

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1660-0130)

TITLE OF INFORMATION COLLECTION: Hazard Mitigation Assistance (HMA) Outreach Survey

PURPOSE:

To survey our state/territory emergency management agency customers’ awareness, understanding, and experience related to existing HMA products and communication materials. Feedback will be used by FEMA to create a strategy to improve our outreach efforts regarding HMA programs. Information will not be published.

DESCRIPTION OF RESPONDENTS:

State Hazard Mitigation Officers are responsible for implementing Hazard Mitigation Assistance programs in the states/territories. They submit applications to FEMA for mitigation grant funding and as such are our customers and partners.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

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To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
State, local, or tribal governments	56	10 Minutes	9
Totals			

FEDERAL COST: The estimated annual cost to the Federal government is \$10,000

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The targeted respondents to the survey are the State Hazard Mitigation Officers (SHMO) who are responsible for implementing the HMA programs in the states/territories. FEMA maintains a list of the SHMOs on its website:
<https://www.fema.gov/state-hazard-mitigation-officers>.

Since the universe of respondents is only 56 individuals, we plan to survey all potential respondents. Therefore, there is no sampling plan.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media
 Telephone
 In-person
 Mail
 Other, Explain
2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.