

SUPPORTING STATEMENT - PART A

2021 Survey of Active Duty Spouses – 0704-0604

Summary of Changes from Previously Approved Collection

- The burden has increased since the previous approval due to an increase in respondents.

1. Need for the Information Collection

The 2021 DoD Survey of Active Duty Spouse Survey (ADSS) is the primary source for reliable and generalizable survey data on the effects of military life on military spouses and their families and the effectiveness of current programs and policies. The survey is designed to enhance understanding of how spouse and family resilience impact force readiness and retention and inform the effectiveness of programs and policies under the purview of DoD's Military Community and Family Policy (MC&FP) Department. The ADSS provides unique, ongoing, reliable data to equip policymakers with the information they need to make strategic, data-driven decisions on a vital component of the total force – military spouses and families.

The legislation authorizing the USD (P&R) to conduct these surveys is provided under 10 United States Code (USC), Sections 136, 1782 and 2358, and 37 USC, Section 1008(b).

Specifically: “The Secretary of Defense, in order to determine the effectiveness of Federal programs relating to military families and the need for new programs, may conduct surveys of: (1) members of the armed forces who are on active duty, in an active status, or retired; (2) family members of such members.” (10 USC 1782).

2. Use of the Information

This survey provides an opportunity for military spouses to directly expand policymaker's knowledge by sharing opinions on issues that directly affect them. Success of current efforts and shortfalls in programs and policies are identified through this biennial survey. The survey results ensure decisions are based on current and statistically reliable data. The population of interest for the 2021 ADSS will consist of spouses of active duty members from the Army, Navy, Marine Corps, and Air Force who are below flag rank. Eligible spouses must be currently married to an active duty member. The population is approximately 605,716 active duty spouses. In 2021, the number of survey questions will be 74, which is considerably lower than in 2019 when there were 167 questions, which is intended to lower burden and increase response rates. Core survey questions from previous administrations were retained in key areas (retention, employment) to allow trend comparisons to be made which are of interest to DoD leaders and used to respond to congressional inquiries.

OPA will administer the 2021 ADSS as a web-based survey with a paper survey option to maximize response rates. Respondents may access the survey via the web on a device they select. The web survey will be administered on proprietary software developed by OPA's operations contractor, Data Recognition Corporation (DRC). Digitally signed e-mails, electronic files, and web-based technology will be used for respondent communications and for data collection. To reduce respondent burden, web-based surveys use "smart skip" technology to ensure respondents only answer questions that are applicable to them. Respondents will be able to quickly access the web survey via QR codes. Selected sample members with a valid email address will receive the following communications which include a total of 8 scheduled contacts with the possibility of 2 additional touchpoints based on survey response:

- 6 letters: Two letters will include a paper copy of the survey, the 1st paper survey is distributed to the entire sample, the 2nd paper survey to a subset (30%) of the population. The QR codes will be included on all letters. The first letter will also include an infographic of results from the 2019 ADSS.
- 6 emails: Email Announcement, Email Reminder #1 (phone reminder subset excluded), Email Reminder #2, and Email Reminder #3 OPA may send 2 additional emails with approval of the DoD Survey Reviewer, based on the response rate, towards the end of the survey.
- Phone call reminder: In lieu of email reminder #1, telephone call reminders will be made to 33% of the sample to boost response to underrepresented respondent groups. For this subgroup, up 3 calls are attempted per person. If no contact is made after three calls, a voicemail is left on the final call.

The control system generating these letters will be updated to determine non-respondents. Everyone who indicates by phone, fax, postal mail, or e-mail they did not want to participate in the survey will be coded as actively refusing to participate. Information on the survey website will inform sample members (Privacy Advisory and Informed Consent Statement and Frequently Asked Questions (FAQs), "Once you start answering the survey, if you desire to withdraw your answers, please send an e-mail requesting this to Survey@mail.mil or leave a message any time, toll-free, at 1-800-881-5307." Upon such notification, OPA's operations contractor will delete the person's survey responses and code the person as an actively refusing to participate.

To maximize engagement and increase response rates a second short survey will be fielded on the OPA Survey lookup site (2021 version currently in development) (<https://qa.surveysdrc.com/dmdc/lookupticket.aspx>). Those who are in the sample, will be taken to the survey link. Those who are not, will be given a short supplemental survey including several standard survey questions and 2 open ended questions and be able to provide their opinions as a military spouse. Those qualitative responses will be analyzed separately from the main survey. The responses to 2 standard ADSS questions will be used to gauge potential differences between the scientifically sampled and weighted ADSS responses and the convenience sample responding to the supplemental survey. Also, at the end of the supplemental survey, spouses will be asked if they would like to voluntarily provide their personal email address to be contacted for future spouse surveys. The emails

that are provided will be stored by OPA in a database and used as a contact means for future spouse surveys. (The DHRA Privacy Officer, Ms. Jessica Levin, indicated that these emails could be collected for future use contingent on the approval of OPA's submitted SORN that would authorize their use for future spouse surveys.

3. Use of Information Technology

OPA will administer the 2021 ADSS via the web, in addition to offering a paper survey option. The web survey will be administered on proprietary software developed by OPA's operations contractor, Data Recognition Corporation (DRC). Digitally signed e-mails and web-based technology will be used for respondent communications and for data collection. To reduce respondent burden, web-based surveys use "smart skip" technology to ensure respondents only answer questions that are applicable to them. All postal letters will also include a respondent specific QR code for respondents to quickly access the survey via mobile platforms.

For the 2019 ADSS, the electronic submission rate was 69 percent; 31 percent responded to a paper survey and it is assumed that a similar pattern will occur in 2021.

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

Without this biennial survey, DoD would not have current data to guide limited resources to the appropriate programs, policies, and services related to military spouses, their families and ultimately Service members. Less frequent collection of the data would not provide information on military families and their spouses, would decrease the responsiveness of policy makers based on the results, and may not capture significant trends early enough to impact outcomes, for example changes in child care needs that may shift with changing family status of a significant proportion of active duty spouses. A lack of probability based survey data on the military spouse population could lead policy offices and the Services to conduct their own research, elevating the potential for duplication/greater survey burden, less methodological rigor, lower response rates and higher costs for DoD research. It could also, result in the use of non-probability based convenience samples to collect this data which may not accurately estimate the active duty spouse population.

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 28, 2021. The 60-Day FRN citation is 86 FR 28810 FRN 28810-28811.

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

A 30-Day Federal Register Notice for the collection published on Monday, August 9, 2021. The 30-Day FRN citation is 86 FR 43529 FRN 43529-43530.

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 not required for this collection because we are not requesting individuals to furnish personal information for a system of records. The data collected are maintained in accordance with DHRA records management policy.

The ADSS survey website includes a Privacy Advisory webpage that respondents view before taking the survey. This page will include the instruction “Click Continue if you agree to take the survey.”

A System of Record Notice (SORN) is not required for this collection because records are not retrievable by PII.

A Privacy Impact Assessment (PIA): The surveys including the collection of emails are covered by a Privacy Impact Assessment. A copy of the PIA, Survey Database, 12/18/2020, DHRA/OPA, has been provided with this package for OMB’s review

Survey and Census Data Base. Records of census forms completed by military members and civilians and all persons eligible for DoD benefits. It is used for policy planning purposes, manpower and benefits research, and other manpower research activities.

a. Computer records.

(1) Inputs/Source Records. See disposition instructions under item b-Survey questionnaires and census forms (below).

(2) Master File.

Disposition: PERMANENT. Transfer on completion of the report to the National Archives in accordance with 36 CFR 1228.270 and 36 CFR 1234.

(3) Outputs. Summary reports (electronic or paper). Disposition: Delete/destroy when no longer needed for operational purposes. Note: This disposition instruction applies only to recordkeeping copies of the reports retained by DMDC. The DOD office requiring creation of the report should maintain its recordkeeping copy in accordance with NARA-approved disposition instructions for such reports.

(4) System Documentation. Codebooks, record layouts, and other system documentation.

Disposition: PERMANENT. Transfer to the National Archives along with the master file in accordance with 36 CFR 1228.270 and 36 CFR 1234.

b. Survey questionnaires and census forms.

Disposition: Destroy after computer records have been created and validated.

103-01.2 Reports

Use 103-01.2

FILE TITLE: Policy Files – Evaluation

FILE DESCRIPTION: Analyses, studies, and substantive correspondence and memos that evaluate or assist in the evaluation of a process, procedure, or function. These files accumulate in the offices of the Secretary and Deputy Secretary of Defense, immediate offices of the Under and Assistant Secretaries of Defense, or any element of any OSD Component involved in making, promulgating, or analyzing policy relating to a Component's mission. They are not to be confused with Policy and Precedent (102-05.1), Publications (102-06.1), or Instruction (103-02.1) files. NOTE: Use 101-14 for background papers associated with policy case files.

DISPOSITION: Permanent. Retire to the WNRC when superseded or obsolete. Transfer to NARA 25 years after cutoff.

11. Sensitive Questions

Military spouse surveys primarily address personnel-related issues. The 2021 ADSS, as in previous years, does contain a request for voluntary provision of race, ethnicity, age and other demographics. These demographic items allow for the results to be segmented by these key demographic groups. Because the survey is designed to inform policymakers on the experiences and needs of military spouses and families, it is necessary to survey active duty spouse on perceptions and opinions of issues such as marriage, employment, financial

readiness, and health/well-being. While some of these may be considered sensitive, all questions are asked to ensure adequate programs are in place to address these issues. The Informed Consent information will inform sample members that the survey is voluntary, that they may decline or skip questions they do not wish to answer, and identify any potential risks and benefits of participation.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instrument(s)

2021 Survey of Active Duty Spouses

- a) Number of Respondents: 11,500
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 11,500
- d) Response Time: .25 hour
- e) Respondent Burden Hours: 2,875

2021 Survey of Active Duty Spouses – Supplemental Survey

- a) Number of Respondents: 61,200
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 61,200
- d) Response Time: .083 hour
- e) Respondent Burden Hours: 5,079.6 hours

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

- a) Total Number of Respondents: 72,700
- b) Total Number of Annual Responses: 72,700
- c) 11500Total Respondent Burden Hours: 7,954.6 hours

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instrument(s)

[2021 Survey of Active Duty Spouses]

- a) Number of Total Annual Responses: 11,500
- b) Response Time: .25 hour
- c) Respondent Hourly Wage: \$29.96
- d) Labor Burden per Response: \$7.49
- e) Total Labor Burden: \$86,135

2021 Survey of Active Duty Spouse – Supplemental Survey

- f) Number of Total Annual Responses: 61,200
- g) Response Time: .083 hour
- h) Respondent Hourly Wage: \$29.96
- i) Labor Burden per Response: \$2.49

- j) Total Labor Burden: \$152,388

- 2) Overall Labor Burden
 - a) Total Number of Annual Responses: 72,700
 - b) Total Labor Burden: \$238,523

Source for average national wage:

<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) Contractor
 - [2021 Survey of Active Duty Spouses]
 - a) Number of Total Annual Responses: 11,500
 - b) Processing Time per Response: .54 hour
 - c) Hourly Wage of Worker(s) Processing Responses: \$75.50
 - d) Cost to Process Each Response: \$40.77
 - e) Total Cost to Process Responses: \$468,885

 - [2021 Survey of Active Duty Spouses - Supplemental Survey]
 - f) Number of Total Annual Responses: 61,200
 - g) Processing Time per Response: .03 hour
 - h) Hourly Wage of Worker(s) Processing Responses: \$75.50
 - i) Cost to Process Each Response: \$2.27
 - j) Total Cost to Process Responses: \$138,924

- 1) Collection Instrument(s) Government
 - [2021 Survey of Active Duty Spouses]
 - a) Number of Total Annual Responses: 11,500
 - b) Processing Time per Response: .112 hour
 - c) Hourly Wage of Worker(s) Processing Response: \$69.16
 - d) Cost to Process Each Response: \$7.76
 - e) Total Cost to Process Responses: \$89,240

 - [2021 Survey of Active Duty Spouses – Supplemental Survey]
 - f) Number of Total Annual Responses: 61,200
 - g) Processing Time per Response: .056 hour
 - h) Hourly Wage of Worker(s) Processing Responses: \$69.16

- i) Cost to Process Each: \$3.87
 - j) Total Cost to Process Responses: \$236,844
- 2) Overall Labor Burden to the Federal Government
- a) Total Number of Annual Responses: 72,700
 - b) Total Labor Burden: \$933,893

Part B: OPERATIONAL AND MAINTENANCE COSTS

- 1) Cost Categories
- a) Equipment: \$0
 - b) Printing: \$ (See f)
 - c) Postage: \$180,748
 - d) Software Purchases: \$0
 - e) Licensing Costs: \$ (See f)
 - f) Other: \$172,250 (Printing, paper and miscellaneous costs)
- 2) Total Operational and Maintenance Cost: \$352,998

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$993,893
- 2) Total Operational and Maintenance Costs: \$352,998
- 3) Total Cost to the Federal Government: \$1,346,891

15. Reasons for Change in Burden

The burden has increased since the previous approval due to an increase in respondents.

16. Publication of Results

The results of this survey are presented to senior DoD policymakers and subsequently published on a secure, internal, restricted, CAC-required DoD server which allows access to DoD personnel to view tabulated data to support and inform policymakers servicing military spouses and their families. Infographics and publically released briefings and short reports on the results are typically posted to Military OneSource once the analysis and internal briefing cycles are complete. Past spouse survey results can be viewed on Military OneSource <https://www.militaryonesource.mil/data-research-and-statistics/survey-findings/>), which is publically accessible.

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.