

February 26, 2013

Supporting Statement for Paperwork Reduction Act Submissions

OMB Control Number: 1660 - 0036

**Title: Federal Emergency Management Agency Individual Assistance
Customer Satisfaction Surveys**

Form Number(s): FEMA Form 007-0-7, Disaster Recovery Center Survey; **FEMA Form 007-0-3**, Registration Survey (formerly Caller Services Registration); **FEMA Form 007-0-5**, Helpline/Contact Survey (formerly Caller Services Helpline Survey); **FEMA Form 007-0-6** Casework Survey (formerly Casework Representative Survey); **FEMA Form 007-0-2**, Internet Registration Phone Survey, (formerly Internet Registration Survey); **FEMA Form 007-0-23**, Internet Registration Electronic Survey; **FEMA Form 007-0-19**, Internet Inquiry Phone Survey (formerly Internet Inquiry Survey); **FEMA Form 007-0-24**, Internet Inquiry Electronic Survey(Presented via Internet); **FEMA Form 007-0-4**, Direct Housing Operations Survey-Move In (formerly Direct Housing Operations Survey); **FEMA Form 007-0-21**, Direct Housing Operations Survey-Maintenance; and **FEMA Form 007-0-22**, Direct Housing Operations Survey-Move Out,

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.

To assist the Federal Emergency Management Agency (FEMA) in meeting its 2011-2014 Strategic Plan Initiative 4: Enhance FEMA's ability to learn and innovate as an organization, and to assist in achieving the Administrator's Intent for 2015-2019 to be Survivor Centric in mission and program delivery, the Customer Satisfaction Analysis Section (CSA) will administer Individual Assistance surveys. Through CSA's analysis of results from the functional areas measured in the survey processes, FEMA will be able to examine and learn from each program's efforts to improve performance, to identify and solve performance problems, and to set and achieve new performance targets.

The following legal authorities mandate the collection of the information in this request:

The September 11, 1993 Executive Order 12862, "Setting Customer Service Standards," and its March 23, 1995 Memorandum addendum, "Improving Customer Service," requires that all Federal agencies ask their customers what is most important to them, and survey their customers to determine the kind and quality of services the customers want and their level of satisfaction with existing services. The 1993 Government Performance and Results Act (GPRA) requires agencies to set missions and goals, and measure performance against them.

Executive Order 13411 mandated an interagency task force develop the Disaster Assistance Improvement Plan (DAIP) to create a single application for citizens to apply for disaster assistance across all programs that receive Federal government funding. The portal went into effect December 31, 2008.

The GPRA Modernization Act of 2010 requires quarterly performance assessments of Government programs for purposes of assessing agency performance and improvement, and to establish agency performance improvement officers and the Performance Improvement Council. Executive Order 13571 "Streamlining Service Delivery and Improving Customer Service" and its June 13, 2011 Memorandum "Implementing Executive Order 13571 on Streamlining Service Delivery and Improving Customer Service" sets out guidelines for establishing customer service plans and activities.

From the Sandy Recovery Improvement Act (SRIA) of 2013 and the response provided by FEMA staff from all divisions during Hurricane Sandy, the Disaster Survivor Assistance (DSA) Program was formed to provide additional in-person customer service during the initial phase of the recovery process.

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's mission is to support the citizens of the United States and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. FEMA

uses the collected information to measure customer satisfaction, to meet objectives, gauge and make improvements to increase customer satisfaction.

When the President declares a major disaster, FEMA provides, coordinates, or partners with State and Local Agencies, Voluntary Agencies, and private industry for direct housing, financial assistance for temporary housing and/or financial assistance to repair primary homes. FEMA coordinates the Individual Assistance Program by registering disaster survivors, processing the Individual Assistance program, meeting disaster survivors in their affected areas such as in a Disaster Recovery Center, and referring them for other services; such as, loans to repair homes or business or for economic loss, unemployment assistance, crisis counseling, food stamps, and tax assistance. While FEMA does not pay 100% of the personal property losses, FEMA does take the application for the State and in most disasters, FEMA also processes the request for the State.

Disaster survivors apply by phone at 1-800-621-FEMA (1-800-621-3362), for the speech or hearing-impaired (TTY 1-800-462-7585), they apply in person with a Representative, or they apply online at www.DisasterAssistance.gov. During the process of applying for recovery assistance, survivors provide their phone number(s) and email address as part of their application

This collection is the Individual Assistance (IA) Customer Satisfaction Surveys, managed by the Recovery Directorate, through the National Processing Service Center Division, Customer Satisfaction Analysis Section (CSA) of the Federal Emergency Management Agency.

The respondents to the collection are individuals and households who are disaster survivors, who registered for federal assistance for a presidentially declared major disaster, who contacted FEMA, or who were contacted by FEMA either by phone, in person, through email, on-line, or other electronic form of communication; such as, a short message service (SMS/texting).

After the contact with FEMA, the individuals are contacted by phone, or by email with an internet link, to rate the customer service they received. The information will be used to measure customer satisfaction with the quality of service received. The purpose for each survey follows:

FEMA Form 007-0-7, Disaster Recovery Center Survey is a phone survey intended to improve the quality of FEMA services that measures Disaster Recovery Center (DRC) customer service, communication, accomplishment of purpose for the visit, and obtains suggestions to improve the service received by an individual from the Disaster Recovery Center staff. At the headquarters level, the Individual Assistance Policy Division, and in the field, the Federal Coordinating Officers, Individual Assistance Officers, Human Services Branch Chiefs, External Affairs Officers, DRC Coordinators and Managers use the results to measure overall customer service satisfaction at the DRC and to measure the service provided through an in-person contact, to better manage expectations about the contact, and to make improvements to the field services and processes.

FEMA Form 007-0-3, Registration Survey (formerly Caller Services Registration Survey), is a phone survey intended to improve the quality of FEMA Registration services that measures customer service after the individual registers over the phone or in person with a FEMA representative. At the headquarters level, the National Processing Service Center Division, and at the National Processing Service Centers (NPSC), Program Managers use the information about the FEMA Representatives to recognize and celebrate excellent customer service based on satisfaction scores received from respondents and to make improvements based on those scores. They may also use the information to make changes to the wording of documents and make improvements to training to meet the needs of the customer.

FEMA Form 007-0-5, Helpline/Contact Survey, (formerly Caller Services Helpline Survey), is a phone survey intended to improve the quality of FEMA services that measures customer service after the individual contacts the FEMA Helpline over the phone or has contact with a FEMA representative. At the headquarters level, the National Processing Service Center Division, and at the at the National Processing Service Centers (NPSC), Program Managers use the information about the FEMA Representatives to recognize and celebrate excellent customer service based on satisfaction scores received from respondents and to make improvements based on those scores. They may also use the information to make changes to the wording of documents and make improvements to training to meet the needs of the customer.

FEMA Form 007-0-6, Casework Survey is a phone survey intended to improve the quality of FEMA casework services that measures customer service based on a contact to an individual by a FEMA representative about the status of the case. At the headquarters level, the National Processing Service Center Division, and at the National Processing Service Centers (NPSC), Program Managers use the information about the FEMA Representatives to recognize and celebrate excellent customer service based on satisfaction scores received from respondents and to make improvements based on those scores. They may also use the information to make changes to the wording of documents and make improvements to training plans to meet the needs of the customer.

FEMA Form 0007-0-2 Internet Registration Phone Survey and FEMA Form 007-0-23, Phone and Internet Registration Electronic Survey (Presented via Internet), are surveys intended to improve the quality of FEMA services that measures the individual's on-line experience with the process of registering for disaster assistance over the Internet. The phone survey is conducted by an interviewer calling the respondent and the internet version is presented to the respondent via an email with a link to the survey. At the headquarters level, Information Technology, External Affairs, and the NPSC Process Design and Improvement Section use the responses regarding satisfaction with the internet portal for registering for assistance by the individual to improve the self-service provided by this method of assistance and to improve the portal based on the customer input. The Internet Information Technology Helpdesk may also use the information to celebrate good customer service or to coach on improving service. The Internet

Registration Phone Survey FEMA Form 007-0-2 Phone and Internet Registration Electronic Survey FEMA Form 007-0-23 (Presented via Internet) are used to support these objectives as well as selected questions from the Registration Survey FEMA Form 007-0-3, and Helpline/Contact Survey FEMA Form 007-0-5.

FEMA Form 007-0-19, Internet Inquiry Phone Survey, and FEMA Form 007-0-24, Phone and Internet Inquiry Electronic Survey (Presented via Internet), are surveys intended to improve the quality of FEMA services that measures the individual's on-line experience with updating their application or inquiring about the status of their application over the Internet. The phone survey is conducted by an interviewer calling the respondent and the internet version is presented to the respondent via an email with a link to the survey. At FEMA headquarters, Information Technology, External Affairs, and the NPSC Process Design and Improvement Section use the responses regarding satisfaction with the internet portal for checking on the status or updating the case by the individual to improve the self-service provided by this method of assistance and to improve the portal based on the customer input. The Internet Information Technology Helpdesk may also use the information to celebrate good customer service or to coach on improving service.

FEMA Form 007-0-4, Direct Housing Operations Survey-Move In FEMA (formerly Direct Housing Operations Survey); FEMA Form 007-0-21, Direct Housing Operations Survey-Maintenance, and FEMA Form 007-0-22, Direct Housing Operations Survey-Move Out are a series of three surveys intended to improve the quality of FEMA services at various phases of the individuals' receiving a temporary housing unit, having it maintained, and moving out. The survey may be conducted as a longitudinal survey or as three separate surveys. At the headquarters level, the Individual Assistance (IA) Policy Division and the National Processing Service Centers (NPSC), and in the field, the Federal Coordinating Officers, Individual Assistance Officers, Human Services Branch Chiefs, and External Affairs Officers use the results about the temporary housing units to measure customer service satisfaction, expectations about the contacts and the unit, and to make improvements to the field services and processes. .

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.

All survey responses are stored in the Customer Satisfaction Analysis System for easy retrieval, statistical analyses and reporting. Collection techniques include phone interviews as well as electronic submission of responses. FEMA now offers applicants for disaster assistance the option of receiving correspondence, communications and alerts via e-mail. The new Internet Registration Electronic Survey and Internet Inquiry Electronic Survey aligns with E-Government Act of 2002 and Executive Order 13571 of 2011 initiatives providing those who prefer electronic communications to complete and submit their survey responses electronically. CSA has acquired new survey software

that expands functionality and connectivity providing a means for reducing burden through transition to electronic distribution and submission of surveys. The links to these two electronic surveys are:

FEMA Form 007-0-23, Internet Registration Electronic Survey
[OMB Registration Intake \(Electronic\) -2](#)

FEMA Form 007-0-24, Internet Inquiry Electronic Survey
[OMB Internet Inquiry \(Electronic\) -2](#)

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.

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.

If FEMA's surveys were not conducted, the consequences would be the absence of documentation about customer input on the quality and timeliness of disaster survivor centric service. The survey results serve as a vital tool for measuring customer satisfaction and are a requirement of the Executive Orders 12682 and 13571, and resulting Memorandums for "Streamlining Service Delivery and Improving Customer Service." The surveys also measure the effectiveness of the Administrator's Strategic Plan and Intent based on the disaster survivor's perspective.

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

The special circumstances contained in item 7(a) thru 7(h) of the supporting statement are not applicable to this information collection.

(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.

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 December 23, 2014, volume 78, number 246, page 77478. There were no comments received for this collection of information.

A 30-day Federal Register Notice inviting public comments was published on February 28, 2014, volume 79, number 40, Page 11455. There were no comments received for this collection of information.

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.

Budget constraints have prevented FEMA from consulting with persons outside the agency. The last time funds were available was 2010 when FEMA's Recovery Directorate contracted with a consultant to review the current collection of information

including the sampling methodology and questionnaire provided to OMB and approved in 2007. FEMA's Customer Satisfaction Analysis Section specialists also conducted focus group sessions with disaster survivors in 2010.

Recovery Directorate and Individual Assistance Program Managers were consulted for input about the data collected in the survey questionnaires and the reporting format. Also, research articles have been studied in an attempt to implement industry standard guidelines for the frequency of collection and the reporting format.

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.

Budget constraints have prevented FEMA from consulting with disaster survivors since FY2010 when FEMA's Recovery Directorate contracted with a consultant to perform focus groups with participants who had received FEMA's assistance. FEMA's Customer Satisfaction Analysis Section specialists also conducted focus group sessions with disaster survivors in 2010.

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

Nominal monetary incentives may be offered to potential focus group participants. This is a standard practice in the conduct of such groups. For Focus Groups held in person, a fee of \$50-75 may be offered. For On-Line Interviews, a fee of \$25 may be offered. For One-on-One Interviews performed by phone, no fee will be offered.

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 approved by the Department of Homeland Security (DHS) on September 23, 2013.

The collection is covered by the existing System of Records Notice (SORN): DHS/FEMA-008 Disaster Recovery Assistance Files of Record dated April 30, 2013.

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 a 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.

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.

Part A Question #12: 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
Surveys								
Individuals and Households	Disaster Recovery Center Survey FEMA Form 007-0-7	9,375	1	9,375	0.133	1247	\$30.81	\$38,420

Individuals and Households	Registration Survey FEMA Form 007-0-3	12,800	1	12,800	0.100	1280	\$30.81	\$39,437
Individuals and Households	Helpline/ Contact Survey FEMA Form 007-0-5	12,800	1	12,800	0.100	1280	\$30.81	\$39,437
Individuals and Households	Casework Survey FEMA Form 007-0-6	5,000	1	5,000	0.100	500	\$30.81	\$15,405
Individuals and Households	Internet Registration Phone Survey FEMA Form 007-0-2	5,000	1	5,000	0.100	500	\$30.81	\$15,405
Individuals and Households	Internet Registration Electronic Survey FEMA Form 007-0-23	5,000	1	5,000	0.100	500	\$30.81	\$15,405
Individuals and Households	Internet Inquiry Phone Survey FEMA Form 007-0-19	5,000	1	5,000	0.100	500	\$30.81	\$15,405
Individuals and Households	Internet Inquiry Electronic Survey FEMA Form 007-0-24	5,000	1	5,000	0.100	500	\$30.81	\$15,405
Individuals and Households	Direct Housing Operations Survey, Move In FEMA Form 007-0-4	1,500	1	1,500	0.100	150	\$30.81	\$4,622

Individuals and Households	Direct Housing Operations Survey, Maintenance FEMA Form 007-0-21	1,500	1	1,500	0.100	150	\$30.81	\$4,622
Individuals and Households	Direct Housing Operations Survey, Move Out FEMA Form 007-0-22	1,500	1	1,500	0.100	150	\$30.81	\$4,622
Survey Total		64,475		64,475		6757		\$208,185

Focus Groups								
Individuals and Households, Partners In Service Staff	Focus Group	720	1	720	2.000	1440	\$30.81	\$44,366
Individuals and Households, Partners In Service Staff	Travel to Focus Group	720	1	720	1.000	720	\$30.81	\$22,183
Individuals and Households, Partners In Service Staff	One-on-One Interviews	432	1	432	1.000	432	\$30.81	\$13,310
Individuals and Households, Partners In Service Staff	On-Line Interviews	432	1	432	1.000	432	\$30.81	\$13,310
Focus Groups Total		2304		2304		3024		\$93,169

Grand Total		66,779		66,779		9781		\$301,354
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- Note: The "Avg. Hourly Wage Rate" for each respondent includes a 1.4 multiplier to reflect a fully-loaded wage rate.
- "Type of Respondent" should be entered exactly as chosen in Question 3 of the OMB Form 83-I

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 a mean hour rate per hour of \$22.01. Including the wage rate multiplier of 1.4, the loaded wage rate is estimated to be \$30.81; therefore, the estimated burden hour cost to respondents All Occupations is estimated to be \$301,354 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.)

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.

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, etc.)	Annual Non-Labor Cost (expenditures on training, travel and other resources) * See Note below	Total Annual Cost to Respondents
Focus Group Travel	N/A	N/A	\$24,408.00	\$24,408.00
Total	-0-	-0-	\$24,408.00	\$24,408.00

Annual Non-Labor Cost for travel to Focus Groups is based on US General Services Administration (GSA) mileage rate for Privately Owned Vehicles (POV) effective January 1, 2013 at \$0.565 per mile. Maximum travel to the Focus Group not to exceed 30 miles one way or 60 miles round trip. Total number of respondents estimated to be 720 for a total miles per round trip calculated at $60 * 720 = 43,200$ miles @ \$0.565 per mile = \$24,408.00 annual cost for mileage.

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 [Describe]	\$0.00
Staff Salaries 1 GS 14 Step 5, spending 25% of time annually on section management 1 GS 6, Step 5, spending 25% of time annually on administrative 1 GS 12 Step 5, spending 66% of time annually on program analysis 1 GS 13 Step 5, spending 25% of time annually on supervision 2 GS 12 Step 5, spending 25% of time annually on project management 4 GS 11 Step 5, spending 25% of time annually on survey analysis and survey tool design and maintenance 1 GS 12 Step 5, spending 66% of time annually on quality management 2 GS 11 Step 5, spending 66% of time annually on quality analysis 4 GS 9 Step 5, spending 66% of time annually on survey administration 1 GS 12 Step 5, spending 66% of time annually on supervision 1 GS 11 Step 5, spending 66% of time annually on supervision 1 GS 11 Step 5, spending 66% of time annually on survey administration 16 GS 11 Step 9, spending 66% of time surveying	\$1,766,521.80
Facilities [cost for renting, overhead, etc. for data collection activity]	\$57,322.82
Computer Hardware and Software [cost of equipment annual lifecycle]	\$12,760.00
Equipment Maintenance [cost of annual maintenance/service agreements for equipment]	\$18,480.00
Travel	\$0.00
Printing [number of data collection instruments annually]	\$0.00
Postage [annual number of data collection instruments x postage]	\$0.00
Other: Long Distance Phone Charges	\$11,967.75
Total	\$1,867,052.37

* Note: The "Salary Rate" includes a 1.4 multiplier to reflect a fully-loaded wage rate.

* Note: The "Salary Rate" includes a 1.4 multiplier to reflect a fully-loaded wage rate.

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.

Part A Question #15: 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	Explanation:
Surveys							
Disaster Recovery Center Survey FEMA Form 007-0-7	840	1247	407				Program increase due to larger estimated sample
Registration Survey FEMA Form 007-0-3				500	1280	780	Adjustment increase due to additional categories of Representatives Interacting with Disaster Survivors
Helpline/ Contact Survey FEMA Form 007-0-5				500	1280	780	Adjustment increase due to additional categories of Representatives Interacting with Disaster Survivors

Casework Survey FEMA Form 007-0-6				500	500	0	No Change
Internet Registration Phone Survey FEMA Form 007-0-2				500	500	0	No Change
Internet Registration Electronic Survey FEMA Form 007-0-23	0	500	500				Program new due to addition of random response option provided to customers
Internet Inquiry Phone Survey FEMA Form 007-0-19				500	500	0	No Change
Internet Inquiry Electronic Survey FEMA Form 007-0-24	0	500	500				Program new due to addition of random response option provided to customers
Direct Housing Operations Survey, Move In FEMA Form 007-0-4	177	150	-27				Program decrease due smaller sample
Direct Housing Operations Survey, Maintenance FEMA Form 007-0-21	177	150	-27				Program decrease due smaller sample
Direct Housing Operations Survey, Move Out FEMA Form 007-0-22	177	150	-27				Program decrease due smaller sample

Focus Groups							
Focus Groups In Person	288	1440	1152				Program increase due to additional sessions sample
Focus Groups In Person Same Respondents Travel to Focus Group	144	720	576				Program increase due to additional sessions sample
One-on-One Interviews	700	432	-268				Program decrease due to reduction in time but additional sessions
On-Line Interviews	700	432	-268				Program decrease due to reduction in time but additional sessions
Surveys - No Longer in Use:							
Disability Access and Functional Needs Representative Survey FEMA Form 007-0-8	583	0	-583				Program Decrease due to discontinued survey
Communication and Process Survey FEMA Form 007-0-9	100	0	-100				Program Decrease due to discontinued survey
Contact Survey FEMA Form 007-0-10	100	0	-100				Program Decrease due to discontinued survey

Correspondence and Process Survey FEMA Form 007-0-11	200	0	-200				Program Decrease due to discontinued survey
E-Communications Satisfaction Survey FEMA Form 007-0-12	100	0	-100				Program Decrease due to discontinued survey
Evacuation Plan Satisfaction Survey FEMA Form 007-0-13	100	0	-100				Program Decrease due to discontinued survey
Rapid Temporary Repair Survey FEMA Form 007-0-15	100	0	-100				Program Decrease due to discontinued survey
Site Recertification Survey FEMA Form 007-0-18	100	0	-100				Program Decrease due to discontinued survey
Total Surveys and Focus Groups	4,586	5,721	1,135	2,500	4,060	1,560	
Net Change in Burden Hours							2,695

Explain Table 5-a: Total Increase to Burden Hours = 2,695 Increase falls into these categories:

Disaster Recovery Center (DRC) Survey +407 burden hour program increase is due to adjusting the number of respondents for this survey. The Inventory was an estimated total when the DRC was a new survey. The Adjustment is the number of surveys required to achieve a random sample for each Disaster Recovery Center that will open for each disaster. This estimate is an increase.

Registration Survey + 780 burden hour adjustment increase is due to a change to add categories of Representatives Interacting with Disaster Survivors who take registrations either by phone or in person.

Helpline/Contact Survey + 780 burden hour adjustment increase is due to a to add categories of Representatives Interacting with Disaster Survivors who request information about the status of their case either by phone or in person.

Internet Registration Electronic Survey presented via Internet +500 burden hour due to a new program adding the ability to complete the survey via the internet. The Program Change is the number of surveys required to achieve a sufficient number of random responses to provide information about customer satisfaction.

Internet Inquiry Electronic Survey presented via the Internet +500 burden hour due to a new program adding the ability to complete the survey via the internet. The Program Change is the number of surveys required to achieve a sufficient number of random responses to provide information about customer satisfaction.

Direct Housing Operations (DHOP) Surveys-Move In, Maintenance, and Move Out at -27 hours for each for a total of -81 burden hour adjustment is due to reducing the number of respondents for this survey. The Inventory was an estimated total when DHOP was a new survey. The Adjustment is the number of surveys required to cover an estimated number of Direct Housing Operations temporary housing units that will be distributed for each disaster and is a decrease.

Disability Access and Functional Needs Representative Survey -583 burden hour program decrease is due to discontinuing this survey.

Communication and Process Survey -100 burden hour program decrease is due to discontinuing this survey.

Contact Survey -100 burden hour program decrease is due to discontinuing this survey.

Correspondence and Process Survey -200 burden hour program decrease is due to discontinuing this survey.

E-Communications Satisfaction Survey -100 burden hour program decrease is due to discontinuing this survey.

Evacuation Plan Satisfaction Survey -100 burden hour program decrease is due to discontinuing this survey.

Rapid Temporary Repair Survey -100 burden hour program decrease is due to discontinuing this survey.

Site Recertification Survey -100 burden hour program decrease is due to discontinuing this survey.

Focus Groups due to hourly wage increase as follows:

In Person Focus Groups +1,152 program increase due to additional sessions for specific topics related to disaster assistance as well as surveys.

In Person Focus Groups Same Respondents Travel to Focus Group +576 program increase due additional sessions for specific topics related to disaster assistance as well as surveys.

One-on-One Interviews -268 due program reduction to reduce the amount of burden time for the interview but to add additional sessions for specific topics related to disaster assistance as well as surveys.

On-Line Interviews -268 due to program reduction to reduce the amount of burden time for the interview but to add additional sessions for specific topics related to disaster assistance as well as surveys.

Part A Question #15: Itemized Changes in Annual Cost to the Respondent							
Data collection Activity / Instrument	Program Change (cost currently on OMB Inventory)	Program Change (New)	Difference	Adjustment (cost currently on OMB Inventory)	Adjustment (New)	Difference	Explanation
Survey							
Disaster Recovery Center Survey FEMA Form 007-0-7	\$24,572	\$38,420	\$13,848				Program increase due to larger estimated sample
Registration Survey FEMA Form 007-0-3				\$14,630	\$39,437	\$24,807	Adjustment increase due to additional categories of Representatives Interacting with Disaster Survivors
Helpline/ Contact Survey FEMA Form 007-0-5				\$14,630	\$39,437	\$24,807	Adjustment increase due to additional categories of Representatives Interacting with Disaster Survivors
Casework Survey FEMA Form 007-0-6				\$14,630	\$15,405	\$775	Wage Increase
Internet Registration Phone Survey FEMA Form 007-0-2				\$14,630	\$15,405	\$775	Wage Increase

Internet Registration Electronic Survey FEMA Form 007-0-23	\$0	\$15,405	\$15,405				Program new due to addition of random response option provided to customers
Internet Inquiry Phone Survey FEMA Form 007-0-19				\$14,630	\$15,405	\$775	Wage Increase
Internet Inquiry Electronic Survey FEMA Form 007-0-24	\$0	\$15,405	\$15,405				Program new due to addition of random response option provided to customers
Direct Housing Operations Survey, Move In FEMA Form 007-0-4	\$5,179	\$4,622	-\$557				Program decrease due smaller sample
Direct Housing Operations Survey, Maintenance FEMA Form 007-0-21	\$5,179	\$4,622	-\$557				Program decrease due smaller sample
Direct Housing Operations Survey, Move Out FEMA Form 007-0-22	\$5,179	\$4,622	-\$557				Program decrease due smaller sample
Focus Groups							
Focus Groups In Person	\$8,427	\$44,366	\$35,939				Program increase due to additional sessions sample

Focus Groups In Person Same Respondents Travel to Focus Group	\$4,213	\$22,183	\$17,970				Program increase due to additional sessions sample
One-on-One Interviews	\$20,482	\$13,310	-\$7,172				Program decrease due to reduction in time but additional sessions
On-Line Interviews	\$20,482	\$13,310	-\$7,172				Program increase due to reduction in time but additional sessions
Surveys - No Longer in Use:							
Disability Access and Functional Needs Representative Survey FEMA Form 007-0-8	\$17,059	\$0	-\$17,059				Program Decrease due to discontinued survey
Communication and Process Survey FEMA Form 007-0-9	\$2,926	\$0	-\$2,926				Program Decrease due to discontinued survey
Contact Survey FEMA Form 007-0-10	\$2,926	\$0	-\$2,926				Program Decrease due to discontinued survey
Correspondence and Process Survey FEMA Form 007-0-11	\$5,852	\$0	-\$5,852				Program Decrease due to discontinued survey

E-Communications Satisfaction Survey FEMA Form 007-0-12	\$2,926	\$0	-\$2,926				Program Decrease due to discontinued survey
Evacuation Plan Satisfaction Survey FEMA Form 007-0-13	\$2,926	\$0	-\$2,926				Program Decrease due to discontinued survey
Rapid Temporary Repair Survey FEMA Form 007-0-15	\$2,926	\$0	-\$2,926				Program Decrease due to discontinued survey
Site Recertification Survey FEMA Form 007-0-18	\$2,926	\$0	-\$2,926				Program Decrease due to discontinued survey
Total	\$134,180	\$176,265	\$42,085	\$73,150	\$125,089	\$51,939	
Net Change							\$94,024

Explain Table 5-b: The total Cost Decrease of \$94,024 is 1) due to an increase in the Hourly Wage Rate Per Hour from \$29.26 in the prior Collection to \$30.81 in this Collection per the Department of Labor and 2) the following adjustments or changes:

Disaster Recovery Center (DRC) +\$13,848 increased program cost due to adjusting the number of respondents for this survey and the hourly wage increase. The Inventory was an estimated total when DRC was a new survey. The Adjustment to the cost is due to the number of surveys required to cover an estimated number of Disaster Recovery Centers that will open for each disaster and is an increase.

Registration Survey +\$24,807 adjustment increase due to additional categories of Representatives Interacting with Disaster Survivors who take registrations either by phone or in person.

Helpline/Contact Survey +\$24,807 adjustment increase due to additional categories of Representatives Interacting with Disaster Survivors who request information about the status of their case either by phone or in person.

Casework Survey +\$775 due to hourly wage increase.

Internet Registration Phone Survey +\$775 due to hourly wage increase.

Internet Registration Electronic Survey presented via the Internet +\$15,405 program increase due to a new program to add the ability to respond to the survey via the Internet.

Internet Inquiry Phone Survey +\$775 due to hourly wage increase.

Internet Inquiry Electronic Survey presented via the Internet +\$15,405 program increase due to a new program to add the ability to respond to the survey via the Internet.

Direct Housing Operations (DHOP) Surveys- Move In, Maintenance and Move Out at -\$557 for each for a total of -\$1,671 decreased cost to program change in the number of respondents for this survey plus the hourly wage increase. The Inventory was an estimated total when DHOP was a new survey. The Adjustment to the cost is due to the number of surveys required to cover an estimated number of Direct Housing Operations temporary housing units that will be distributed for each disaster and is a decrease.

Disability Access and Functional Needs Representative Survey -\$17,059 program cost decrease is due to discontinuing this survey.

Communication and Process Survey -\$2,926 program decrease is due to discontinuing this survey.

Contact Survey -\$2,926 program decrease is due to discontinuing this survey.

Correspondence and Process Survey -\$5,852 program decrease is due to discontinuing this survey.

E-Communications Satisfaction Survey -\$2,926 program decrease is due to discontinuing this survey.

Evacuation Plan Satisfaction Survey -\$2,926 program decrease is due to discontinuing this survey.

Rapid Temporary Repair Survey -\$2,926 program decrease is due to discontinuing this survey.

Site Recertification Survey -\$2,926 program decrease is due to discontinuing this survey.

Focus Groups due to hourly wage increase as follows:

In Person Focus Groups +\$35,939 program increase due to additional sessions for specific topics related to disaster assistance as well as surveys.

In Person Focus Groups Same Respondents Travel to Focus Group \$17,970 program increase due to additional sessions for specific topics related to disaster assistance as well as surveys.

One-on-One Interviews -\$7,172 program decrease due a reduction in the burden time but with to additional sessions for specific topics related to disaster assistance as well as surveys.

On-Line Interviews -\$7,172.08 program decrease due a reduction in the burden time but with additional sessions for specific topics related to disaster assistance as well as surveys.

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.