

**SUPPORTING STATEMENT FOR  
DHS Hummingbird on ServiceNow Platform  
OMB Control No.: 1601-NEW**

**A. Justification**

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.

The Department of Homeland Security (DHS) Headquarters (HQ) Hummingbird program is a U.S. Government program, initiated in July 2021 pursuant to the [Presidential Memorandum on the Designation of the Department of Homeland Security as Lead Federal Department for Facilitating the Entry of Vulnerable Afghans into the United States](#) and in support of Operation Allies Welcome (OAW). DHS, in coordination with the Department of State (DOS), is supporting screening, processing and resettlement efforts for individuals coming from Afghanistan who are neither U.S. citizens nor lawful permanent residents. This includes initial screening and vetting prior to entering the U.S., managing humanitarian parole, issuing special immigrant visas, processing at pre-designated U.S. military bases, COVID-19 testing, isolation of COVID-positive individuals, vaccinations, additional medical services, applications for immigration status, work authorization, and essential coverage, and resettlement assistance. The legal authority for this program is provided under Section 402, of the Homeland Security Act of 2002, as revised (Pub. L. 107-296) (6 U.S.C. § 202).

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

DHS remains committed to building a safe, orderly, and humane immigration system that upholds our laws and values. All information, including PII, entered by applicants and parolees into the Hummingbird system will be used by DHS employees and staff to determine an applicant's eligibility to apply for a SIV through OAW, and to assist with processing and resettlement of parolees.

Hummingbird allows DHS to track applicants through applicable stages of case processing at U.S. military bases, view case information and applicant biodata, update and track completion of various processing activities on base, and use the searching and filtering capabilities to produce reports. Therefore, DHS is establishing the Hummingbird System.

The purpose of this effort is to provide centralized and standardized tracking and reporting for OAW, including resettlement progress. Afghans who are eligible for SIVs are those that took significant risks to support U.S. military and civilian personnel in Afghanistan, employed by or on behalf of the U.S. government or coalition forces in Afghanistan, or are a family member of someone who did.

The information, including PII, collected and used by the Hummingbird application on the ServiceNow platform will be able to be shared, disseminated, and viewed by the following:

- DHS Partners:
  - United States Citizenship and Immigration Services (USCIS)
- Federal Partners:
  - Department of State (DOS)
- International Partners:
  - International Organization for Migration (IOM)
- The NGOs accessing the system as Task Force Users are under IRC's umbrella/management. There are a host of individuals with day jobs at different organizations who access to Hummingbird but their work at safe havens in Hummingbird is on behalf of IRC. Additionally, from the assurance perspective, there are nine total resettlement agencies who have RA access to the Resettlement Portal (CWS, WR, IRC, HIAS, USCCB, ECDC, DFMS, USCRI, LIRS).

Hummingbird stores Special Immigrant Visa (SIV) applicant and parolee data and is used to track applicants through applicable stages of case processing at U.S. military bases. In Hummingbird, authorized users can view case information and applicant biodata, update and track completion of various processing activities on base, and use the searching and filtering capabilities to produce reports. Additionally, Hummingbird will allow DHS to provide centralized and standardized reporting for Operation Welcome Allies, including resettlement progress.

Hummingbird may collect the following types of information, including personally identifiable information (PII), medical information, travel information, and resettlement information on parolees. The data dictionary outlining all of these fields will be included with this ICR package.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

Hummingbird is a cloud-based, externally facing, case management system supported by

ServiceNow on the Department of State network that is migrating to the DHS HQ ServiceNow environment. The system can be accessed at the following URL through March 25, 2022: <https://seirmprod.servicenowservices.com/hb>. After March 25, 2022, the system will be accessible in the DHS HQ environment and can be reached at the following URL: <https://dhshqhb.servicenowservices.com>. System access is only given to users who have a legitimate need to complete required Hummingbird job tasks. Individuals in the public who are not affiliated with the Hummingbird program are not granted access.

Field workers at safe havens in the United States verbally gather biographical and contact information from the enrollee. All other information is entered by field workers as they complete tasks in Hummingbird or entered and updated via system interconnections.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

This information is not duplicated in any other place or any other form.

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize burden.

This information collection does not have an impact on small businesses or other small entities.

6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

Hummingbird supports the OAW program pursuant to the [Presidential Memorandum on the Designation of the Department of Homeland Security as Lead Federal Department for Facilitating the Entry of Vulnerable Afghans into the United States](#). Barring the information collection made possible by Hummingbird, DHS would be non-compliant with the President's direction.

Should Hummingbird be inaccessible via a public facing website, processing enrollees who are eligible for benefits such as resettlement assistance, COVID support, other medical assistance would move to a paper and excel based process the would be highly inefficient. This inefficiency would lead to very lengthy processing times with a higher risk of errors leaving parolees living at safe havens for extended periods of time. Additionally, if important data was lost in a manual process, enrollees could lose valuable benefits they need to survive.

Ultimately, without the ability manage critical elements of the Hummingbird program through the Hummingbird application, many Afghans who took significant risks to assist the U.S. military in its efforts in Afghanistan and may be in humanitarian crisis will be unable to obtain the ability to apply for a Special Immigrant Visa through OAW. Further, parolees will be unable to receive humanitarian, medical, employment, and resettlement assistance as they adjust to life in the U.S. Without Hummingbird, DHS will be unable to support its commitment to building a safe, orderly, and humane immigration system that upholds our laws and values.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

- Requiring respondents to report information to the agency more often than quarterly;
- requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;
- requiring respondents to submit more than an original and two copies of any document;
- requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;
- In connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;
- requiring the use of a statistical data classification that has not been reviewed and approved by OMB;
- that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or
- requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

This information is collected in a manner consistent with the guidance of 5 CFR1320.5 (d)(2).

8. If applicable, provide a copy and identify the data and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting

comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

Consultation with representatives of those from whom information is to be obtained or those who must compile records should occur at least once every 3 years -- even if the collection of information activity is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

This ICR is being submitted for review and approval under the Emergency Process. DHS will follow the normal process seeking public comments.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

DHS will not provide any payment or gifts to the respondents.

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

This collection of information is covered by the Privacy Impact Assessment for Hummingbird, DHS/ALL/PIA-0XX.

This collection is covered by the following System of Records Notices (SORNs)

- DHS/USCIS/ICE/CBP-001 Alien File, Index, and National File Tracking System of Record;
- DHS/USCIS-007 Benefits Information System;
- DHS/USCIS-010 Asylum Information and Pre-Screening System of Records;
- DHS/USCIS-017 Refugee Case Processing and Security Screening Information System;
- DHS/USCIS-018 Immigration Biometric and Background Check System of Records;
- DHS/CBP-005 Advance Passenger Information System (APIS);
- DHS/CBP-007 CBP Border Crossing Information;
- DHS/CBP-011 U.S. Customs and Border Protection TECS;
- DHS/CBP-021 Arrival and Departure Information System (ADIS); and
- Visa Records - State-39.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

There is no question of a sensitive nature.

12. Provide estimates of the hour burden of the collection of information. The statement should:

- Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desirable. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.
- If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.
- Provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost of contracting out or paying outside parties for information collection activities should not be included here. Instead, this cost should be included in Item 14.

The estimated number of respondents for this collection instrument is approximately 105,000. 85,000 of these parolees/ respondents have already moved through the resettlement process while the Hummingbird application was hosted in the DoS ServiceNow environment. Another approximately 20,000 respondents will be moving through the system after the migration to DHS HQ is complete. Field workers at safe havens in the United States verbally gather biographical and contact information once from the enrollee. All other information is entered by field workers as they complete tasks in Hummingbird or entered and updated via system interconnections. This intake information takes an estimated 30 minutes to gather.

The total burden for parolees who have already been processed while Hummingbird resided at the DoS: 42,500 hours

The total burden for parolees who will be processed after Hummingbird is migrated to the

DHS HQ environment: 10,000 hours

Total Burden For the Hummingbird Program: 52,500

Please note, this program will close once all Afghan refugees have been resettled. It is not intended to be a multi-year program.

This information was gathered from program experts.

### Hummingbird Estimated Annualized Burden Hours and Costs

Type of Respondent	Form Name	Number of Respondents	Number of Responses Per Respondent	Total Number of Responses	Total Number of Adult Respondents *	Average Burden Per Response in Hours	Average Hourly Wage Rate**	Total Respondent Cost
Parolee	Hummingbird Intake	105,000	1	105,000	63,000	0.5	\$27.07	\$852,705

\* Total Respondent Cost was calculated for adults only. 60% of respondents are adults. 40% of respondents are children.

\*\* The average hourly rate was pulled from the BLS.gov site using the All-Occupations category (00-0000).

[May 2020 National Occupational Employment and Wage Estimates \(bls.gov\)](https://www.bls.gov/news.release/ocwage.toc.htm)

13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information. (Do not include the cost of any hour burden shown in Items 12 and 14).

There is no annual cost burden associated with this collection.

14. Provide estimates of annualized cost to the Federal Government. Also provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information.

**Hummingbird  
Annual Cost to the Federal Government  
DHS HQ Costs Only**

Item	Cost (\$)
Contract Costs	
Infrastructure	\$ 47,200
Labor Support	\$ 415,000
Federal Staff Salaries	
Federal Staff (2 FTEs: Grade 14 + .3 FTE: Grade 15)	\$ 346,514
Facilities [cost for renting, overhead, etc. for data collection activity]	\$ -
Computer Hardware and Software [cost of equipment annual lifecycle]	\$ -
Equipment Maintenance [cost of annual maintenance/service agreements for equipment]	\$ -
Printing	\$ -
Postage	\$ -
Travel	\$ -
<b>Total</b>	<b>\$ 808,714</b>

15. Explain the reasons for any program changes or adjustments reporting in Items 13 or 14 of the OMB Form 83-I.

This is a new information collection.

16. For collections of information whose results will be published, outline plans for tabulation, and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

This is a new information collection.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

DHS is not seeking any exceptions.



18. Explain each exception to the certification statement identified in Item 19, "Certification for Paperwork Reduction Act Submission," of OMB 83-I.

DHS does not request an exception to the certification of this information collection.