

**Request for Approval under Department of Labor Generic Clearance for the  
Collection of Qualitative Feedback on Agency Service Delivery  
OMB Control Number: 1225-0088**

---

**TITLE OF INFORMATION COLLECTION:** OFCCP Online Inquiry Intake Form

**PURPOSE:**

The Office of Federal Contract Compliance Programs (OFCCP) is an agency within the U.S. Department of Labor. The purpose of OFCCP is to enforce, for the benefit of job seekers and wage earners, the contractual promise of affirmative action and equal employment opportunity required of those who do business with the Federal Government. Covered federal contractors and subcontractors (hereafter collectively referred to as “contractors”) are prohibited from discriminating in employment on the basis of race, color, national origin, sex, sexual orientation, gender identity, religion, disability or protected veterans’ status. Additionally, contractors are prohibited from taking discriminatory actions, including termination, against applicants and employees for attempting to learn if they are victims of pay discrimination and, in certain instances, sharing pay information with their co-workers.

On an ongoing basis, OFCCP provides a nationwide online “Help Desk” service to stakeholders and the public to answer questions about the agency’s regulations and worker protections. This request is to allow the agency to utilize screening questions and an inquiry intake form to streamline written inquiries from the public into the agency’s online customer relations management tool.

Stakeholders and the public complete the screening questions and intake form in order to submit a question to OFCCP, after which the agency receives notification via the customer relations management tool that an inquiry has arrived and immediately processes the inquiry for response. The inquiry intake form requests certain information, such as: name, location, preferred contact method, and a description of the question or situation requiring assistance from OFCCP.

**DESCRIPTION OF RESPONDENTS:**

The target audience for the OFCCP Inquiry Intake Form includes:

- 1) Individuals or households who work for federal contractors and community-based organizations.
- 2) Employer representatives, such as human resource professionals, lawyers and consultants who work for federal contractors or prospective contractors.
- 3) Individuals or households from the general public.

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input 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 checked="" type="checkbox"/> Other: <u>Customer Relations Intake Form</u> |

**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 individuals who would like to submit a written inquiry to the OFCCP Help Desk using its online Customer Service Relations tool.

Name: Christopher Seely, OFCCP Branch Chief of Regulatory, Legislative, and Policy Development

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If applicable, has a System or Records Notice 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:**

Every person who submits an online inquiry to the OFCCP Help Desk completes the screening questions and intake form. OFCCP annually receives approximately 1,010 written inquiries. This number is based on the inquiries OFCCP received from May 1, 2016 to April 30, 2017. While OFCCP can estimate the number of written inquiries, it cannot predict how many inquirers will complete the entire online intake form. However, assuming every person who submits a written inquiry completes the entire form, the amount of time per person would be roughly 2 minutes and 30 seconds.

Category of Respondents	Estimated No. of Respondents	Form Completion Time	Estimated Burden
Individuals or Households, Employer Representatives, General Public	1,010	2.5 minutes	42 hours
<b>Totals</b>	<b>1,010</b>	<b>2.5 minutes</b>	<b>42 hours</b>

## **FEDERAL COST:**

The annual cost to the Federal Government is estimated at approximately \$50. When OFCCP receives an e-mail inquiry outside of the online customer relations management tool, an agency employee completes the intake form on the inquirer's behalf. Out of 1,010 written inquiries from May 2016 to April 2017, only 19 were completed by an agency employee.

OFCCP estimates that OFCCP employees will spend roughly one hour every year (19 inquiries x 2.5 minutes = 47.5 minutes) completing the inquiry intake form. The typical employee entering data into the form is paid at GS-13, Step 4.<sup>1</sup> Therefore, OFCCP estimates the total cost to the Federal Government at approximately \$50.

### **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?

#### **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

---

<sup>1</sup> See, "Salary Table 2017-DCB Incorporating The 1% General Schedule Increase And A Locality Payment Of 24.78% For The Locality Pay Area Of Washington-Baltimore-Arlington, DC-MD-VA-WV-PA," available at <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2017/DCB.pdf> (last accessed May 11, 2017).