SUPPORTING STATEMENT - PART A

Joint Services Support (JSS)

1.   <u>Need for the Information Collection</u>

JSS is a centralized, web-based system that provides the National Guard Bureau (NGB), its programs, and partners including the Active duty, Guard and Reserve services, with common capabilities to support program management functions such as: communication and collaboration, outreach and awareness, knowledge/learning management, business process automation and event management for events held nationwide for DoD Service members and their families across 54 states and territories.

JSS is mission-critical and the system of record for managing events, for the congressionally-mandated DoD Yellow Ribbon Reintegration Program (YRRP) across Guard and Reserve services. The event management functions are also utilized by the Army Strong Bonds program across Active Duty, Guard and Reserve services, the Employer Support of the Guard and Reserve (ESGR) program, as well as other J1 programs. As such it manages, for the programs, the complete life cycle of concurrent events held nationwide for Service members and their families. JSS helps these programs maintain an event calendar, register and track event attendees, automate evaluations processing, captures after action reports, and ultimately generate necessary program metrics in order to produce the report to leadership and congress.

JSS is also critical in supporting the collection and storage of Civilian Employer Information (CEI) from Service members in support of the Uniformed Services Employment and Reemployment Rights Act (USERRA) mandate.

In addition, JSS is mission-essential to other participating programs, such as (not limited to) – NG Family Program, NG Employment Support Program, NG Financial Management Awareness Program, NG Sexual Assault Response and Prevention Program, Psychological Health Program, Warrior Support program (Transition Support), Equal Opportunity, Diversity and Inclusion, Youth Challenge, Building Healthy Military Communities (BHMC)/Total Force Fitness (TFF). For these programs, JSS provides reporting capabilities to measure volunteer activities, virtual meeting functions, store/organize/share program information/resources/documents, reporting capabilities to measure Unit Family Readiness Group's (FRG) readiness status, self-serve eLearning modules on Guard and Reserve topics, communication tools, program contacts/resource finder, and myriad of reports, mostly common capabilities for the programs participating in the JSS system.

Authority for maintenance of the system:
10 U.S.C. 10502, Chief, National Guard Bureau; 38 U.S.C. 4301-4335, Employment and Reemployment Rights of Members of the Uniformed Services; 10 U.S.C. 10145, Ready Reserve: placement in; 10 U.S.C. 12302, Ready Reserve; Public Law 110-181, Section 582, Yellow Ribbon Reintegration Program; 20 CFR part 1002, Regulations Under the Uniformed Services Employment and Reemployment Rights Act of 1994; DoD Instruction

1342.28, DoD Yellow Ribbon Reintegration Program (YRRP); DoD Manual 7730.54-M, Vol.2, Reserve Components Common Personnel Data System (RCCPDS): Domain Values for Reserve Component (RC) Personnel Reports; DoD Manual 7730.54 Vol. 1,CEI Transaction File, DD-RA(M)2171 Reserve Components Common Personnel Data System (RCCPDS): Reporting Procedures; DoD Directive 1250.1, National Committee for Employer Support of the Guard and Reserve; DoD Instruction 1205.22, Employer Support of the Guard and Reserve; 10 U.S.C 1789, Chaplain-led programs: authorized support; Title 32 U.S.C. Section 509, National Guard Youth ChalleNGe Program of Opportunities for Civilian Youth; Executive Order 9397 (SSN).

2.   Use of the Information

The information collected is primarily used to support the account registration process for the system itself, event participation, and completion of civilian employer information (CEI). This is necessary to ensure activities are be associated against account holders for program management and support purposes. Examples of use of such information include, validating event registration and attendance, collecting CEI, enabling users to login to system to facilitate outreach and communication activities, enabling leadership across the participating programs, with oversight and reporting.

3.   Use of Information Technology

100% of collection occurs electronically.

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

Reducing the collection frequency will cause non-compliance with the stated mandate. For example, Yellow Ribbon Reintegration Program (YRRP) events must occur in support of the deployment activity in any given state, including events that are to occur in 30, 60 and 90 day intervals post-deployment.

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 (FRN) for the collection published on 8/28/2018. The 60-Day FRN citation is 83 FR 43857.

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

A 30-Day Federal Register Notice for the collection published on Friday, December, 2018. The 30-Day FRN citation is 83 FRN 67239.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register Notice 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
A Privacy Act Statement is available online in the footer of the system web pages.

A draft copy of the SORNs have been provided with this package for OMB's review.

A draft copy of the PIA, Joint Services Support (JSS), has been provided with this package for OMB's review.

Records retention and disposition pending (until the National Archives and Records Administration approves retention and disposal schedule, records will be treated as permanent.)

Confidential information is safeguarded through the use of policies and procedures, as well as technologies, to ensure information is not accessed by any person or system other than for which the information is collected and stored. The system uses secure sockets layer (SSL) technology to encrypt all PII information when in transit. In addition, a database-wide encryption is also used to protect information from being accessed by unauthorized persons or systems when data is at rest. For example, for the purposes of event management, only authorized (restricted by system role) account holders – event managers, may access attendee lists. For technical support, only trained and certified technical and helpdesk personnel have access to PII for the purposes of identifying the system account holder and communicating the technical assistance requested by the account holder. System modernization and maintenance activities are conducted on test environments which do not contain PII.

11.   Sensitive Questions
Generally sensitive information, such as religious beliefs is not collected. In a specific case, Yellow Ribbon Reintegration Program (YRRP)– Service member's families may be asked for

gender, DOB and DOD ID. An explanation of the necessity of collecting this data is not provided on the survey itself, however explanations are provided by staff whenever possible as to why the information in the survey is collected. The information in the surveys is collected to validate eligibility, the program's service quality and delivery, including helping to plan future events that are equally mindful and attentive of the needs of all genders.

12.   Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

  1) Collection Instrument(s)
     Joint Services Support (JSS)
        a) Number of Respondents: 281,400
        b) Number of Responses Per Respondent: 1
        c) Number of Total Annual Responses: 281,400
        d) Response Time: 0.017 hours
        e) Respondent Burden Hours (*C multiplied by D, computed into hours*): 4783.8 hours

  2) Total Submission Burden (Summation or average based on collection)
        a) Total Number of Respondents: 281,400
        b) Total Number of Annual Responses: 281,400
        c) Total Respondent Burden Hours: 4783.8 hours

Part B: LABOR COST OF RESPONDENT BURDEN

  1) Collection Instrument(s)
     Joint Services Support (JSS)
        a) Number of Total Annual Responses: 281,400
        b) Response Time: 0.017 hours
        c) Respondent Hourly Wage: $21.48
        d) Labor Burden per Response *(P: B multiplied by C)*: $0.37
        e) Total Labor Burden *(P: A multiplied by B multiplied by C)*: $102,756.02

  2) Overall Labor Burden
        a) Total Number of Annual Responses: 281,400
        b) Total Labor Burden: $104,118

The Respondent hourly wage was determined by using the [Department of Labor Wage Website] ([http://www.dol.gov/dol/topic/wages/index.htm])

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

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

1) Collection Instrument(s)
   Joint Services Support (JSS)
   a) Number of Total Annual Responses: 281,400
   b) Processing Time per Response: 0.017 hours
   c) Hourly Wage of Worker(s) Processing Responses : $21.48
   d) Cost to Process Each Response: $0.37
   e) Total Cost to Process Responses: $104,118

2) Overall Labor Burden to the Federal Government
   a) Total Number of Annual Responses: 281,400
   b) Total Labor Burden: $104,118

Part B: OPERATIONAL AND MAINTENANCE COSTS

1) Cost Categories
   a) Equipment: $
   b) Printing: $
   c) Postage: $
   d) Software Purchases: $
   e) Licensing Costs: $
   f) Other: $800,000 (core maintenance of the information system)

2) Total Operational and Maintenance Cost: (P: Add a) through f) in this section)
   $800,000

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

1) Total Labor Cost to the Federal Government: $0

2) Total Operational and Maintenance Costs: $800,000

3) Total Cost to the Federal Government (P: Add 1 and 2 in this section): $800,000

15. Reasons for Change in Burden
The burden has increased since the previous approval due to organic increase in use of the system.

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 any exemptions to the provisions stated in 5 CFR 1320.9.