

# PUBLIC SUBMISSION

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Agency Information Collection Activities: Proposed Request

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Agency Information Collection Activities: Proposed Request

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Comment from Anonymous

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## Submitter Information

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## General Comment

The person that I care for and I spent about 10 hours completing the Continuing Disability Review form itself, including gathering information, filling out both electronic and physical copies, proof reading, and submitting. Because of their brain fog and pain levels, focusing on completing documents like this, even with my support, is incredibly tedious and time consuming. In addition, the stress of the review being what their livelihood hinges on makes the process extremely stressful and requires a level of meticulous effort to ensure their case is accurately presented, since missing information or a simple error could cause the loss of their livelihood. In addition to this, we probably spent an additional 10-12 hours calling both our local and the national SSA office to acquire the right paperwork and determine where it needed to be sent, by when, and to ensure that their benefits were not terminated before review, because a change of address confusion (the change of address was filed with the SSA in an appropriate and timely manner) caused this person to not initially receive their packet, and instead receive only letters to their new current address threatening to cut off their benefits if not heard from within a week. Our local SSA office is nearly impossible to get through to, and every successful contact often requires sitting on hold, getting disconnected, calling back, being disconnected, calling again for at least an hour before finally getting a representative. Every question or clarification this person had around the process took an additional 1-2 hours of labor, and because of the mailing error, in combination with standard questions to ensure the paper work was being completely and submitted correctly, we probably called 7-8 times, meaning an additional at least 10 hours of labor. In addition, since the review process has been so long (we're already going on about 8 months), this person has a few new specialists that they've begun seeing since submitting paperwork, so now they have to continue to call the office every couple weeks hoping to make contact with someone once their review has been assigned to someone but before it has been completed to hopefully be able to add on additional information to ensure their review accurately reflects their current condition. This does not count the amount of time this person has spent in emotional distress out of fear their benefits will be terminated, and trying to research and weigh possible options for support should their benefits be denied and/or they have to appeal, since, regardless of what the SSA finds, this person will not be able to work, exactly the reason they are on SSDI to begin with, and have no other safety nets. They have spent the past 8 months in extreme emotional distress, terrified they will be thrown into abject poverty, unable to support themselves, and unable to receive support from other government programs

because of work requirements should they be denied. Although we'd like to hope that in a fair and just world, this very fact would ensure they would continue to receive benefits, nothing in the SSA's policies or treatment of disabled people makes that reliable. If anything, the stress the the CDR process has made their physical and mental health worse, requiring labor that they cannot physically or mentally complete without triggering flare ups in pain, extreme exhaustion, etc. The CDR process is not only time consuming, it is violent.