

SUPPORTING STATEMENT

AIR FORCE FAMILY INTEGRATED RESULTS & STATISTICAL TRACKING AUTOMATED SYSTEM

A. JUSTIFICATION

1. Need for the Information Collection

The focus of Airman and Family Readiness Center (A&FRC) at all levels is to provide consultation services to Senior Leaders and Commanders, while assisting them in developing and executing policies, programs and processes which enhance individual, family and community readiness, resiliency and quality of life.

The A&FRC mission is to provide targeted Airmen and Family support and services by contributing to mission readiness, and the well-being of the Air Force community. Air Force Policy Directive (AFPD) 36-30, *Military Entitlements*; Department of Defense (DoD) Instruction (DoDI) 1100.21, *Voluntary Services in the Department of Defense*; DoDI 1332.36, *Preseparation Counseling for Military Personnel*; DoDI 1342.18, *Financial Assistance to Local Educational Agencies (LEAs)*; DoDI 1342.22, *Military Family Readiness*; DoDI 6490.06, *Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel and Their Family Members*, and DoDI 1342.15, *Educational Advisory Committees and Councils and AFI 36-3009, Airman & Family Readiness Centers*.

A&FRC will support and maintain mission readiness by assisting individuals and families with adaptation to the challenges and demands of expeditionary operations and the military lifestyle. Additionally, in collaboration with the installation Integrated Delivery System (IDS), the A&FRC will offer proactive and preventive services that promote self-sufficiency, sustain the personal and family readiness of the total force.

These services are necessary to assist eligible beneficiaries and their families in resolving the special programs and issues associated with military life. The information collected in the Air Force Family Integrated Results & Statistical Tracking (AFFIRST) system helps to ensure that the needs of persons seeking assistance are met expeditiously and effectively.

2. Use of the Information

AFFIRST is used by A&FRC staff to gather information from customers during the initial contact, to record the type of contact and actions taken or follow-up recommended. The information for AFFIRST is collected via staff interview or AFFIRST Defense Enrollment Eligibility Reporting System (DEERS) interface. The information collected is analyzed to determine program usage and trends, as well as program evaluation, service targeting, and future budgeting. The data from AFFIRST is also used for planning and programming for evaluating the effectiveness of programs, and for ensuring the effective delivery of services to families.

3. Use of Information Technology

AFFIRST Information Technology is being utilized to allow the data to be entered directly into an electronic database. The result of gathering this information electronically will decrease requirements for information gathering from eligible customers.

4. Non-duplication

This specific information is not available from other sources. Since the data collected reflects usage of A&FRCs, there are no other agencies that can provide this type of data, and similar information does not exist.

5. Burden on Small Business

This collection does not affect small business or other small entities.

6. Less Frequent Collection

Collection of information is completed only when contacts are made with users of service. Less frequent collection would result in insufficient information for evaluation, programming, and budgeting.

7. Paperwork Reduction Act Guidelines

This collection of information is consistent with the requirements of CFR 1320.5(d) (2).

8. Consultation and Public Comments

The 60 day Federal Register notice was published on January 17, 2014, 79 FR 3187. No comments were received. The 30 day Federal Register notice was published on March 31, 2014, 79 FR 18018. Comments will be accepted through April 31, 2014.

9. Gifts or Payment

No payments or gifts will be provided to the respondents.

10. Confidentiality

The information is protected under the Privacy Act of 1974. SORN F036 AFPC Z and Privacy Impact Assessment have been submitted with this package. Disclosure of information is voluntary and failure to provide the information will not result in denial of service. Air Force Instruction 36-3009, Airman and Family Readiness Centers, paragraphs 3.13.2 and 3.13.3 provide the following guidance concerning privacy:

3.13.2. Privacy. Information obtained from individuals and FSC records must be appropriately safeguarded to protect an individual's privacy. However, certain Instances governed by regulations and statutes require reporting to Appropriate authorities. Prior to obtaining information from a client, FSC staff must Inform clients that information may be released under limited circumstances.

3.13.3 Instances to report include (but are not limited to): Personnel Reliability Program (AFI 36-2104), Family Advocacy Program (AFI 40-301), and the commission of a crime in violation of Uniformed Code of Military Justice, federal or state law.

11. Sensitive Questions

There are no questions of a sensitive nature

12. Respondent Burden, and its Labor Costs

- a. Number of respondents: 60,000
- b. Responses per respondent: 1
- c. Annual burden hours: 15,000
- d. Average burden per response: 15 minutes

Approximately, 60,000 customers are estimated to seek services from A&FRC on an annual basis. The estimated time for each customer to provide the requested information to be entered into AFFIRST is 15 minutes.

13. Respondent Costs Other Than Burden Hour Costs

- a. Time per response: 15 minutes
Average salary for the respondent: \$7.25/hour
Based on the hourly rate, 15 minutes per response equates to \$1.80 per response
Total responses (60,000) x cost per response (\$1.80) = \$108,000

The average salary for minimum wage was taken from Department of Labor – Bureau of Labor Statistics website.

b. Total operation and maintenance costs. There is no cost burden for respondents for operation and maintenance cost. (HQ AFPC/DPFF funds system maintenance and network hosting costs).

14. Cost to the Federal Government

Annual AFFIRST System Maintenance and Hosting cost: \$78K

15. Reasons for Change in Burden

The change in burden was necessary because the data reflected on the previous supporting statement was inaccurate. For this request, better estimates were obtained using AFFIRST reporting capabilities. The ability to use an automated system (AFFIRST) to arrive at a burden estimate resulted in a change of burden.

16. Publication of Results

The results of this collection will not be published

17. Non-Display of OMB Expiration Date

Approval is not sought for avoiding display of the expiration date for OMB approval.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

There will be no exceptions to the certification statement identified in Item 19, "Certification for Paperwork Reduction Act Submission," of OMB Form 83-1.