension and Fiduciary Service (P & F) is actively adapting VBA forms and converting radio buttons to check-boxes to avoid data extraction of erroneous values. This will better streamline the claims process and prevent unnecessary delays.
Impacted Population	Estimated Reduction
Beneficiaries, VSOs and claims processors	30 minutes per respondent.

Department of Veterans Affairs	
Form Review	
Description	Strategy
Form review of VA Forms 21P-527EZ and 21P-534EZ	Pension and Fiduciary Service (P & F) has added a one-page checklist to the 21P-527EZ and 21P-534EZ to assist the claimant with gathering necessary evidence, documents, and other VA forms in support of their claim.
Impacted Population	Estimated Reduction
Beneficiaries, VSOs and claims processors	1 hour per respondent.

Department of Veterans Affairs	
Spanish Translation	
Description	Strategy
Update the Spanish version of the information collection OMB Control 2900-0161 (VA Form 21P-8416(Spanish))	Pension and Fiduciary Service (P&F) has updated the outdated 21P-8416 (Spanish form) to be consistent with the current English version.
Impacted Population	Estimated Reduction
Beneficiaries, VSOs and claims processors	20 minutes per respondent.

Department of Veterans Affairs	
Streamline and Aggregate VA Forms 22-5495 and 22-1995-then Abolish 22-5495.	
Description	Strategy
Aggregate VA Forms 22-5495 and 22-1995 (Request for Change of Program or Place of Training)	Education Services (within the Veterans Benefits Administration (VBA)) will streamline then incorporate questions on the VAF 22-5495 into the VAF 22-1995. Only the VAF 22-1995 will remain active once the task is completed. Leadership made this decision because beneficiaries often used the forms incorrectly (e.g., using the wrong form for their benefit). These forms are very similar but for a few questions so we will be adding those questions from the 22-5495 to the 22-1995, and then seek abolishment of the VA Form 22-5495, which will reduce the burden of both confusion on Veterans, confusion on the Claims Processors in Field Offices, and eliminate the 15-minute burden time the VA Form 22-5495 took to complete.
Impacted Population	Estimated Reduction
Veterans, Families, Caregivers, Survivors, School Certifying Officials, Regional Processing Offices and State Approving Agencies.	VAF 22-5495 will be discontinued. VAF 22-1995 will be streamlined and reduced from 20 minutes to 15 minutes to complete.

Department of Veterans Affairs	
Creating a Fully Digital Experience for Veterans	
Description	Strategy
<p>The VA is building a customer-centered culture to focus on the experience of their customers: Veterans, their families, survivors, and caregivers. As part of this commitment, the VA is identifying every PDF or paper form that cannot be submitted digitally, in order to convert these forms into more user-friendly digital services. Creating digital submission platforms for these forms will allow the VA to reduce the number of questions asked and the steps to be followed, as well as to add features, such as inputting known data to reduce the burden on the filer. The VA has identified 263 forms that Veterans or their family members use that are currently only available in PDF or paper copies. Each year, Veterans and their families spend 64 million hours completing their PDF forms. The VA is now prioritizing the most used forms to modernize, and VA intends to significantly lower form burden throughout the next year.</p> <p>The VA has also taken steps to provide Veterans the opportunity to submit a supplemental claim for disability compensation benefits online. Over 32k supplemental claims are submitted monthly, which showcased an opportunity to streamline and enhance an online capability to meet this need. Additionally, to improve the online application process for Veterans filing a claim for health care benefits, VA implemented a short form process flow online. This short form process flow allows Veterans who have a service-connected disability rating of 50% or higher to bypass the military service and finance/household sections of the health care application.</p> <p>The VA has made the move to provide Veterans access to their disability benefits decision award letters online and through the VA: Health and Benefits app. Prior to this capability, Veterans had to wait for their decision award letter to arrive through physical mail to have tangible evidence of VA's decision. This digital solution provides Veterans the ability to view and download their decision letters online, allowing them to take follow-up actions faster and reducing the need for them to contact VA call centers regarding the status of their mailed letter. Additionally, voice over capabilities for visually impaired Veterans were made compatible with the mobile application so that this accessibility feature is available to all.</p>	<p>Barriers / burdens: PDF or paper forms that cannot be submitted digitally, decision letters that were only available via physical mail; addressed through digital forms and online decision letter access.</p>
Impacted Population	Estimated Reduction
Veterans, Veteran community	No quantified estimate at this time.

Department of Veterans Affairs	
Modernizing Educational Benefits for Veterans and their Families	
Description	Strategy
<p>The VA has developed a new electronic system that allows eligible Veterans and dependent students to create an account and submit their claim/application to VA for educational benefits for electronic processing and for checking the status of their claim. The system provides students an easy, real-time way to record their attendance and ensure their benefits continue.</p> <p>The VA is building off this success and is identifying forms that can be integrated into the system and streamlined. The benefits of this relatively new system include allowing claimants to: read shorter questions than those on paper forms, provide answers in an intuitive way, and easily skip questions not relevant to them. Further, the system can provide real-time feedback to the applicant. For example, when an applicant provides a response that shows they are not eligible for a program, they will receive a message to stop completing the form. Previously, applicants may have completed a long form, only to realize later that they were never eligible based on their service dates.</p>	<p>Barriers / burdens: education benefits application process and attendance tracking; addressed through online submission and ability to check claim status, and real-time way to record attendance, shorter form questions, ability to skip non-relevant questions, real-time feedback.</p>
Impacted Population	Estimated Reduction
Veterans, beneficiaries of Veterans	This wait time is eliminated for ineligible claimants based on their service dates with the updated form.

Department of Veterans Affairs	
VHA Electronic Forms Submission	
Description	Strategy
Increase availability and utilization of electronic form submission as an option for Veterans and providers across multiple VHA programs.	This burden reduction effort targets compliance & redemption/use costs
Impacted Population	Estimated Reduction
Broad groups impacted include individuals, households, non-profits, or other community-based organizations, and businesses -- Sub-groups will span all possible demographics	Approximately 10%-20% reduction in completion time.