

SUPPORTING STATEMENT - PART A

Military OneSource (MOS) Business Operations Information System - 0704-0528

Summary of Changes from Previously Approved Collection

- The burden has increased as a result of an increase in response time.
- Title changed from Military OneSource Case Management System (CMS) – Intake to Military OneSource (MOS) Business Operations Information System

1. Need for the Information Collection

The Military OneSource program fulfills the requirement established in 10 U.S.C. 1781 and Section 561 of Public Law 111-84, “Establishment of Online Resources To Provide Information About Benefits and Services Available to Members of the Armed Forces and Their Families,” to establish an Internet Outreach Website for the purpose of providing comprehensive information to members of the Armed Forces and their families about the benefits and services available to them.

The Military OneSource Business Operations Information System drives the technological capabilities that deliver the full ecosystem of Military OneSource web-based services and capabilities that supports service members and families throughout their military life, which includes one-year post military transition and survivors. The Military OneSource Business Operations Information System, Military OneSource digital enclave, and Military OneSource Content Management System (CMS) allow for documenting an individual's eligibility; identification of the caller's inquiry or issue to provide a warm hand-off, referral and/or requested information; and the development of a final solution and referral information. The system also offers access to tools and resources such as live chat, appointment scheduling, community resource finder, MilTax software, financial calculators, the Morale, Welfare, and Recreation (MWR) Digital Library, and personalized moving checklists. It also processes training registration, enrollment requests, and self-motivated education/training for its Learning Management System (LMS). Records may be used as a management tool for statistical analysis, tracking, reporting, and evaluating program effectiveness and conducting research. Information on individuals posing a threat to themselves or others will be reported to the appropriate authorities in accordance with DoD/Military Branch of Service and Component regulations and established protocols.

Military OneSource is a Department of Defense-funded program (non-personal services contract) providing comprehensive information on every aspect of military life at no cost to active duty, Guard and reserve service members, and their families. Military OneSource can be especially helpful to those who live at a distance from installations. Information includes, but is not limited to, deployment, reunion, relationships, grief, spouse employment and education, parenting and much more. Services are available 24 hours a day by telephone and online from any location in the world. In addition to the website

support, Military OneSource offers call center and online support for consultations on a number of issues such as career opportunities, issues specific to families with a member with special needs, health coaching, financial and tax counseling and resources, and non-medical counseling. Military OneSource has masters-level consultants available by telephone and email, to provide service members and their families with practical suggestions and support for issues that nearly everyone faces, like locating resources for elder care, handling a move, or nurturing a relationship with a deployed spouse.

The Military OneSource website provides access to online tools and information, including articles, audios, and announcements. The site also provides scheduling and registration information for live online webinars, locators for installation-based support, subscription information for monthly electronic newsletters, and links to other official resources. Military OneSource also provides a variety of social media to reach service members and their families and help them connect with each other. These include a Facebook page, a Twitter feed, and the Blog Brigade.

2. Use of the Information

The Under Secretary of Defense for Personnel and Readiness (USD/P&R) Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy (MC&FP) is directly responsible for programs and policies that establish and support community quality of life and readiness programs for service members, their families, and service providers worldwide. As part of its mission, MC&FP provides for family support policies and programs in areas including family center operations, childcare, youth programs, family advocacy, relocation, transition support services and support during mobilization and deployment. In support of these missions, individuals access Military OneSource for support for an inquiry or issue. These individuals may be active-duty, Guard or reserve service members, or their dependents. Contacts with Military OneSource, whether by telephone, online or face-to-face non-medical counseling, are private. Military OneSource ensures that personal information is secure and each user is treated confidentially and with respect. Privacy exceptions include suspected family maltreatment (e.g., domestic violence, child or elder abuse/neglect), threats to harm self or others, and illegal activities. In these cases, Military OneSource consultants have a duty to report to the appropriate military and civilian authorities. Face-to-face counselors are an extension of Military OneSource, so these reporting requirements apply to them as well.

Individuals wishing to utilize Military OneSource services must provide identifying information to the Triage Consultant, though if the individual has contacted Military OneSource previously, his/her identifying information may already be contained in the case management system, at which time the Triage Consultant would just verify the information is still correct. The information in the case management system will be used (in a de-identified format) for all of the following: monthly, yearly, and ad hoc reports (reports are distributed internally to government offices/staff); statistical analysis (ongoing: completed, tracked and analyzed by program staff), tracking (ongoing: completed, tracked and analyzed by program staff), evaluating program effectiveness

(ongoing: completed, tracked and analyzed by government and program staff), and conducting research.

3. Use of Information Technology

100% of responses are collected and catalogued automatically through the Military OneSource Case Management 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 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 gathering is required to determine eligibility for each type of service the individual requests; thus, it is not possible to capture information less frequently as an eligibility determination must be made each time an individual requests support. Information is only collected as required by each respondent's case dictates.

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 Tuesday, November 23, 2021. The 60-Day FRN citation is 86 FR 66540 FRN 66540.

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

A 30-Day Federal Register Notice for the collection published on Monday, February 7, 2022. The 30-Day FRN citation is 87 FR 6854 FRN 6854.

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

Privacy information is made available to the respondents through the Military OneSource website at the bottom of each page under the Legal and Administrative tab, <https://www.militaryonesource.mil/legal-security/#privacyactandsecurity>.

The SORN for this collection, DPR 45 DoD, Military OneSource (MOS) Case Management System (CMS) can be found at <https://dpcl.d.defense.gov/Portals/49/Documents/Privacy/SORNs/OSDJS/DPR-45-DoD.pdf>

A copy of the PIA for the Military OneSource Business Operations Information System, has been provided with this package for OMB's review.

Records are maintained according to the retention schedule in the DPR 45 DoD SORN. Master database files: Cut off after 3 years of continuous inactivity or notification of discharge, retirement or separation of the service member. Destroy 10 years after cut off. Non-medical counseling records: Cut off after 3 years of continuous inactivity or notification of discharge, retirement or separation of the service member. Destroy 15 years after cut off. Training records: Cut off annually upon completion of training. Destroy 5 years after cut off. Call center recordings: Cut off after referral to non-medical counseling, employee assistance program support, information and referral. Destroy 90 days after cut off.

11. Sensitive Questions

Due to the nature of the Military OneSource Business Operations Information System, sensitive questions are asked for documenting an individual's eligibility; identification of the caller's inquiry or issue to provide a warm hand-off, referral and/or requested information; and the development of a final solution and referral information. The following are collected and maintained:

Military OneSource Business Operations Information System: name, DoD ID number, date of birth, gender, gender identification, marital status, relationship to service member, rank/grade, unit, branch of military service, military status, official duty address, current address and mailing address, military installation assigned to, participant education information, legal status, mother's middle/maiden name, telephone numbers (work/home/cell/DSN) and participant authorization or refusal to allow

incoming/outgoing text messages between participant and Military OneSource, , emergency contact, email address, participant ID and case number (automatically generated numbers), presenting issue/information requested, handoff type to contractor; handoff notes, if interpretation is requested and the language; referrals, and feedback from quality assurance follow-up with participants.

Online Learning Platform: User account name, course history (attempted dates/times, grades), member type, agency, installation, unit, and service provider affiliation. Non-medical counseling information includes psychosocial history; assessment of personal concerns; provider name, phone number, and location; authorization number; and outcome summary.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instrument

[Military OneSource Intake]

- a) Number of Respondents: 219,723
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 219,723
- d) Response Time: 1 hour
- e) Respondent Burden Hours: 219,723 hours

2) Total Submission Burden

- a) Total Number of Respondents: 219,723
- b) Total Number of Annual Responses: 219,723
- c) Total Respondent Burden Hours: 219,723 hours

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instrument

[Military OneSource Intake]

- a) Number of Total Annual Responses: 219,723
- b) Response Time: 1 hour
- c) Respondent Hourly Wage: \$7.25
- d) Labor Burden per Response: \$1.81
- e) Total Labor Burden: \$397,698.63
- f)

2) Overall Labor Burden

- a) Total Number of Annual Responses: 219,723
- b) Total Labor Burden: \$397,698.63

The Respondent hourly wage was determined by using the Federal Minimum Wage of \$7.25/hr. (<https://www.dol.gov/whd/minimumwage.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

[Military OneSource Intake]

- a) Number of Total Annual Responses: 219,723
- b) Processing Time per Response: 1 hour
- c) Hourly Wage of Worker(s) Processing Responses: \$53.75
- d) Cost to Process Each Response: \$53.75
- e) Total Cost to Process Responses: \$11,810,111.25

2) Overall Labor Burden to the Federal Government

- a) Total Number of Annual Responses: 219,723
- b) Total Labor Burden: \$11,810,111.25

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: \$0

2) Total Operational and Maintenance Cost: \$0

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$11,810,111.25
- 2) Total Operational and Maintenance Costs: \$0
- 3) Total Cost to the Federal Government: \$11,810,111.25

15. Reasons for Change in Burden

The burden has increased as a result of an increase in response time.

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.