

## Narrative of Changes

*The purpose of the Narrative of Changes is to clearly indicate changes to a collection since the previous approval.*

**Collection Title:** Public Assistance Customer Satisfaction Surveys

**OMB Control No.:** 1660-0107

**Current Expiration Date:** June 30, 2018

### Collection Instruments:

New FEMA form numbers has been assigned as the following -

**FEMA Form 519-0-32, Public Assistance Initial Customer Satisfaction Survey (Telephone);**

**FEMA Form 519-0-33, Public Assistance Initial Customer Satisfaction Survey (Internet);**

**FEMA Form 519-0-34, Public Assistance Assessment Customer Satisfaction Survey (Telephone);**

**FEMA Form 519-0-35, Public Assistance Assessment Customer Satisfaction Survey (Internet)**

The following are the changes to the collection based on the **revision of a currently approved collection, approved June 2, 2015.**

Collection Title: Public Assistance Customer Satisfaction Surveys

FEMA Form numbers: **The Public Assistance Customer Satisfaction Survey has been split into two shorter surveys in the revised collection (Initial Survey and Assessment Survey). There is new content for both surveys. Each survey has an electronic and telephone version, resulting in a total of four survey forms. New form numbers have been assigned to each survey. The form numbers are: FEMA Form 519-0-32 Public Assistance Initial Customer Satisfaction Survey (Telephone), FEMA Form 519-0-33 Public Assistance Initial Customer Satisfaction Survey (Internet), FEMA Form 519-0-34 Public Assistance Assessment Customer Satisfaction Survey (Telephone), and FEMA Form 519-0-35 Public Assistance Assessment Customer Satisfaction Survey (Internet).**

### Supporting Statement:

Question 3 – Updated estimates for internet administration

Question 8a – Updated to reflect FRN publication information.

Question 10 – Updated to reflect current privacy information.

Question 12 – Number of respondents and annual costs **decreased**. See Question 15 for explanation.

Question 14 – Costs to the Federal Government **updated**.

Question 15 – Burden hour **decrease** explained.

Question 12 (Table)

Question 12: Estimated Annualized Hour Burden and Costs							
Type of Respondent	Form Name / Form Number	No. of Respondents	No. of Responses per Respondent	Avg. Burden per Response (in minutes)	Total Annual Burden (in hours)	Avg. Hourly Wage Rate Multiplied by 1.4	Total Annual Respondent Cost
Non-Profit institutions	Public Assistance <b>Initial</b> Customer Satisfaction Survey FEMA form 519-0-32 ( <b>Telephone</b> )	316	1	6	32	\$46.73	\$1,495.36
State, Local or Tribal Government		2,843	1	6	284	\$67.54	\$19,181.36
<b>Sub-Total</b>		<b>3,159</b>			<b>316</b>		<b>\$20,676.72</b>
Non-Profit institutions	Public Assistance <b>Initial</b> Customer Satisfaction Survey FEMA Form 519-0-33 ( <b>Internet</b> )	79	1	4	5	\$46.73	\$246.11
State, Local or Tribal Government		710	1	4	47	\$67.54	\$3,174.38
<b>Sub-Total</b>		<b>789</b>			<b>52</b>		<b>\$3,420.49</b>
Non-Profit institutions	Public Assistance <b>Assessment</b> Customer Satisfaction Survey FEMA Form 519-0-34 ( <b>Telephone</b> )	248	1	9	37	\$46.73	\$1,729.01
State, Local or Tribal Government		2,229	1	9	334	\$67.54	\$22,558.36
<b>Sub-Total</b>		<b>2,477</b>			<b>371</b>		<b>\$24,287.37</b>
Non-Profit institutions	Public Assistance <b>Assessment</b> Customer Satisfaction Survey FEMA Form 510-0-35 ( <b>Internet</b> )	62	1	7	7	\$46.73	\$327.11
State, Local or Tribal Government		557	1	7	65	\$67.54	\$4,390.10
<b>Sub-Total</b>		<b>619</b>			<b>72</b>		<b>\$4,717.21</b>
<b>Total</b>	<b>Telephone and Internet</b>	<b>7,044</b>			<b>811</b>		<b>\$53,101.79</b>
	<b>Other- Qualitative Surveys</b>			<b>Avg. Burden per Response (in hours)</b>			
Non-Profit institutions	<b>Focus Groups</b> based on 12 participants per session, with 3 sessions for each of 10 regions. Each session lasts 2 hours, with an additional hour for	36	1	3.00	108	\$46.73	\$5,046.84
State, Local or Tribal Government		324	1	3.00	972	\$67.54	\$65,648.88

	travel (3 hours)						
<b>Sub-Total</b>		360			1,080		\$70,695.72
Non-Profit institutions	Interviews based on 2 participants per 1 hour interview, with 20 interviews for each of the 10 regions. Travel not required. Total time 1 hour.	40	1	1.00	40	\$46.73	\$1,869.20
State, Local or Tribal Government		360	1	1.00	360	\$67.54	\$24,314.40
<b>Sub-Total</b>		400			400		\$26,183.60
<b>Total</b>	<b>Qualitative Surveys</b>	<b>760</b>			<b>1,480</b>		<b>\$96,879.32</b>
<b>Total</b>		<b>7,804</b>			<b>2,291</b>		<b>\$149,981.11</b>

- Note: The "Avg. Hourly Wage Rate" for each respondent includes a 1.4 multiplier to reflect a fully-loaded wage rate.

Question 15 explanation below:

Question 15 a: Itemized Changes in Annual Hour Burden					
Data Collection Instrument	Survey Administration Mode	Program Change (hours currently on OMB Inventory)	Program Change (New)	Difference	Explanation
Public Assistance Initial Survey FEMA Form 519-0-32	Telephone	0	316	316	Program increase due to new form
Public Assistance Initial Survey FEMA Form 519-0-33	Internet	0	52	52	Program increase due to new form
Public Assistance Customer Satisfaction Survey, FEMA Form 519-0-1T, <b>Now Public Assistance Assessment Survey Form 519-0-34</b>	Telephone	2,600	371	-2,229	Decrease due to smaller samples, fewer and shorter questions, and less frequent sampling
Public Assistance Customer Satisfaction Survey (Web), FEMA Form 519-0-1INT, <b>Now Public Assistance Assessment Survey Form 519-0-35</b>	Internet	413	72	-341	Decrease due to smaller samples, fewer and shorter questions, and less frequent sampling
Public Assistance Customer Satisfaction Survey, FEMA Form 519-0-1	Email-Fillable Form	206	0	-206	Decrease due to discontinuation of administration method

Fill-able, Sent By Email/Electronically					
Public Assistance Customer Satisfaction Survey, FEMA Form 519-0-1, Fill-able, Sent by Fax	Fax-Fillable Form	21	0	-21	Decrease due to discontinuation of administration method
Public Assistance Customer Satisfaction Survey, FEMA Form 519-0-1, Fill-able, Sent by Mail	Mail-Fillable Form	21	0	-21	Decrease due to discontinuation of administration method
Qualitative Interviews	Focus Group, One-one interviews, Small Group Interviews,	1080	1,480	400	Program increase due to increases in types of information
<b>Total</b>		<b>4,341</b>	<b>2291</b>	<b>-2050</b>	

**Explain Table 15-a: Total Program Decrease to Burden Hours = 2,291 (current) – 4,341 (previous) = (-2,050 hours)**

**15a) Change in Annual Hour Burden by Instrument:**

- **PA Initial (Phone)** is a new survey measure the previous collection did not have, with an increase in annual burden hours of:
  - o 316 hours currently - 0 hours previously = (+316 hours).
  - o *Program increase due to new form.*
- **PA Initial (Internet)** is a new survey measure the previous collection did not have, with an increase in annual burden hours of:
  - o 52 hours currently - 0 hours previously = (+52 hours).
  - o *Program increase due to new form.*
- **PA Assessment (Phone)** replaces Public Assistance Customer Satisfaction Survey (Phone), with a change in annual burden hours of:
  - o 371 hours currently - 2,600 hours previously = (- 2,229 hours).
  - o *Program decrease due to smaller samples, fewer and shorter questions, and less frequent sampling.*
- **PA Assessment (Internet)** replaces Public Assistance Customer Satisfaction Survey (Web), with a change in annual burden hours of:
  - o 72 hours currently - 413 hours previously = (-341 hours).
  - o *Program decrease due to smaller samples, fewer and shorter questions, and less frequent sampling.*

- The following methods will be discontinued in the new collection (*Program decrease due to rarely used; online and telephone methods should be adequate*):
  - Online Fillable: (-206 burden hours)
  - Fax: (-21 burden hours)
  - Mail: (-21 burden hours)
  
- For **qualitative interviews**, annual burden hours are:
  - 1480 hours currently - 1080 hours previously = (+ 400 hours)
  - *Program increase due to increases in types of information to be gathered.* Public Assistance is currently revamping their program. The Public Assistance process is constantly evolving, and qualitative interviews add much needed flexibility when it comes to gaining insights into customer satisfaction with specific changes that aren't captured in the surveys. Interviews are useful because it is sometimes difficult to gather enough respondents in a concentrated area to conduct Public Assistance Focus Groups.
  
  - Breakdown: Focus Groups: 1,080 currently - 1080 previously = (same).  
Interviews: 400 currently - 0 previously = (+400 hours).

*Note.* In the previous collection, interviews were specified as a possible methodology under focus groups. The current collection disentangles the two methods to derive more accurate hour estimates, but both methods are still considered specialized qualitative interviews.

**PLEASE NOTE ANY OTHER MAJOR CHANGES HERE IF APPLICABLE.**

1. The biggest change is that we have taken one survey and split the content into two shorter surveys. The Public Assistance *Assessment* Survey is more similar to the currently approved survey, whereas the Public Assistance *Initial* Survey is designed to capture satisfaction with the *early stages* of the Public Assistance process. Some applicants may be surveyed twice, although overall burden should be less. Additionally, ineligible applicants may be surveyed for the Initial Public Assistance Customer Satisfaction Survey. Surveys will now be administered on a monthly basis as opposed to a DR basis. Survey content has been revised to reflect large scale changes in the FEMA Public Assistance Program, although the overall goal of the surveys (measuring customer satisfaction with Public Assistance) remains the same.