

January 20, 2012

Supporting Statement for Paperwork Reduction Act Submissions

OMB Control Number: 1660 - 0002

Title: Disaster Assistance Registration

Form Number(s):

FEMA Form 009-0-1T (English) Tele-Registration, Disaster Assistance Registration

FEMA Form 009-0-1Int (English) Internet, Disaster Assistance Registration

FEMA Form 009-0-2Int (Spanish) Internet, Registro Para Asistencia De Desastre

FEMA Form 009-0-1 (English) Paper Application / Disaster Assistance Registration

FEMA Form 009-0-2 (Spanish), Solicitud en Papel / Registro Para Asistencia De Desastre

FEMA Form 009-0-1S (English) Smartphone, Disaster Assistance Registration

FEMA Form 009-0-2S (Spanish) Smartphone, Registro Para Asistencia De Desastre

FEMA Form 009-0-3 (English), Declaration and Release

FEMA Form 009-0-4 (Spanish), Declaración Y Autorización

FEMA Form 009-0-5 (English), Receipt for Government Property

FEMA Form 009-0-6 (Spanish), Recibo de la Propiedad del Gobierno

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. 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 Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended is the legal basis for FEMA to provide financial needs and services to individuals who apply for disaster assistance benefits in the event of a federally declared disaster. Referencing 44 CFR Part 206.110 implement the policy and procedures set forth in section 408 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 5174, as amended by the Disaster Mitigation Act of 2000. This program provides financial assistance and, if necessary, direct assistance to eligible individuals and households who, as a direct result of a major disaster or emergency, have uninsured or under-insured, necessary expenses and serious needs and are unable to meet such expenses or needs through other means. Individuals and households that apply for this assistance must provide information detailing their losses and needs.

In addition, FEMA complies with the provision of Title IV of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, 8 U.S.C. §§1601 et seq. (Under Section 432 of Title IV, the Attorney General of the United States, after consultation with the Secretary of Health and Human Services, shall promulgate regulations requiring verification that a person applying for federal public benefits is a U. S. citizen, non-citizen national, qualified aliens, and is eligible to receive such benefits; with respect to determinations of eligibility or disaster assistance for applicants who are not U.S. citizens.

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.

FEMA Forms 009-0-1T (English) Tele-Registration - When a Presidential federally declared disaster or emergency occurs, a Tele-Registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative will interview individuals over the telephone using an Internet script and record the individual's information directly to the electronic copy of **FEMA Form 009-0-1T (English)** Application/Registration for Disaster Assistance in the National Emergency

Management Information System (NEMIS) database. This instrument may also be completed by Spanish speaking applicants using an interpreter. The FEMA Service Representatives cannot speak or read Spanish. If an individual calls the Tele-Registration 800 number that only speaks Spanish, the FEMA Service Representative will call a Language Line, where an operator will interrupt the interview to the individual and convey the responses to the representative. The information collected is to determine if the individual is in a federally declared disaster area and if they have emergency/serious needs that they are unable to meet through other means. Note: For **FEMA Form 009-0-1T (English)**, there isn't a Spanish version of the Tele-Registration.

FEMA Forms 009-0-1Int (English) and 009-0-2Int (Spanish) Internet - When a Presidential federally declared disaster or emergency occurs, an 800 number and a disaster assistance website is published for individuals to apply for assistance at www.Disaster.Assistance.gov or www.fema.gov. This allows the individuals to apply for assistance using **FEMA Form 009-0-1Int (English)** or **FEMA Form 009-0-2Int (Spanish)** via the Internet. The information collected via the Internet will be electronically transferred to NEMIS, so that the information can be stored, and processed according to the legal and administrative policies/procedures referenced above.

FEMA Forms 009-0-1 (English) and 009-0-2 (Spanish) Paper - When a Presidential federally declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. In rare circumstances, when the system is not accessible, or when phone lines are down, FEMA Representatives will record information using the paper versions of **FEMA Forms 009-0-1 (English) or 009-0-2 (Spanish)**. The information collected on the paper versions of the forms is then entered into NEMIS by a FEMA Representative.

FEMA Forms 009-0-1S (English) and 009-0-2S (Spanish) Smartphone - When a Presidential Federally declared disaster or emergency occurs, an 800 number and a disaster assistance website is published for individuals to apply for assistance at www.Disaster.Assistance.gov or www.fema.gov. This allows the individuals to apply for assistance using **FEMA Form 009-0-1S (English)** or **FEMA Form 009-0-2S (Spanish)** via the Internet using their Smartphone. The information collected via the Internet using their Smartphone will be electronically transferred to NEMIS, so that the information can be stored, and processed according to legal and administrative policies/procedures referenced above.

FEMA Forms 009-0-3 (English) and 009-0-4 (Spanish) – In order to be eligible to received FEMA Disaster Assistance, a member of the household must be a citizen, non-citizen national or qualified alien of the United States. **FEMA Forms 009-0-3 (English) and 009-0-4 (Spanish)**, Declaration and Release form is used to certify respondent's information and eligibility, after the application process.

FEMA Forms 009-0-5(English) and 009-0-6 (Spanish) - Applicants who qualify for direct assistance for immediate housing (e.g. travel trailer and mobile homes) are required to acknowledge and accept conditions for occupying government property. **FEMA Forms**

009-0-5 (English) and 009-0-6 (Spanish), Receipt for Government Property (Temporary Housing Unit) was developed for applicants to acknowledge the conditions for continued direct housing assistance. Once an applicant is determined eligible for direct assistance, FEMA will use the applicants information collected on FEMA 009-0-1 to prepare the Receipt for Government Property (Temporary Housing Unit) which will permit applicants to dwell in the temporary housing units.

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 disaster registration/application process is completed by using the internet (<http://www.fema.gov/assistance/index.shtm>) through a computer or a Smartphone, FEMA's 800 toll free number, or through the submission of paper form which is entered into the system for processing. All three types of registrations are processed through the National Emergency Management Information System (NEMIS) in the same manner. NEMIS is an integrated database system used to provide FEMA, states, and other federal agencies with automation and record storage capabilities to perform disaster and non-disaster operations. NEMIS enables rapid and coordinated transition for monitoring an incident, managing declarations, setting up Disaster Field Offices, and providing assistance to communities and individuals affected by the federally declared disaster. The rationale for this system is to reduce the burden on applicants applying for assistance and to manage disaster information more efficiently, and economically.

For FEMA Forms 009-0-1T (English), **Tele-Registration**, the toll free 800 number allows respondents to register for assistance over the phone with a FEMA representative.

For FEMA Forms 009-0-1Int (English) and 009-0-2Int (Spanish), **Internet** registration for assistance at <http://www.fema.gov/assistance/index.shtm> allows respondents to apply online electronically.

FEMA Forms 009-0-1 (English) and 009-0-2 (Spanish) can also be completed on a **paper** form.

For FEMA Forms 009-0-1S (English) and 009-0-2S (Spanish), **Smartphone** an 800 number and a disaster assistance website is published for individuals to apply for assistance at www.Disaster.Assistance.gov or www.fema.gov. This allows the individuals to apply for assistance using FEMA Form 009-0-1S (English) or FEMA Form 009-0-2S (Spanish) via the Internet using their Smartphone.

FEMA Forms 009-0-3 (English) and 009-0-4 (Spanish) are completed during the inspection process. The respondent will electronically sign the Declaration and Release form on the laptop computer that the inspector has with them.

In preparation for Hurricane Seasons, measures have included the evaluation of network capacity for enabling the continuation of record high days. FEMA's Information Technology Directorate has provided additional server capacity to the network in order to support higher application levels for the 800 number and Internet application processes to include the Smartphone capability. Steps have also been taken to ensure websites are more intuitive, and user friendly, while also meeting the 508 compliance requirements for those with special needs. The Spanish version of the registration/application process has been added to www.FEMA.gov and www.Disaster.Assistance.gov for those who prefer to register on-line in Spanish.

The E-correspondence project's implementation will provide disaster assistance applicants the option to view official FEMA communication electronically and notification of status updates via text messaging by creating and logging into individual Disaster Assistance Center – Applicant Inquiry (DAC-AI) accounts. An e-mail notification when new letters are available to view in DAC-IA will be sent to the email address provided by the applicant. This would be an alternative to printed and mailed letters. Instances of undeliverable mail and reportedly lost letters remain significant and a troublesome issue. A text message notification will be sent to the mobile device number provided by the applicant when the status of the applicants file/case has changed. This will reduce the applicant's burden from calling the FEMA Helpline number or logging into their AI account to check the status of their file/case.

QARS includes the recordings of telephone calls with disaster assistance applicants made or received by FEMA employees and/or contractors at FEMA's NPSCs, screen captures of employee/contractor transactions in the National Emergency Management Information System (NEMIS) during such calls, and a "quality score" generated by the QARS evaluation form which is completed by the Quality Control Specialist and/or Supervisor for each call transaction evaluated. QARS may include the personally identifiable information (PII) of disaster applicants from the Federal Emergency Management Agency-008 Disaster Recovery Assistance (DRA) Files system of records [September 24, 2009, 74 FR 48763], which FEMA employees and/or contractors access via NEMIS when interacting with disaster assistance applicants. Although the recordings may include the applicant's PII, recordings will be retrieved and are only retrievable using FEMA employee and/or contractor information, such as their name and/or employee ID number.

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.

This information is not collected in any form, and therefore is not duplicated elsewhere.

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.

The NEMIS is designed in such a way that small business owners are referred immediately to the Small Business Administration (SBA) for disaster assistance. Many of the application questions in NEMIS are not necessary for businesses. Once NEMIS identifies a business registration, the applicant is referred to SBA. Therefore, paperwork burden for business applicants is minimal.

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.

Information will be collected only when the President has declared a major or emergency disaster that has affected individuals and households. To fulfill the mandates of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, and provide disaster survivors with disaster assistance for which they are eligible to receive registration information must be collected. Without collecting this form of information an individual applying for disaster assistance would have to make inquiries to government agencies/departments actively participating in the disasters in order to determine program availability appropriate to their disaster needs. Additionally, individuals seeking assistance for housing, other needs, and/or SBA loans would have to file separate registrations/applications with individual agencies/departments, greatly increasing paperwork burdens.

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.

The special circumstances contained in item 7 of the supporting statement are not applicable to this information collection.

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 October 7, 2011, Volume 76 FR 40738. **No comments were received.** See attached copy of the published notice included in this package.

A 30-day Federal Register Notice inviting public comments was published on January 17, 2012, Volume 77 FR 2306. **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 to facilitate our assistance or to provide other forms of assistance to disaster applicants. The following are several key outside organizations and their role, in this process:

The U.S. Treasury Department uses the applicants address and SSN information from the registration to award financial assistance by way of check or Electronic Funds Transfer (EFT).

The Inspection Contract Firm uses the data obtained at the time of registration to schedule and perform an inspection of the disaster related damage. They also collect the signed **FEMA Forms 009-0-3 (English) and 009-0-4 (Spanish)** Declaration and Release

forms, that certify the respondent or a member of the household is a citizen, non-citizen national or qualified alien of the United States.

Information is shared with the Small Business Administration (SBA) for loan consideration based on income, insurance and applicant need. The Other Needs Assistance portion of the Individual and Household Program is based on income, insurance and applicant need. This information is shared with the state when they choose to administer the Other Needs Assistance portion of the Individual and Household Program.

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 reviews customer service performance and provides customer service feedback through the Disaster Assistance Customer Satisfaction Survey. The data collection for this survey is approved under OMB Control Number 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.

A Privacy Threshold Analysis (PTA) was completed and approved by the DHS Privacy Office on January 18, 2011 for this collection. The final results of the PTA have been adjudicated as a privacy sensitive system. The Information Technology (IT) system used in this collection is covered by an existing Privacy Impact Assessment (PIA) approved by DHS on December 31, 2008 and an existing System of Records Notice (SORN), 74 FR 48763 approved by DHS on September 24, 2009.

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 for each collection instrument (separately list each instrument and describe information as requested). 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.

It has been estimated that a total of 1,718,291 applicants will apply for Disaster Assistance.

The number of individuals using the FEMA 1-800 **Tele-Registration** number for completing FEMA Form 009-0-1T (English) is estimated to be 1,151,255. It has been estimated that it takes approximately 18 minutes to complete a registration and the total annual hour burden for the Tele-Registration process is 345,377 hours.

The number of individuals using the **Internet** for completing FEMA Forms 009-0-1Int and 009-0-2Int (English and Spanish) is estimated to be 323,039.80. It has been estimated that it takes approximately 18 minutes for applicants to complete a registration through the Internet and the total annual hour burden for the Internet registration is 96,912 hours.

The number of individuals using the paper versions of FEMA Form 009-0-1 and 009-0-2 **Paper** (English and Spanish) is estimated to be 51,549. It has been estimated that it takes approximately 18 minutes for applicants to complete a paper registration and the total annual hour burden for the paper application is 15,465 hours.

The number of individuals using their **Smartphone** for completing FEMA Form 009-0-1S (English) and 009-0-2S (Spanish) is estimate to be 192,447.20. It has been estimated that it takes approximately 18 minutes for applicants to complete a registration using a Smartphone and the total annual hour burden for the Smartphone is 57,734 hours.

It has been estimated that 64% (1,099,706) applicants will complete FEMA Forms 009-0-3 and 009-0-4 (English and Spanish), Declaration and Release form once they have registered for disaster assistance. This number of applicants will result in property inspections. It is estimated that it takes approximately 2 minutes for applicants to review

and sign FEMA Form 009-0-3 and 009-0-4 (English and Spanish). The total annual hour burden is 36,657 hours.

The number of respondents completing FEMA Form 009-0-5 (English) and 009-0-6 (Spanish), Receipt of Governments Property is estimated to 1% (17,183) of the total number of applicants for disaster assistance registration. Historically, approximately 1% of the total numbers of applications for disaster assistance result in awarding of direct assistance (e.g. mobile home or travel trailer). It has been estimated to it takes approximately 10 minutes for applications to review and sign FEMA Form 009-0-5 (English) and 009-0-6 (Spanish), Receipt of Government Property. The total annual hour burden is 2,864 hours.

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. NOTE: The wage-rate category for each respondent must be multiplied by 1.4 and this total should be entered in the cell for “Avg. Hourly Wage Rate”. 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.

Estimated Annualized Burden Hours and Costs								
Type of Respondent	Form Name / Form Number	No. of Respondents	No. of Responses per Respondent	Total No. of Responses	Avg. Burden per Response (in hours)	Total Annual Burden (in hours)	Avg. Hourly Wage Rate	Total Annual Respondent Cost
Individuals or Households	Tele-Registration Application for Disaster Assistance (English) / FEMA Forms 009-0-1T	1,151,255	1	1,151,255	0.3 (18 mins.)	345,377	\$30.66	\$10,589,258
Individuals or Households	Internet Application for Disaster Assistance (English and Spanish) / FEMA Forms 009-0-1Int and 009-0-2Int	323,040	1	323,040	0.3 (18 mins.)	96,912	\$30.66	\$2,971,321.90
Individuals or Households	Paper Application for Disaster Assistance (English and Spanish) / FEMA Forms 009-0-1 and 009-0-2	51,549	1	51,549	0.3 (18 mins.)	15,465	\$30.66	\$474,156.90
Individuals or Households	Smartphone Application for Disaster Assistance/ FEMA Forms (English and Spanish) 009-0-1S and 009-0-2S	192,447	1	192,447	.3 (18 mins.)	57,734	\$30.66	\$1,770,124.40
Individuals or Households	Declaration and Release (English and Spanish) / FEMA Forms 009-0-3 and 009-0-4	1,099,706	1	1,099,706	.033 (2 mins.)	36,657	\$30.66	\$1,123,903.60

Individuals or Households	Receipt of Government Property (English and Spanish) / FEMA Form 009-0-5 and 009-0-6	17,183	1	17,183	.1 (10 mins)	2,864	\$30.66	\$87,810.24
Total		2,835,180		2,835,180		555,009		\$17,016,572.24

- Note: The "Avg. Hourly Wage Rate" for each respondent includes a 1.4 multiplier to reflect a fully-loaded wage rate.

According to the U.S. Department of Labor, Bureau of Labor Statistics website (www.bls.gov) the wage rate category for All Occupations is estimated to be (\$21.90 x 1.4 =) \$30.66 per hour including the wage rate multiplier, therefore, the estimated burden hour cost to respondents All Occupations is estimated to be \$17,016,572.24 annually and the total estimated annual burden in hours is 555,009 hours.

13. Provide an estimate of the total annual cost burden to respondents or record keepers 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.)

The cost estimates should be split into two components:

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.

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

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 [350 remote contract personnel performing Tele-Registration at \$20 per hour to support the \$2,000,000 annual Tele-Registrations]	5,040,000
Staff Salaries [193 GS-9, @ \$34.64 (24.74 x 1.4) per hour for approximately 370 each supporting the projected and taking 1,500,000 annual Tele-Registrations and setting up remote sites. 193 x \$34.64 x 370 =)	2,473,642
Facilities [leasing a temporary Disaster Assistance Tele-Registration Center]	2,000,000
Computer Hardware and Software [estimated annual cost for 193 FEMA workstations used to take registration @ 170.00]	32,810
Equipment Maintenance [estimated 10% of the computer hardware and software cost (32,098)]	3,810
Travel (10 FEMA staff @ 6,500 per employee to travel to remote sites to provide start up assistance to contact supervisory personnel managing the Teleregistration Call Center)	65,000
Printing [estimate 1,500,000 Disaster Assistance Guides and 1,500,000 FEMA Form 009-0-1]	3,750,000
Postage [cost of mailing 1,500,000 FEMA Form 009-0-1 and applicant Disaster Assistance Guides to individual based on annual registration projections]	2,250,000
Other (Security badges and headsets for 350 employees @ \$10 each)	3,500
Total	\$15,618,762

Note: The “Avg. Hourly Wage Rate” for each respondent includes a 1.4 multiplier to reflect a fully-loaded wage rate.

The above table outlines estimated expenses to support the project of collecting 1,200,000 average annual applications for Federal assistance. Contractors cost covers remote call center surge staff (350) hired on a temporary basis to handle overflow registrations that FEMA cannot support. Staff salaries are projected expense for 193 FEMA staff assigned to take the initial part of the 1,200,000 registration load. Facilities expense is estimated to be \$2,000,000 for temporary call center facility leased for one year. Computer Hardware and Software expense supports the 193 FEMA personnel with workstations to perform registration intake. Equipment maintenance covers repair and replacement for the 193 workstation at 10% of the equipment cost. Travel is projected for 10 FEMA staff to provide orientation for remote call center management staff at the start-up of a remote facility. Printing cost is estimated for Disaster Assistance Guides and complete 009-0-1 forms that are mailed to applicants. Postage covers the mailing of the printed documents. Other expense covers the cost for FEMA and remote call center staff security badges.

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.

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
Tele-Registration Application for Disaster Assistance / FEMA Forms 009-0-1T (English)				345,377	345,377	0
Internet Application for Disaster Assistance (English and Spanish) / FEMA Forms 009-0-1Int and 009-0-2Int				154,646	96,912	-57,734
Paper Application for Disaster Assistance (English and Spanish) / FEMA Forms 009-0-1 and 009-0-2				15,465	15,465	0
Smartphone Application for Disaster Assistance/ FEMA Forms (English and Spanish) 009-0-1S and 009-0-2S	0	57,734	+57,734			
Declaration and Release (English and Spanish) / FEMA Forms 009-0-3 and 009-0-4				36,657	36,657	0
Receipt for Government Property (English and Spanish) / FEMA Form 009-0-5 and 009-0-6				2,864	2,864	
Total(s)	0	57,734	+57,734	555,009	555,009	-57,734

Explain:

FEMA Form 009-0-1T, **Tele-Registration** for Disaster Assistance (English), the previously approved burden hours is 345,377; the current estimated annual burden hours remains 345,377. It's expected that respondents will continue to utilize FEMA's 1-800 number to register for disaster assistance.

FEMA Forms 009-0-1Int and 009-0-2Int, **Internet** for Disaster Assistance (English and Spanish), the previously approved burden hours were 154,646; the current estimated annual hour burden is 96,911.94. The difference is 57,734 hours. The adjustment in burden hour(s) results from applicants now having the option to register for disaster assistance using their Smartphone, which lessens the annual burden hours expected to use the internet as an option to register for disaster assistance.

FEMA Forms 009-0-1and 009-0-2, **Paper** Application for Disaster Assistance (English and Spanish), the previously approved burden hours are 15,465; the current estimated annual burden hours remains 15,465. It's been estimated that the only time that paper

applications will be used is when the phone line are down which only occurs on rare occasions.

For FEMA Forms (English and Spanish) 009-0-1S and 009-0-2S, **Smartphone** for Disaster Assistance (English and Spanish) the previously approved burden hours were 0; the current estimated annual burden hour is 57,734, resulting in an adjustment of hours. The adjustment in burden hour(s) results from respondents now having the option to apply for disaster assistance using their Smartphone.

FEMA Forms 009-0-3 and 009-0-4, Declaration and Release (English and Spanish), the previously approved burden hours are 36,657. The current estimated burden hours remains 36,657. It has been estimated the burden hours will remain the same.

FEMA Form 009-0-5 (English) and 009-0-6 (Spanish), Receipt for Government Property, the previous approved burden hours are 2,864. The current estimated burden hours remains 2,864. It has been estimated the burden hours will remain the same.

Explain:

There is no cost burden for this 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 not statistical methodology involved in this collection.