

-- Table of Changes Document --

The reasons for the program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I in a narrative form. The itemized changes in hour burden (no cost burden change) according to program changes or adjustments. Denote a program increase as a positive number, and a program decrease as a negative number.

Definitions

Program changes should not be confused with adjustments.

i) Program change

A "Program increase" is an additional burden resulting from an action or directive of a branch of the Federal government (e.g., an increase in sample size or coverage, amount of information, reporting frequency, or expanded use of an existing form). This also includes previously in-use and unapproved information collections discovered during the ICB process, or during the fiscal year, which will be in use during the next fiscal year.

A "Program decrease", is a reduction in burden because of: (1) the discontinuation of an information collection; or (2) a change in an existing information collection by a Federal agency (e.g., the use of sampling (or smaller samples), a decrease in the amount of information requested (fewer questions), or a decrease in reporting frequency).

ii) An "Adjustment" denotes a change in burden hours due to factors over which the government has no control, such as population growth, or in factors which do not affect what information the government collects or how (e.g., changes in the methods used to estimate burden or correction of errors in burden estimates).

Table 4. Itemized Changes in Hour Burden.

Changes in Hour Burden				
Data Collection Activity/Instrument	Current OMB Inventory	Proposed Estimate	Program Change (hours)	Adjustment (hours)
Registration Intake Survey (RI)— <i>Phone: increase in completed surveys</i>	1000.00	2213.75	+1213.75	0.00
Helpline Survey (HL)— <i>Phone: increase in completed surveys</i>	1000.00	2213.75	+1213.75	0.00
Program Effectiveness & Recovery Survey (PE&R)— <i>Phone: increase in completed surveys</i>	1000.00	2208.00	+1208.00	0.00
Public Assistant—Mail*	450.00	0.00	-450.00	0.00
Housing Inspection Services—Mail*	7,500.00	0.00	-7,500.00	0.00
Internet-On Line Registration— <i>Phone: new collection</i>	0.00	747.50	+747.50	0.00
Internet-Applicant Inquiry/Update— <i>Phone: new collection</i>	0.00	718.75	+718.75	0.00
Focus Group: <i>decrease in number of</i>	780.00	180.00	-600.00	0.00

<i>hours and respondents</i>				
Focus Group travel: <i>separation of travel hours</i>	0.00	120.00	+120.00	0.00
Focus Group--Public Assistance*	480.00	0.00	-480.00	0.00
One-on-One In Depth Interviews: <i>new</i>	0.00	18.00	+ 18.00	0.00
On-Line Time Extended In Depth Interviews and Focus Groups: <i>new</i>	0.00	72.00	+ 72.00	0.00
Quantitative Design Validation: <i>new</i>	0.00	300.00	+300.00	0.00
Total	12,210.00	8,791.75	-3,418.25	0.00

Note *: The marked two surveys (Public Assistant and Housing Inspection Services) and focus group activity (Public Assistant) are currently bundled with the proposed IC under OMB control number 1660-0036. The mentioned ICs have been separated from the bundle after the consultation with the OMB desk officers, and will be presented as a new IC request.

The proposed total annual hour burden estimate for ICs in OMB 1660-0036 has decreased 3,418.25 hours from 12,210 hours in the current OMB inventory to 8,791.75 mostly due to the separation of the 2 surveys and 1 focus group activity (see the *Note* above).

For the surveys included in the FEMA Individual Assistance Customer Satisfaction Surveys in this information collection request, the annual hour burden estimate has increased from 3,780 hours in 2003 to 8,791.75. The total program change of plus 5,011.75 hours is attributable to (1) the plan to achieve a higher confidence level with less margin of error for completed existing surveys (3,635.50 hours increase), (2) the inclusion of new survey programs (1,466.25 hours increase): Internet On-Line Registration Phone Survey, the Internet On-Line Applicant Inquiry/Update Phone Survey, (3) inclusion of new focus group programs (390 hours increase): One-on-One In-Depth Interviews, On-Line time Extended In-Depth Interviews and Quantitative Design Validation, and (4) changes in Focus Group design, that is a plan to hold fewer In person Focus Groups (480 hours decrease) during the year due to the inclusion of the One-on-One In-Depth Interviews and One-on-One Time Extended In-Depth Interviews.