

**SUPPORTING STATEMENT B FOR
Department of Homeland Security
Office of the Citizenship & Immigration Services Ombudsman
Customer Satisfaction and Needs Assessment Survey
DHS Form – XXXX (new)**

OMB No. 1601-NEW

B. Collection of Information Employment Statistical Methods

The agency should be prepared to justify its decision not to use statistical methods in any case where such methods might reduce burden or improve accuracy of results. When Item 17 on the Form OMB 83-I is checked "Yes", the following documentation should be included in the Supporting Statement to the extent that it applies to the methods proposed:

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection methods to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.

The potential respondent universe will be comprised of customers of the Citizenship and Immigration Services (CIS) Ombudsman specifically those individuals and employers who seek the Ombudsman's assistance in resolving problems with the U.S. Citizenship and Immigration Services (USCIS). As this is a new collection and participation is totally voluntary the expected response rate has not been established. From the Fiscal Year 2014 End of Year Department of Homeland Security's Quarterly Performance Report for Management Measure, the cumulative total number of Requests for Assistance (RFAs) "acted upon" by the Ombudsman's Office for FY14 is 4109. This number (4109) will be used as a baseline number for the potential respondent universe.

2. Describe the procedures for the collection of information including:
 - Statistical methodology for stratification and sample selection,
 - Estimation procedure,

- Degree of accuracy needed for the purpose described in the justification,
- Unusual problems requiring specialized sampling procedures, and
- Any use of periodic (less frequently than annual) data collection cycles to reduce burden.

A description of the procedures for the collection of information follows:

- *Statistical methodology for stratification and sample selection will not be employed, as the survey seeks to measure the effectiveness of different Ombudsman services within the specific respondent universe of individuals and employers who use the Ombudsman's services as described in Section 1.*
- *The estimation procedure and the degree of accuracy needed for the purpose described in the justification is not relevant for the purposes of this survey as the aggregate numbers of respondents will be used to identify a specific and limited number of indicators including Ombudsman services that are effective and those that are not and the language preferences of Ombudsman customers.*
- *Unusual problems requiring specialized sampling procedures are not anticipated, and there will be no use of periodic data collection cycles to reduce burden as the survey will be available on a continuing basis.*

3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

The Ombudsman's office will promote survey participation on the DHS.GOV website and also at Ombudsman Outreach events including speaking engagements, teleconferences, conferences and other activities where the Ombudsman interacts with the respondent universe of individuals and employers detailed in Section 1.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.

As this is a new collection, and it is limited to 12 questions that are general in nature and designed to minimize the burden on the respondent, testing will not be employed for the

survey. The Ombudsman's office will however consider ways to refine and improve the collection and if there are ways to minimize burden and improve utility of the survey, this methodology will be included in a future amendment or renewal of the survey.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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