

**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 that administers and enforces three equal employment opportunity mandates: Executive Order 11246, as amended; Section 503 of the Rehabilitation Act of 1973, as amended; and the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212. These mandates prohibit covered federal contractors and subcontractors (hereafter collectively referred to as "contractors") from discriminating based on race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran. Additionally, contractors are prohibited from taking adverse employment actions against applicants and employees for asking about, discussing, or sharing information about their pay or the pay of their co-workers, subject to certain limitations.

OFCCP provides an e-mail inquiry submission portal through its Web site to stakeholders and the public to answer questions about the agency's regulations and worker protections. OFCCP utilizes screening questions and an online inquiry intake form to streamline written inquiries from the public into the agency's online portal. Stakeholders and the public complete the screening questions and the online inquiry intake form in order to submit a question to OFCCP, after which the agency immediately processes the inquiry for response. The online 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.

OFCCP is not requesting public input on this information collection request as it is covered under the approval of OMB Control No. 1225-0088.

DESCRIPTION OF RESPONDENTS:

The target audience for the OFCCP Online 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>Online Inquiry 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 limited to individuals who would like to submit a written inquiry to the OFCCP Help Desk using its online portal.

Name:

Harvey D. Fort
Deputy Director
Division of Policy and Program Development
Office of Federal Contract Compliance Programs

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] 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 [X] No

BURDEN HOURS:

OFCCP received 972 written inquiries in FY 2017. Every person who submits an online inquiry to OFCCP completes the online inquiry intake form. OFCCP estimates that it takes approximately 2 minutes and 30 seconds per person to complete the screening questions and intake form. Therefore the annual burden is estimated at 40.5 hours (972 inquiries x 2.5 minutes / 60 = 40.5 hours).

Category of Respondents	Estimated No. of Respondents	Form Completion Time	Estimated Burden
Contractors, Individuals or Households, Employer Representatives, General Public	972	2.5 minutes	40.5 hours

FEDERAL COST:

This information collection does not yield a cost to the federal government.¹

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

¹ The previous authorization of this information collection carried a \$50 annual cost to the federal government. Upon reevaluation, OFCCP determines that it carries no cost.