



**Homeland
Security**

The Privacy Office
U.S. Department of Homeland Security
Washington, DC 20528
703-235-0780, pia@dhs.gov
www.dhs.gov/privacy

Privacy Threshold Analysis

Version date: June 10, 2010

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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) is required under the E-Government Act of 2002 and the Homeland Security Act of 2002.

Please complete this form and send it to your component Privacy Office. If you do not have a component Privacy Office, please send the PTA to the DHS Privacy Office:

Rebecca J. Richards
Director of Privacy Compliance
The Privacy Office
U.S. Department of Homeland Security
Washington, DC 20528
Tel: 703-235-0780

PIA@dhs.gov

Upon receipt from the component Privacy Office, the DHS Privacy Office will review this form. 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 DHSConnect and directly from the DHS Privacy Office via email: pia@dhs.gov, phone: 703-235-0780.



PRIVACY THRESHOLD ANALYSIS (PTA)

SUMMARY INFORMATION

Date Submitted for Review: December 22, 2010

Name of Project: Individual Assistance Customer Satisfaction Surveys – Collection #1660-0036

System Name in TAFISMA: <Please enter the name.>

Name of Component: FEMA

Name of Project Manager: Maggie Billing

Email for Project Manager: maggie.billing@dhs.gov

Phone Number for Project Manager: (940) 891-8709, switchboard (940) 891-8500

Type of Project:

Information Technology and/or System.*

A Notice of Proposed Rule Making or a Final Rule.

Form or other Information Collection.

Other: <Please describe the type of project including paper based Privacy Act system of records.>

* 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.



SPECIFIC QUESTIONS

1. Describe the project and its purpose:

FEMA's Response and Recovery Directorate operates the Individual Assistance Customer Satisfaction Analysis System (CSAS) used for surveys, including questionnaires, focus groups, one-on-one interviews and on-line interviews. The purpose for the system is to gather, store, and report responses received from disaster survivors. The responses are used to measure customer satisfaction with FEMA's services and to make improvements to those services. This purpose and use are consistent with FEMA's Strategic Plan for fiscal Years 2008-2013 and consistent with the mandates of Executive Order 12862 and Executive Order 13411.

2. Status of Project:

This is a new development effort.

This is an existing project.

Date first developed: 1995

Date last updated: July 31, 2007

The survey form was reapproved by OMB with an expiration date of November 30, 2010.

3. From whom do you collect, process, or retain information on: (Please check all that apply)

DHS Employees.

Contractors working on behalf of DHS.

The Public.

The System does not contain any such information.

4. Do you use or collect Social Security Numbers (SSNs)? (This includes truncated SSNs)

No.

Yes. Why does the program collect SSNs? Provide the function of the SSN and the legal authority to do so:

<Please provide the function of the SSN and the legal authority to do so.>



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

PII data is imported and includes the following:

From NEMIS: applicant name, phone number(s), mailing address, damaged address, registration identification number, date of registration, registrar name, date of loss, type of loss, damage to home, damage to personal property, damage to access, emergency needs, evacuation needs, disability needs, damage to business, current location, type of home, insurance(s), ownership, income, age, number of dependents, self employed, referrals to other agencies, subsequent contact date, summary line from the comment, type of call, and representative name.

From DARAC: unit assignment, recommendation date, dates of approval and notification of unit assignment and acceptance dates, unit type, unit requested, unit assigned, site address and type, dates of maintenance requested and received and priority, dates issued to and completed by contractor, move out and vacate dates, sale date and representative name. Data imported from DRC visitor logs includes name, phone number, date of visit, DRC number and registration identification number.

From RIMS includes only the first name and phone number.

6. If this project is a technology/system, does it relate solely to infrastructure? [For example, is the system a Local Area Network (LAN) or Wide Area Network (WAN)]?

No. Please continue to the next question.

Yes. Is there a log kept of communication traffic?

No. Please continue to the next question.

Yes. What type of data is recorded in the log? (Please choose all that apply.)

Header.

Payload Please describe the data that is logged.

<Please list the data elements in the log.>

7. Does the system connect, receive, or share Personally Identifiable Information with any other DHS systems¹?

No.

¹ PII may be shared, received, or connected to other DHS systems directly, automatically, or by manual processes. Often, these systems are listed as "interconnected systems" in TAFISMA.



Yes.

Please list: The National Emergency Management Information System (NEMIS) Individual Assistance (IA) Module, the Direct Assistance Replacement Assistance Consideration (DARAC), and the Recovery Information Management System (RIMS).

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

Unknown.

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: December 23, 2010

Name of the DHS Privacy Office Reviewer: Rebecca J. Richards

DESIGNATION

This is NOT a Privacy Sensitive System – the system contains no Personally Identifiable Information.

This IS a Privacy Sensitive System

Category of System

- IT System.
- National Security System.
- Legacy System.
- HR System.
- Rule.
- Other:

Determination

- PTA sufficient at this time.
- Privacy compliance documentation determination in progress.
- PIA is not required at this time.
- PIA is required.
 - System covered by existing PIA:
 - New PIA is required.
 - PIA update is required.
- SORN not required at this time.
- SORN is required.
 - System covered by existing SORN: DHS/FEMA-008
 - New SORN is required.



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DHS PRIVACY OFFICE COMMENTS FEMA will update the DHs/FEMA-008 SORN to clarify the use of DRA information for customer service surveys.