

SUPPORTING STATEMENT - PART A

Installation Management Command Survivor Outreach Service System (SOS IMCOM) – 0702-SOIM

1. Need for the Information Collection

The National Defense Authorization Act of 2006 (Public Law 109-163) directed data collection regarding the incidence and quality of casualty assistance provided to Survivors. In addition, OPORD 10-171 directs contact with Survivors to be reported within the Army Community Service (ACS) Client Tracking System (CTS) The ACS CTS Survivor Outreach Services (SOS) Module tracks work done to support Survivors, the development and maintenance of agency relationships and community education activities. Every time SOS staff interacts with a Survivor, contacts an agency, or conducts an activity, data are entered into the SOS Module. The SOS Module allows authorized staff members to collect program-specific information and record SOS Support Coordinator and Financial Counselor activities with/on behalf of Survivors and the program. The Module records details about each Survivor interaction which allows SOS staff to build better relationships with their Survivors, determine the overall effectiveness of their services and determine the quality of support to Survivors.

2. Use of the Information:

Survivor Outreach Services is a “One Army” Program that has been expanded and strengthened to ensure the Army fulfills its promise of enduring support to surviving military Families for as long as they desire. This Army-wide program includes Regular Army, United States Army National Guard (ARNG) and Reserves patrons who provide dedicated and comprehensive support services to all Family members of Soldiers who die while on Active Duty. Survivor Outreach Services Support Coordinators serve as the main Survivor advocate. They facilitate support groups, provide life skills education, assist Survivors in managing applicable life-long benefit transition milestones, connect Survivors with counseling resources, and represent the command in contacts with community organizations. Survivor Outreach Services Financial Counselors help Survivors by assisting with budget counseling, debt management, education, and higher education needs.

SOS staff members are required to make periodic communication with Survivors—at a minimum of one contact annually—to conduct well-being checks and milestone management reviews or determine the level of support Survivors desire. Information gathered in these meetings is input into the SOS application collection instrument by SOS staff members. No respondents have access to the collection instrument. SOS staff members collect the information from the Survivors and document the information as a direct contact within the SOS application case notes. Respondents do receive a document displaying the information required by the Paperwork Reduction Act and Privacy Act via hard copy or email prior to information collection. This information may also be communicated verbally in the case of collection over the phone. The document is included in the package as a supplementary document. The successful end result of the information collection as a whole is an organized and up-to-date database of essential information on Survivors that allows SOS to better provide the support they deserve.

3. Use of Information Technology

The SOS coordinators collect 100% of information electronically. Each case/survivor is entered into the enterprise application for accountability and monitoring. All SOS coordinators are Government employees with Common Access Card authentication access to the enterprise IT system.

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 Business:

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

6. Less Frequent Collection

SOS staff members are required to make periodic communication with Survivors—at a minimum of one contact annually—to conduct well-being checks, milestone management reviews, determine level of Support Survivor desires, and follow up with issues.

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 Monday, October 19, 2020. The 60-Day FRN citation is 85 FR 66311.

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

A 30-Day Federal Register Notice for the collection published on Wednesday, January 13, 2021. The 30-Day FRN citation is 86 FR 2651.

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

A Privacy Act Statement is required for this collection and provided by SOS staff members to respondents via hard copy, email, or verbally depending on the method of contact. It is also located on the IT system, Army Family Web Portal. The URL is:

<https://www.armyfamilywebportal.com/>.

A draft copy of the SORN (Survivor Outreach Service (SOS) Case Management System, A0608-01) has been provided with this package for OMB's review.

An approved copy of the PIA, SOS IMCOM – Installation Management Command Survivor Outreach Service System, has been provided with this package for OMB's review.

Records are temporary, destroyed when superseded, obsolete, or when customer requests the agency to remove the records (GRS 6.5, Item 020).

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) Collection Instrument

[SOS IMCOM - INSTALLATION MANAGEMENT COMMAND SURVIVOR OUTREACH SERVICE SYSTEM]

- a) Number of Respondents: 72,307
- b) Number of Responses Per Respondent: 2.49
- c) Number of Total Annual Responses: 180,044
- d) Response Time: 18 minutes
- e) Respondent Burden Hours: 54,013.2

2) Total Submission Burden

- a) Total Number of Respondents: 72,307
- b) Total Number of Annual Responses: 180,044
- c) Total Respondent Burden Hours: 54,013

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instrument

[SOS IMCOM - INSTALLATION MANAGEMENT COMMAND SURVIVOR OUTREACH SERVICE SYSTEM]

- a) Number of Total Annual Responses: 180,044
- b) Response Time: 18 minutes
- c) Respondent Hourly Wage: \$34.76
- d) Labor Burden per Response: \$10.43

e) Total Labor Burden: \$1,877,498.83

2) Overall Labor Burden

a) Total Number of Annual Responses: 180,044

b) Total Labor Burden: \$1,877,499

The GS 11, Step 5 Federal wages were used to calculate the Respondents Hourly Wage of \$34.76.

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)

[SOS IMCOM - INSTALLATION MANAGEMENT COMMAND SURVIVOR OUTREACH SERVICE SYSTEM]

a) Number of Total Annual Responses: 180,044

b) Processing Time per Response: 18 minutes

c) Hourly Wage of Worker(s) Processing Responses: \$34.76

d) Cost to Process Each Response: \$10.43

e) Total Cost to Process Responses: \$1,877,498.83

2) Overall Labor Burden to the Federal Government

a) Total Number of Annual Responses: 180,044

b) Total Labor Burden: \$1,877,499

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: \$10,000 is for the cloud hosting of the system

2) Total Operational and Maintenance Cost: \$10,000

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

1) Total Labor Cost to the Federal Government: \$1,877,499

2) Total Operational and Maintenance Costs: \$10,000

3) Total Cost to the Federal Government: \$1,887,499

15. Reasons for Change in Burden

This is a new collection with a new associated burden.

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.