



PRIVACY THRESHOLD ANALYSIS (PTA)

**This form is used to determine whether
a Privacy Impact Assessment is required.**

Please use the attached form to determine whether a Privacy Impact Assessment (PIA) under the E-Government Act of 2002 and the Homeland Security Act of 2002 is required.

Please complete the form and return for review by the DHS Privacy Office:

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If a PIA is required, the DHS Privacy Office will send you a copy of the Official Privacy Impact Assessment Guide and accompanying Template to complete and return.

A copy of the Guide and Template is available on the DHS Privacy Office website, www.dhs.gov/privacy, on DHSOnline and directly from the DHS Privacy Office via email: pia@dhs.gov, phone: 571-227-3813, and fax: 571-227-4717.



PRIVACY THRESHOLD ANALYSIS

Please complete this form and send it to the DHS Privacy Office.
Upon receipt, the DHS Privacy Office will review this form
and may request additional information.

SUMMARY INFORMATION

DATE submitted for review: February 8, 2007

NAME of Project: Individual Assistance Customer Satisfaction Surveys

TYPE of Project:

Information Technology and/or System

The E-Government Act of 2002 defines these terms by reference to the definition sections of Titles 40 and 44 of the United States Code. The following is a summary of those definitions:

- “Information Technology” means any equipment or interconnected system or subsystem of equipment, used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. See 40 U.S.C. § 11101(6).
- “Information System” means a discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information. See: 44. U.S.C. § 3502(8).

Note, for purposes of this form, there is no distinction made between national security systems or technologies/systems managed by contractors. All technologies/systems should be initially reviewed for potential privacy impact.

A Notice of Proposed Rule Making or a Final Rule.



SPECIFIC QUESTIONS

1. Describe the project and its purpose:

This project is to seek the renewal of Customer Satisfaction Surveys administered to measure performance of the Individual Assistance Programs within the Federal Emergency Management Agency as part of the requirements of their Strategic Plan, the Government Performance Results Act, Executive Order 12862 and its subsequent Memorandum. The purpose is to survey individual disaster victims by calling them on the phone to obtain their level of satisfaction with the programs and services provided and to obtain their suggestions to improve that service.

2. Status of Project:

This is a new development effort.

This an existing project

Date first developed: 1995

Date last updated: July 31, 2004

3. Could the project relate in any way to an individual?

Projects can relate to individuals in a number of ways. For example, a project may include a camera for the purpose of watching a physical location. Individuals may walk past the camera and images of those individuals may be recorded. Projects could also relate to individuals in more subtle ways. For example, a project that is focused on detecting radioactivity levels may be sensitive enough to detect whether an individual received chemotherapy.

No. The Assessment is complete. Please send to the DHS Privacy Office.

Yes. Please answer the following questions.



4. What information about individuals could be collected, generated or retained?

The information is the customer's opinions about the service they have received from and their satisfaction with the disaster aid programs. Voluntary responses to approved questions are collected via telephone surveys. Reports are generated on an aggregate basis for Federal Coordinating Officers and Program Managers to assist in improving service to disaster victims. Records are retained in a secure database with the Customer Satisfaction Analysis Section at the Texas National Processing Service Center, which is the program office responsible for the administration of the surveys.

5. Is there a Certification & Accreditation record within OCIO's FISMA tracking system?

Do not know.

No.

Yes. Please indicate the determinations for each of the following:

Confidentiality: Low Moderate High Undefined

Integrity: Low Moderate High Undefined

Availability: Low Moderate High Undefined



PRIVACY THRESHOLD REVIEW

(To be Completed by the DHS Privacy Office)

DATE reviewed by the DHS Privacy Office:

NAME of the DHS Privacy Office Reviewer:

DESIGNATION: This system is designated:

- A Privacy Sensitive System**
- Not a Privacy Sensitive System - *In its current version.***
This determination may change as the system itself changes over time.

DHS PRIVACY OFFICE COMMENTS: