

SUPPORTING STATEMENT - PART A

Enterprise Military Housing – 0703-0066

- There is a slight increase in burden from the currently approved collection. The burden has increased due to the implementation of Login.gov for logging in. Additionally, a new IC, HEAT has been added to this ICR which has increased the respondent and burden hours.

1. Need for the Information Collection

The enterprise Military Housing System (eMH) is used by the Department of Defense (DoD) to efficiently provide housing services to American service members and their families throughout the world. To provide these services, eMH must collect data needed to satisfy the required provision of relocation assistance to service members and their families. This collected data also supports requirements for information on housing costs/availability and home finding services for entitlements. The justification for providing these services and collecting this information is available in United States Code (U.S.C) and DoD housing instructions:

- [10 U.S.C. § 1056](#) - Relocation assistance programs 10 United States Code, Section 1056 – The law on DoD relocation assistance requirements and programs. Requires to provide information on permanent change of station destination such as available housing, housing cost, moving assistance, etc.
- [10 U.S.C. 2831](#), Military Family Housing Management Account – The law on DoD management requirements for family housing. Requires DoD to submit reports on military housing.
- [DoDI 4165.63](#) DoD Housing Management – This instruction provides DoD policies and responsibilities for housing management.
- [DoDI 1015.12](#) Lodging Program Resource Management – This instruction implements policy, assigns responsibilities, and prescribes procedures for the resource management of lodging programs.

2. Use of the Information

Property managers and property management companies are the respondents for the <https://www.homes.mil> web application. These respondents use the web application to voluntarily list properties available for lease by service members and their families. They can only use the web page to access and post information and the system does not require any provided instruments. To access <https://www.homes.mil>, the respondents must create an account through Login.gov. Once an account has been created, the Property Manager is able to add a

listing. A successful transaction is when the requested listing has been added and becomes visible to service members. The first time a new listing is added, the property manager must be approved by the military housing office. Once approved, all additional listings added are made visible immediately. This is the end result of a successful information collection event.

Information is used for service member and their families to view community rental listing information and remotely request assistance and housing from the military housing office. In addition to viewing complete listing information, an account allows preferred location, listings and reports to be saved as well as remotely contact military housing offices to request services and housing information.

Information collected on the web site is also used to create metrics on the use and success of the web site, i.e., quantitative metrics on rental listings, listing costs and amenities, and metrics on the number of views by page. Listing information may also be used to support the annual DoD survey for the Basic Allowance for Housing (BAH) and the Overseas Housing Allowance (OHA).

Another way to get more information about housing is through <https://www.homes.mil/HEAT>. This is used by Service Members and their family members to get information about on and off base Family Housing to begin the process of applying for Military Family Housing and Privatized Family Housing. To use HEAT, users navigate to the site and input their DoD ID, contact information, and select the installation for which they would like to obtain information about. A successful submission is when this process is completed and submitted. Account including login information is not required to use HEAT.

3. Use of Information Technology

67% of responses on <https://www.homes.mil> are collected electronically via property managers creating their own listings for advertisement to Service Members. The number is below 75% because a percentage of the input is entered by the Military Housing Office. The attached powerpoint shows the steps for a Property Owner to complete this process. Property owners can request an account and add and manage listings themselves. HOMES.mil utilizes GSA's Login.GOV for secure access to account and property administration.

10% of the responses on <https://www.homes.mil/heat> are collected electronically via dependents of service members. The number is below 75% because all other submissions are submitted by Service members.

Overall, the collection is 77% electronic.

4. Non-duplication

The information obtained through this collection is unique 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

HOMES is a voluntary collection for property managers to advertise their properties located close to DoD installations to Service Members. As property managers provide listings when they want to rent properties to Service members; the frequency is at its lowest possible amount.

HEAT is also a voluntary collection for dependents to request information regarding housing.

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 28 JAN 2020. The 60-Day FRN citation is 85 FRN 4953.

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

A 30-Day Federal Register Notice for the collection published on Friday, March 20, 2020. The 30-Day FRN citation is 85 FRN 16089.

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 privacy act statement (PAS) and agency disclosure notice is required and is listed on the websites.

A System of Records Notice is required. SORN NM11101-1, Family and Unaccompanied Housing Program:

<https://dpcl.d.defense.gov/Portals/49/Documents/Privacy/SORNs/Navy/NM11101-1.pdf?ver=2018-10-26-094746-480>.

A Privacy Impact Assessment (PIA) is required. A draft copy of the PIA, Enterprise Military Housing II (eMH – II), has been provided with this package for OMB's review.

Records are retained for up to three years after termination of housing occupancy and then destroyed. eMH system hard drives and media are destroyed using National Security Agency/Central Security Service (NSA/CSS) approved methods. Paper records containing PII or sensitive information are destroyed using NSA/CSS evaluated crosscut shredders.

11. Sensitive Questions

No questions considered sensitive are being asked in this collection.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

- 1) HOMES.mil
 - a) Number of Respondents: 8234
 - b) Number of Responses Per Respondent: 5
 - c) Number of Total Annual Responses: 41170
 - d) Response Time 20 minutes
 - e) Respondent Burden Hours: 13723.3 hours

- 2) Phone Responses Collected by Military Housing Officers
 - a) Number of Respondents: 4117
 - b) Number of Responses Per Respondent: 5
 - c) Number of Total Annual Responses: 20585
 - d) Response Time: 20 minutes
 - e) Respondent Burden Hours : 6861.7 hours

- 3) HEAT Responses
 - a) Number of Respondents: 1658
 - b) Number of Responses Per Respondent: 1
 - c) Number of Total Annual Responses: 1658

- d) Response Time: 10 minutes
 - e) Respondent Burden Hours: 276.3 hours
- 4) Total Submission Burden
- a) Total Number of Respondents: 14,009
 - b) Total Number of Annual Responses: 63,413
 - c) Total Respondent Burden Hours: 20,861 hours

Part B: LABOR COST OF RESPONDENT BURDEN

- 1) HOMES.mil
- a) Number of Total Annual Responses: 41,170
 - b) Response Time: 20 minutes
 - c) Respondent Hourly Wage: \$34.49
 - d) Labor Burden per Response: \$11.50
 - e) Total Labor Burden : \$473,317.77
- 2) Phone Responses Collected by Military Housing Officers
- a) Number of Total Annual Responses: 20,585
 - b) Response Time: 20 minutes
 - c) Respondent Hourly Wage: \$34.49
 - d) Labor Burden per Response: \$11.50
 - e) Total Labor Burden: \$236,658.88
- 3) HEAT Responses
- a) Number of Total Annual Responses: 1658
 - b) Response Time: 10 minutes
 - c) Respondent Hourly Wage: \$34.49
 - d) Labor Burden per Response: \$5.75
 - e) Total Labor Burden: \$9,530.74
- 4) Overall Labor Burden
- a) Total Number of Annual Responses : 63,413
 - b) Total Labor Burden: \$719,507

The Respondent hourly wage was determined by using the U.S. Bureau of Labor Statistics:
<https://www.bls.gov/oes/current/oes119141.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) HOMES.mil

- a) Number of Total Annual Responses: 41,170
- b) Processing Time per Response: 1 hour
- c) Hourly Wage of Worker(s) Processing Responses : \$17.42 (2019 OPM GS7 rate)
- d) Cost to Process Each Response:\$17.42
- e) Total Cost to Process Responses:\$717,181.40

Phone Responses Collected by Military Housing Officers

- a) Number of Total Annual Responses: 20,585
- b) Processing Time per Response: .5 hour
- c) Hourly Wage of Worker(s) Processing Responses : \$17.42 (2019 OPM GS7 rate)
- d) Cost to Process Each Response:\$8.71
- e) Total Cost to Process Responses: \$179,295.35

2) HEAT Responses

- a) Number of Total Annual Responses: 1,658
- b) Processing Time per Response: 1 hour
- c) Hourly Wage of Worker(s) Processing Responses : \$17.42 (2019 OPM GS7 rate)
- d) Cost to Process Each Response: \$17.42
- e) Total Cost to Process Response: \$28,882.36

3) Overall Labor Burden to the Federal Government

- a) Total Number of Annual Responses: 63,413
- b) Total Labor Burden: \$925,359.11

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: \$33,000
- f) Other: \$500,000

2) Total Operational and Maintenance Cost:\$533,000.00

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$925,359.11
- 2) Total Operational and Maintenance Costs: \$533,000.00
- 3) Total Cost to the Federal Government: \$1,458,359.11

15. Reasons for Change in Burden

The burden has increased since the previous approval due to the implementation of Login.gov for logging in. This removed the requirement for a 16 character password and has increased the use of HOMES.mil. A screenshot has been provided on slide 1 of the PowerPoint included in this package. The cost to maintain HOMES.mil has decreased as the application is in maintenance with no significant new development. HEAT was also added to the OMB package therefore increasing the respondent and burden hours.

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 for HOMES.mil or HEAT.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.