

SUPPORTING STATEMENT - PART A

DoD Safe Helpline/Victim-Related Inquires – OMB Control Number 0704-0565

Summary of Changes from Previously Approved Collection

- The Privacy Act Statement has been updated on the DD Form 2985
- The burden has increased since the previous approval due to increased program visibility and updated metrics for form use.

1. Need for the Information Collection

In February 2004, then Secretary of Defense Donald Rumsfeld directed the Under Secretary of Personnel and Readiness to complete a 90-day review of all sexual assault policies and programs within the DoD and to make recommendations to improve victim services and the prevention of sexual assault. The first recommendation of the Task Force was to "Establish a single point of accountability for all sexual assault policy matters within the Department of Defense." The Ronald W. Reagan national Defense Authorization Act for Fiscal Year 2005 (Public Law 108-375), as codified in 10 U.S.C. 1561 note, Improved Sexual Assault Prevention and Response in the Armed Forces, required the Secretary of Defense to implement the recommendations of the Task Force. This requirement led to the creation of the DoD Sexual Assault Prevention and Response Office (SAPRO) to serve as the single point of authority, accountability, and oversight for the program.

As part of program oversight, SAPRO must ensure that all victim-related requests for assistance received by SAPRO and referred to the Military Services, National Guard Bureau, DoD Inspector General, DoD Family Advocacy Program, and other agencies receives a response. Additionally, per 28 CFR 115.22, SAPRO tracks and facilitates Unrestricted and anonymous notifications of sexual abuse and harassment in Military Correctional Facilities (MCF), in accordance with the Prison Rape Elimination Act (PREA). To ensure that each victim-related inquiry and PREA notification is answered in a timely manner, the Victim Related Inquiry (VRI) system is used to track and maintain the communication between SAPRO, the inquirer, and the agency that the inquiry is referred to, as well as records documenting permission for SAPRO to refer the inquiry to the appropriate organization for action.

Additional authorities include:

DoD Directive 6495.01, Sexual Assault Prevention and Response (SAPR) Program; DoD Instruction 6495.02, Sexual Assault Prevention and Response (SAPR) Program Procedures

2. Use of the Information

Military sexual assault victims, parents, other family members, and friends requesting assistance can contact SAPRO by completing the DD Form 2985, "Department of Defense Sexual Assault Prevention and Response Office (SAPRO) Request for Assistance." After

receiving permission from the requesting individual, the request for assistance is referred to the appropriate agency for action to facilitate a resolution. For each inquiry, an electronic case file is created in the VRI system with the requestor's information and a synopsis of the request. Requestors will not be granted information about a military sexual assault victim or another's inquiry without the permission of the victim or requesting individual, as appropriate.

For requests completed via the DD Form 2985 on SAPR.mil, the form can be completed by the requestor and submitted electronically. The form may also be completed by a DoD SAPRO staff member on behalf of the requestor when a request is received by phone. Once completed, the form is delivered to the following SAPRO staff members: the Senior Victim Assistance Advisor, the Victim Assistance Program Analyst-Safe Helpline Operations Manager, the Victim Assistance Analyst, and/or the Military Victim Assistance Advisor at SAPRO, who then will contact the inquirer to verify the information provided and determine what actions can be taken to assist the inquirer. The backside of the DD Form 2985 is completed by the SAPRO staff member documenting all follow up actions. The form is then forwarded to the appropriate agency which completes the information and provides SAPRO a response. The DD Form 2985 is saved within the individual's electronic case file along with any communications from the requestor and the agency to which the request was sent.

For requests received via the DD Form 2985-1 on safehelpline.org or via email, the request is received by the same SAPRO staff as detailed above. Upon receipt, the SAPRO staff then contact the inquirer to verify the information provided and determine what actions can be taken to assist the individual. Once permission is obtained from the requestor, the DD Form 2985-1 or email is forwarded to the appropriate agency for action. The DD Form 2985-1 or email is saved within the individual's electronic case file along with any communications from the requestor and the agency to which the request was sent.

For any requests (DD Form 2985, DD Form 2985-1, or letters) received via postal service, upon receipt, the SAPRO staff detailed above contact the requestor to verify the information and determine what actions can be taken to assist the inquirer. Once permission is obtained from the requestor, the document is scanned and electronically forwarded to the appropriate agency for action. The scanned document is saved within the individual's electronic case file along with any communications with the requestor and the agency to which the request was sent.

For PREA notifications received via the Safe Helpline, upon receipt, Safe Helpline staff obtain permission from the caller to forward the information provided to SAPRO electronically via the DD 2985-1. Upon receipt by SAPRO, the information is then captured in a VRI case file. From there the information is provided to Army Corrections Command who ensures the information is transmitted to the correct Service for further investigation based on the Military Correctional Facility in which the incident took place.

All respondents are provided a privacy act statement, which indicates the applicable authorities, purpose, routine uses, and disclosures, via the DD Form 2985, DD Form 2985-

1, or via email follow-up for requests otherwise received via email, telephone, or postal service or telephone for PREA notifications made by MCF prisoners.

3. Use of Information Technology

In total, an estimated 80% of the VRI collections are submitted electronically. Individuals may initiate an inquiry via the DD Form 2985 on SAPR.mil, DD Form 2985-1 on safehelpline.org, or via email.

SAPRO uses information technology as a means to provide additional channels for the DoD community to seek resources and obtain crisis support, if they choose; increase the likelihood of victims reporting their sexual assaults to an official military authority and obtaining needed services and care; and connect victims to support provided by trained personnel.

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

Information is gathered as required by victims and survivors of sexual assault. If the VRI information collection were stopped, the DoD would not be able to fulfill its oversight responsibilities and provide services to victims of sexual assault. If the collection were less frequent, individuals who suffered an assault would have to wait to receive assistance. This would potentially negatively impact the reporting of an assault and the victim's access to care.

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 Friday, May 3, 2019. The 60-Day FRN citation is 84 FRN 19057.

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

A 30-Day Federal Register Notice for the collection published on Friday, July 26, 2019. The 30-Day FRN citation is 84 FRN 36091.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register 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

The respondents are provided a privacy act statement on the DD Form 2985, DD Form 2985-1, or via email follow-up for requests otherwise received via email, telephone, or postal service or telephone for PREA notifications made by MCF prisoners.

A copy of the SORN, DHRA.18, "DoD Sexual Assault Prevention and Response Office Victim Assistance Data Systems," may be found at <https://dpclld.defense.gov/Portals/49/Documents/Privacy/SORNs/OSDJS/DHRA-18-DoD.pdf>.

A copies of the PIAs, "DoD Safe Helpline" and "Victim Related Inquiry Tracking Files," may be found at https://www.dhra.mil/Portals/52/Documents/Privacy/PIA/SHL-PIA_2017.pdf?ver=2018-06-08-120402-060 and https://www.dhra.mil/Portals/52/Documents/Privacy/PIA/VRI%20PIA_DoD%20CIO_2017.pdf?ver=2017-05-17-142731-260 respectively.

The applicable Records Retention and Disposition Schedule is as follows: Temporary. Cut off resolved case files at the end of calendar year. Destroy 25 year(s) after cut off. (DAA-0330-2016-005).

11. Sensitive Questions

The Victim-Related Inquires System ensures all inquiries are directed to the appropriate service organization for action and that inquiries receive a sensitive and timely response. Sensitive information includes victim's name, offender's name, type of assault, and other information related to the report of sexual assault. The level of detail of information

provided is determined by the victim and will only be shared with the victim's permission. In some instances, the victim may choose to remain anonymous. No collected information violates the Privacy Act, as implemented by DoD 5400.11-R.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

- 1) [Victim-Related Inquiries]
 - a) Number of Respondents: 150
 - b) Number of Responses Per Respondent: 1
 - c) Number of Total Annual Responses: 150
 - d) Response Time: 30 minutes
 - e) Respondent Burden Hours: 75 hours

Part B: LABOR COST OF RESPONDENT BURDEN

- 1) [Victim-Related Inquiries]
 - a) Number of Total Annual Responses: 150
 - b) Response Time: 30 minutes
 - c) Respondent Hourly Wage: \$7.25
 - d) Labor Burden per Response: \$3.625
 - e) Total Labor Burden: \$543.75

The Respondent hourly wage was determined by using the Federal minimum wage of \$7.25/hr.

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) [Victim-Related Inquiries]
 - a) Number of Total Annual Responses: 150
 - b) Processing Time per Response: 45 minutes
 - c) Hourly Wage of Worker(s) Processing Responses : \$49.21
 - d) Cost to Process Each Response: \$36.91
 - e) Total Cost to Process Responses: \$5,536.50

Part B: OPERATIONAL AND MAINTENANCE COSTS

- 1) Cost Categories

- a) Equipment: \$0
 - b) Printing: \$0
 - c) Postage: \$0
 - d) Software Purchases: \$0
 - e) Licensing Costs: \$0
 - f) Other: \$115,000
- 2) Total Operational and Maintenance Cost: \$115,000

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$5,536.50
- 2) Total Operational and Maintenance Costs: \$115,000
- 3) Total Cost to the Federal Government: \$120,536.50

15. Reasons for Change in Burden

The burden has increased since the previous approval due to increased program visibility and updated metrics for form use.

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.