

## SUPPORTING STATEMENT - PART A

(Air Force Family Integrated Results & Statistical Tracking (AFFIRST) – 0701-0070)

### 1. Need for the Information Collection

To maintain a record of customer service data determining the effectiveness of Airman and Family Readiness Center (A&FRC) activities and services and provide reports reflecting impact of services on mission and family readiness to leadership. Also used as a management tool for statistical analysis, tracking, reporting, evaluating program effectiveness, and conducting research. 10 U.S.C. 8013, Secretary of the Air Force; Air Force Instruction 36-3009, Airman and Family Readiness Centers; and E.O. 9397 (SSN), as amended.

### 2. Use of the Information

The respondents for the collection are A&FRC customers which include the following as described in the approved Systems of Records Notice (SORN) F036 AFPC Z for our AFFIRST web-based data collection system: Military personnel and family members, DoD civilians, and individuals of the general public who are authorized to use Air Force A&FRCs. They respond to the information collection in order for A&FRC staff to document service delivery information as required by AFI 36-3009, Airman & Family Readiness Centers, 7 May 2013, Para 3.13.1. The AFFIRST collection instrument is a web-based application that requires a Common Access Card (CAC) enabled user account log in. Only A&FRC employees have user accounts and only they are authorized to enter customer demographic and service delivery data into the AFFIRST customer record. AFFIRST has an approved Authority to Operate (ATO) granted by the Air Force Designated Approving Authority (DAA), a Privacy Impact Assessment (PIA) and an approved SORN (provided as attachments) that describe the security features of the system as well as record uses and disposition. The AFFIRST SORN describes how respondents can request their customer record data that resides in AFFIRST. AFFIRST has the capability to send standard MS Outlook e-mails to customers (respondents) reminding them of appointments and upcoming workshops they are registered for that are conducted at the A&FRC. In summary, the collection of data with AFFIRST is to help provide high quality services to members and families and to facilitate determination of the effectiveness of A&FRC programs and impact of services on mission and family readiness to all levels of Air Force leadership.

### 3. Use of Information Technology

100%

### 4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

60-days provides the best reflection of an average amount of respondents we have on a monthly basis. If we used a 30-day average of respondents for required calculations it wouldn't be as accurate.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice for the collection published on Friday, June 22, 2018. The 60-Day FRN citation is 83 FRN 29104.

No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Tuesday, October 9, 2018. The 30-Day FRN citation is 83 FRN 50650.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the 60-Day Federal Register Noticed was conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

Yes. The Airman & Family Readiness Center (A&FRC) staff provide a Statement of Understanding (SOU) to advise customers that the information provided is voluntary and provides the consequences of choosing not to provide requested information. The Air Force rules for accessing records and for contesting contents and appealing initial

agency determinations are published in Air Force Instruction 33-332, Air Force Privacy Program; 32 CFR part 806b; or may be obtained from the system manager.

A copy of the SORN (F036 AFPC Z - Air Force Family Integrated Results and Statistical Tracking (AFFIRST) (April 09, 2014, 79 FR 19592)) has been provided with this package for OMB's review. SORN URL: <http://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/569813/f036-afpc-z/>

A copy of the PIA, Air Force Family Integrated Results & Statistical Tracking (AFFIRST) System, has been provided with this package for OMB's review. Note: There is no link available for the AFFIRST PIA

Records/Electronic Records are destroyed after one year or when no longer needed whichever is later. Electronic records are destroyed by erasing, deleting, or overwriting.

#### 11. Sensitive Questions

We currently request the Social Security Number (SSN) from the respondent as a record identifier, however we are in the process of removing the SSN from the data collection as a record identifier and transitioning to the DOD ID number (a Social Security Justification Memo is attached). Per AFI 36-3009, Para 3.7, A&FRCs must offer information, education, and personal financial counseling to help individuals and families maintain financial readiness and build resiliency.

#### 12. Respondent Burden and its Labor Costs

##### a. Estimation of Respondent Burden

##### 1. Air Force Family Integrated Results & Statistical Tracking (AFFIRST) system

- a. Number of Respondents: 37,500
- b. Number of Responses Per Respondent: 1
- c. Number of Total Annual Responses: 37,500
- d. Response Time: 15 Minutes (.25hrs)
- e. Respondent Burden Hours: 9,375 hours

##### 2. **Total Submission Burden** (Summation or average based on collection)

- a. Total Number of Respondents: 37,500
- b. Total Number of Annual Responses: 37,500
- c. Total Respondent Burden Hours: 9,375 hours

##### b. Labor Cost of Respondent Burden

##### 1. **Air Force Family Integrated Results & Statistical Tracking (AFFIRST)**

- a. Number of Total Annual Responses: 37,500
- b. Response Time: .25 hrs

- c. Respondent Hourly Wage: \$25.00
- d. Labor Burden per Response \$6.25
- e. Total Labor Burden: \$234,375

**2. Overall Labor Burden**

- a. Total Number of Annual Responses: 37,500
- b. Total Labor Burden: \$234,375.00

The Respondent hourly wage was determined by using the Federal Government Jobs Website (<http://www.federaljobs.net/salarybase.htm>). GS-11, Step 1 used for calculations.

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

a. Labor Cost to the Federal Government

**1. Air Force Family Integrated Results & Statistical Tracking (AFFIRST)**

- a. Number of Total Annual Responses: 37,500
- b. Processing Time per Response: .25 hours
- c. Hourly Wage of Worker(s) Processing Responses : \$25.00
- d. Cost to Process Each Response: \$6.25
- e. Total Cost to Process Responses: \$234,375.00

**2. Overall Labor Burden to Federal Government**

- a. Total Number of Annual Responses: 37,500
- b. Total Labor Burden: \$234,375.00

b. Operational and Maintenance Costs

- a. Equipment: \$0
- b. Printing: \$0
- c. Postage: \$0
- d. Software Purchases: \$0
- e. Licensing Costs: \$0
- f. Other: \$600,000.00 Annual Hosting/Maintenance/Programming of AFFIRST
- g. Total: \$600,000.00

- 1. Total Operational and Maintenance Costs: \$600,000.00
- 2. Total Labor Cost to the Federal Government: \$234,375.00
- 3. Total Cost to the Federal Government: \$834,375.00

15. Reasons for Change in Burden

The burden has decreased since the previous approval due to better estimation of annual respondents.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to “Certification for Paperwork Reduction Submissions”

We are not requesting an exemption to the provisions certified to in Item 19.a. of the OMB Form 83-I