

September 17, 2009

Supporting Statement for Paperwork Reduction Act Submissions

OMB Control Number: 1660-NEW

Title: National Emergency Family Registry and Locator System

Form Number(s): FEMA Form 528-1 NEFRLS Registration, FEMA Form 528-2 NEFRLS Search

General Instructions

A Supporting Statement, including the text of the notice to the public required by 5 CFR 1320.5(a)(i)(iv) and its actual or estimated date of publication in the Federal Register, must accompany each request for approval of a collection of information. The Supporting Statement must be prepared in the format described below, and must contain the information specified in Section A below. If an item is not applicable, provide a brief explanation. When Item 17 or the OMB Form 83-I is checked "Yes", Section B of the Supporting Statement must be completed. OMB reserves the right to require the submission of additional information with respect to any request for approval.

Specific Instructions

A. Justification

1. Explain the circumstances that make the collection of information necessary (give details as to why this information is being collected). Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information. Provide a detailed description of the nature and source of the information to be collected.

The Post-Katrina Emergency Management Reform Act of 2006, in Title VI of the DHS Appropriations Act of 2007 (the Post Katrina Reform Act), Pub. L. 109-295, Section 689c, 120 Stat. 1355 at 1451 is the legal basis for FEMA to provide a National Emergency Family Registry and Locator System (NEFRLS) to allow adults (including medical patients) that have been displaced by a Presidentially declared disaster or emergency to voluntarily register by submitting personal information to be entered into a database that could be used by others to help reunify them with their families. Children who are traveling with their families during a Presidentially-declared disaster can be listed in NEFRLS. NEFRLS allows up to 7 family members to be registered and listed so that another designated family member or friend can search for them. This ability to list

children within NEFRLS is only to indicate what family members are actually together and safe. This ability to add children to the family group listing does take the place of an alternate child searching national database that is the property of a non-profit organization (National Center for Missing and Exploited Children).

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection. Provide a detailed description of: how the information will be shared, if applicable, and for what programmatic purpose.

After a major disaster or emergency is declared by the President, a Tele-Registration number (800-588-9822) is published for individuals displaced or for individuals searching for a family or household member that has been displaced due to a Presidentially declared major disaster or emergency. This allows them to call so that they may register in, edit their registration or search the NEFRLS. A FEMA service representative will assist individuals by using an *Intranet script*, and will record the individual's information directly into NEFRLS.

In addition to registering over the telephone, individuals who are displaced or individuals searching for a family or household member; that has been displaced due to a major disaster or emergency, may register or edit their registration via the internet directly into the NEFRLS.

Information entered in NEFRLS by the displaced registrant, will be available, by written request, to those government agencies, non-government agencies, federal, state, local and tribal law enforcement officials, and non-profit organizations specifically responsible for locating and reuniting family members displaced by a disaster. FEMA added a routine use (n) for the purpose of "reunification of families" to the "Disaster Recovery Assistance Files" Privacy Act system of records that provides for information sharing "in the event of another Presidentially-declared major disaster or emergency that adversely impacts a significant portion of the United States" : To a Federal or State law enforcement authority, or agency, or other entity authorized to investigate and/or coordinate locating missing children and/or reuniting families."

All or a portion of the records or information contained in this system may be disclosed outside DHS. NEFRLS will allow for information sharing to Federal agencies; State, tribal and local governments; Federal, State, and local law enforcement agencies; The U.S. Department of Justice, Office of Juvenile Justice and Delinquency Prevention(OJJDP), The Department of Health and Human Services (DHHS), The U.S. Department of Justice, FBI's Crimes Against Children Unit (CACU), The Department of Justice U.S. Marshals Service (USMS), The National Center for Missing and Exploited Children (NCMEC) and voluntary organizations that have an established disaster assistance program to address the disaster-related unmet needs of disaster victims, are actively involved in the recovery efforts of the disaster, and either have a national membership, in good standing, with the National Voluntary Organizations Active in Disaster (NVOAD), or are participating in the disaster's Long-Term Recovery

Committee for the express purpose of reunifying families. Other agencies may include other Federal agencies and non-governmental agencies with which FEMA coordinates under the National Response Plan, which is an integrated “plan” explaining how the Federal Government will interact with and support State, local, tribal, and non-governmental entities during an incident such as a Presidentially-declared major disaster or emergency. This may include: the Department of Justice, the Department of Health and Human Services, the American Red Cross and the National Center for Missing and Exploited Children.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

The registration process is done over the Internet or through the NEFRLS 800 number. It is anticipated that approximately 25% of the respondents will do so electronically over the Internet and 75% will do so via the toll-free 800 registration number. The searching process is also done over the Internet or through the NEFRLS 800 number. It is anticipated that approximately 50% of the respondents will do so electronically over the Internet and 50% will do so via the toll-free 800 registration number. The website is <https://asd.fema.gov/inter/nefrls/home.htm>.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

There is no similar information available that can be used for the purposes of this information collection, which is the reason for the development of this information collection. However, there is a locator system available for the search of missing children, and this collection will provide a link to that system so as to not duplicate efforts already available.

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize.

This information collection does not have an impact on small businesses or other small entities.

6. Describe the consequence to Federal/FEMA program or policy activities if the collection of information is not conducted, or is conducted less frequently as well as any technical or legal obstacles to reducing burden.

Congress mandated that FEMA establish the National Emergency Family Registry and Locator System (NEFRLS). As authorized by the Post Katrina Emergency Reform Act (PKERA), Pub. L. 109-295, section 689c, FEMA has the primary responsibility to establish NEFRLS to help reunify families separated after an emergency or major disaster declared by the President as defined in the Robert T. Stafford Act. Without this collection, displaced individuals and their family and household members would not have a unified locator system in place to assist with the finding of family members separated during emergency situations.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

(a) Requiring respondents to report information to the agency more often than quarterly.

(b) Requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it.

(c) Requiring respondents to submit more than an original and two copies of any document.

(d) Requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years.

(e) In connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study.

(f) Requiring the use of a statistical data classification that has not been reviewed and approved by OMB.

(g) That includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use.

(h) Requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

This information collection is conducted in a manner consistent with the guidelines in 5CFR 1320.5(d) (2).

8. Federal Register Notice:

a. Provide a copy and identify the date and page number of publication in

the Federal Register of the agency's notice soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

A 60-day Federal Register Notice inviting public comments was published on April 29, 2009, Volume 74, Number 81, pp. 19572. No comments were received. See attached copy of the published notice included in this package.

b. Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

FEMA frequently works with persons outside of the agency, who serve in a partnership role, including Federal, State, local and tribal governments and law enforcement authorities, or agencies, or other entities authorized to investigate and/or coordinate locating missing children and/or reuniting families to facilitate the reunification of families displaced due to a major disaster or emergency.

c. Describe consultations with representatives of those from whom information is to be obtained or those who must compile records. Consultation should occur at least once every three years, even if the collection of information activities is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

Under Executive order 12862, Federal Agencies are to develop a customer service orientation for use in the implementation of their programs. In accordance with Executive Order 12862, FEMA review customer service performance and provide customer service feedback through the Disaster Assistance Customer Satisfaction Survey. The data collection for this survey is approved under OMB No. 1660- 0036, FEMA Public Assistance Program Evaluation and Customer Satisfaction Surveys and Individual Assistance Customer Satisfaction Surveys.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

FEMA does not provide payments or gifts to respondents in exchange for a benefit sought.

10. Describe any assurance of confidentiality provided to respondents. Present the basis for the assurance in statute, regulation, or agency policy.

The individual will be advised of the Privacy Act prior to providing any personal information. During the registration and searching process the individual reads the

Privacy Act regarding authority to collect information, primary purposes, and routine uses of the information. The individual is advised that the information may be given to various Federal, State, local and tribal governments and law enforcement authorities, or agencies, or other entities authorized to investigate and/or coordinate locating missing children and/or reuniting families to facilitate the reunification of families displaced due to a major disaster or emergency. The individual is further advised that use of the NEFRLS system is voluntary. In addition FEMA is going through the Privacy Impact Analysis and System Of Records Notification approval process via DHS/ FEMA's privacy office and is in compliance with DHS policy for Privacy Act requirements.

11. Provide additional justification for any question of a sensitive nature (such as sexual behavior and attitudes, religious beliefs and other matters that are commonly considered private). This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

There are no questions of sensitive nature.

12. Provide estimates of the hour burden of the collection of information. The statement should:

a. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desired. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.

The number of respondents for NEFRLS Registration, FEMA Form 528-1 through the 800# is estimated to be 42,717, or 75% of the total number of registrants in the NEFRLS. It has been estimated that it takes approximately 19 minutes for an individual to complete a registration through calling the NEFRLS 1-800 number.

The number or respondents for NEFRLS Registration, FEMA Form 528-1 through the Internet is estimated to be 14,239, or 25% of the total number of registrants in the NEFRLS. It has been estimated that it takes approximately 13 minutes for an individual to complete a registration through the NEFRLS internet website.

The total number of respondents expected to utilize the search component of NEFRLS, FEMA FORM 528-2 is 389,692 The number of respondents for NEFRLS Search through the 800# is estimated to be 50% of the total number of searchers in the NEFRLS,

or 194,846. It has been estimated that it takes approximately 19 minutes for an individual to complete a search through calling the NEFRLS 1-800 number.

The number of respondent for NEFRLS Search through the Internet, FEMA Form 528-2 is also estimated to be 194,846, or 50 % of the total number of searchers in NEFRLS. It has been estimated that it takes approximately 13 minutes for an individual to complete a search through the NEFRLS Internet site.

b. If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.

c. Provide an estimate of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost to the respondents of contracting out or paying outside parties for information collection activities should not be included here. Instead this cost should be included in Item 13.

Table A.12: Estimated Annualized Burden Hours and Costs

Type of Respondent	Form Name / Form Number	No. of Respondents	No. of Responses per Respondent	Avg. Burden per Response (in hours)	Total Annual Burden (in hours)	Avg. Hourly Wage Rate	Total Annual Respondent Cost
Individuals or households	NEFRLS Registration 800# / FEMA Form 528-1	42,717	1	.083 (5 minutes)	3,560	\$19.81	\$70,524
Individuals or households	NEFRLS Registration Internet / FEMA Form 528-1	14,239	1	.083 (5 minutes)	1,187	\$19.81	\$23,514
Subtotal - Registration		56,956					
Individuals or households	NEFRLS Search 800# / FEMA Form 528-2	194,846	3	.083 (5 minutes)	48,711	\$19.81	\$964,965

Individuals or households	NEFRLS Search Internet / FEMA Form 528-2	194,846	3	.083 (5 minutes)	48,711	\$19.81	\$964,965
Subtotal - Search		389,692					
Total		446,648			102,169		\$2,023,968

According to the U.S. Department of Labor, Bureau of Labor Statistics website (www.bls.gov) the wage rate category for all individuals is estimated to be \$19.81 (fully loaded with 1.4 multiplier) per hour, therefore, the estimated burden hour cost to respondents all individuals is estimated to \$734,393 annually.

13. Provide an estimate of the total annual cost burden to respondents or recordkeepers resulting from the collection of information. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. (Do not include the cost of any hour burden shown in Items 12 and 14.)

There are no record keeping, capital, start-up or maintenance costs associated with this information collection.

a. Operation and Maintenance and purchase of services component. These estimates should take into account cost associated with generating, maintaining, and disclosing or providing information. Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred.

b. Capital and Start-up-Cost should include, among other items, preparations for collecting information such as purchasing computers and software, monitoring sampling, drilling and testing equipment, and record storage facilities.

Annual Cost Burden to Respondents or Record-keepers

Data Collection Activity/Instrument	*Annual Capital Start-Up Cost (investments in overhead, equipment and other one-time expenditures)	*Annual Operations and Maintenance Cost (such as recordkeeping, technical/professional services, ect.)	Annual Non-Labor Cost (expenditures on training, travel and other resources)	Total Annual Cost to Respondents
				0
				0
				0
				0

Total				0
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14. Provide estimates of annualized cost to the federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing and support staff), and any other expense that would have been incurred without this collection of information. You may also aggregate cost estimates for Items 12, 13, and 14 in a single table.

Annual Cost to the Federal Government

Item	Cost
Contract Costs [for representatives at run rate of \$163/per week for 4 months.]	2,771,000
Staff Salaries [8 agents per shift x GS-5/1 salary= \$14.56/hr for 8 months]	228,000
Facilities	50,000
Computer Hardware and Software (prorated across 3 year life and shared for at least 2 shifts)	4,400,000
Equipment Maintenance	50,000
Travel	15,000
Printing	10,000
Postage	1,000
Other (software/hardware enhancements, misc. equipment, record retention)	1,100,000
Total	\$8,813,000

Assumptions: 70% of Registration/ Search Intake on the 800# will take place within 4 months which is handled through contracts. The remaining 30% of Registration/ Search Intake will be spread out through the remaining 8 months of the year and will be completed by full time agents. This results in a level average of 8 agents per shift as a GS-5 Step 1 rate of \$14.56 per hour. Other cost includes future enhancements to the software and hardware, miscellaneous equipment such as headsets and badges and record retention processes. Computer cost will be prorated across a three year life and share for at least 2 shifts.

1) Cost to take Internet Electronic Registrations. Cost estimates are computed by using the Registrar hourly rate of GS 5/1, \$14.15 plus the cost estimate for the hardware environment of \$5.29= \$19.44 times the projected annual burden hours for 25% of the projected annual respondents (14,239), for an estimated total annual cost of \$278,806.

2) Cost to take Internet Electronic Searches. Cost estimates are compute by using the Registrar hourly rate of GS 5/1, \$14.15 plus the cost estimate for the hardware environment of \$5.29= \$19.44 times the projected annual burden hours for 50% of the projected annual respondents (126,649), for an estimated total annual cost of \$2,462,056.

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I in a narrative form. Present the itemized changes in hour burden and cost burden according to program changes or adjustments in

Table 5. Denote a program increase as a positive number, and a program decrease as a negative number.

A "**Program increase**" is an additional burden resulting from an federal government regulatory action or directive. (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).

"**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 changes in the methods used to estimate burden or correction of errors in burden estimates.

Itemized Changes in Annual Burden Hours						
Data collection Activity/Instrument	Program Change (hours currently on OMB Inventory)	Program Change (New)	Difference	Adjustment (hours currently on OMB Inventory)	Adjustment (New)	Difference
NEFRLS Registration 800# / FEMA Form 528-1	0	3,560	+3,560			
NEFRLS Registration Internet / FEMA Form 528-1	0	1,187	+1,187			
NEFRLS Search 800# / FEMA Form 528-2	0	48,711	+48,711			
NEFRLS Search Internet / FEMA Form 528-2	0	48,711	+48,711			
Total(s)		102,169	+102,169			

Explain: This is a new collection and the Annual Burden Hours were not previously captured in any collection.

Itemized Changes in Annual Cost Burden

Data collection Activity/Instrument	Program Change (cost currently on OMB Inventory)	Program Change (New)	Difference	Adjustment (cost currently on OMB Inventory)	Adjustment (New)	Difference
NEFRLS Registration 800# / FEMA Form 528-1	0	\$70,524	+\$70,524			
NEFRLS Registration Internet / FEMA Form 528-1	0	\$23,514	+\$23,514			
NEFRLS Search 800# / FEMA Form 528-2	0	\$964,965	+\$964,965			
NEFRLS Search Internet / FEMA Form 528-2	0	\$964,965	+\$964,965			
Total(s)	0	\$2,023,968	+\$2,023,968			

Explain: This is a new collection and the Annual Burden Hours were not previously captured in any collection.

16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

FEMA does not intend to employ the use of statistics or the publication thereof for this information collection.

17. If seeking approval not to display the expiration date for OMB approval of the information collection, explain reasons that display would be inappropriate.

FEMA will display the expiration date for OMB approval of this information collection.

18. Explain each exception to the certification statement identified in Item 19 “Certification for Paperwork Reduction Act Submissions,” of OMB Form 83-I.

FEMA does not request an exception to the certification of this information collection.

B. Collections of Information Employing Statistical Methods.

There is no statistical methodology involved in this collection.