

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1660-0130)

TITLE OF INFORMATION COLLECTION: Long-Term Recovery Survey Study, FEMA Form 104-FY-21-100, FEMA Form 104-FY-21-101, FEMA Form 104-FY-21-102, FEMA Form 104-FY-21-103, FEMA Form 104-FY-21-104, FEMA Form 104-FY-21-105, FEMA Form 104-FY-21-106, FEMA Form 104-FY-21-107

PURPOSE:

The purpose of the Long-Term Recovery (LTR) Survey Study is to provide a longitudinal view of how a disaster survivor’s level of recovery and needs change over time.

This pilot study will help the Customer Survey & Analysis Section (CSA) gather information on two levels:

1. Feasibility of the study: Accurate response rates, finding and adjusting for low responsive groups, human resources, and software resources available to administer a two-year study.
2. Question redesigning: Gauges best wording, clarity, and appropriateness of question at each recovery period. This will be used to construct the most valid and succinct questions to understand preparedness, displacement periods, temporary housing, and other factors relative to individual, family, financial, and community recovery.

Surveys may be conducted via email or phone. This pilot will help determine the feasibility of both administration methods. Acquired information regarding response rates and resources will advise which mode should be used in future filings. This collection will yield new information of the same disaster survivor captured in four surveys at six-month intervals, totaling 24 months, to complete a full study of their recovery lifecycle. Survey titles follow:

1. **Long-Term Recovery Survey Restoration: 6 months - Phone**
2. **Long-Term Recovery Survey Restoration: 6 months - Electronic**
3. **Long-Term Recovery Survey Reconstruction I: 12 months - Phone**
4. **Long-Term Recovery Survey Reconstruction I: 12 months - Electronic**
5. **Long-Term Recovery Survey Reconstruction I: 18 months - Phone**
6. **Long-Term Recovery Survey Reconstruction I: 18 months - Electronic**
7. **Long-Term Recovery Survey Reconstruction II: 24 months – Phone**
8. **Long-Term Recovery Survey Reconstruction II: 24 months - Electronic**

Emergency Management research supports that recovery from a significant disaster is complex and moves through different phases. The Long-Term Recovery (LTR) study was designed to capture feedback from disaster survivors as they move through the different phases of the recovery process. The recovery periods LTR study are as follows:

- **Restoration** – begins as search and rescue ends, sheltering and feeding winds down, and cleaning of debris from main areas is complete. The survey is administered approximately 6 months after the disaster.
- **Reconstruction I** – begins as restoration ends and includes rebuilding and replacing as well as normal activities returning to pre-disaster level. The survey is administered at two separate time intervals of approximately 12 months and again at 18 months.

- **Reconstruction II** – includes major construction and improvement projects initiated by homeowners, businesses, community, and government. The survey is administered at approximately 24 months after the disaster, when many major projects will be completed or underway.

The Long Term Recovery (LTR) longitudinal survey will be initiated for selected disaster events and collect a disaster survivor's recovery progress. Participants agree to participate in all four intervals over the 24 month period.



At different points in time throughout the study, information is collected about the survivor's preparedness, emotional and stress levels, recovery, experiences with FEMA programs and services, and overall expectations and perceptions of the recovery process.

Results will be used internally to provide insights for proof-of-concept for an ongoing longitudinal study. The results will be used to develop an enhanced longitudinal study, representative of the population of all major/catastrophic disasters and emergencies. This enhanced study may be used for ongoing FEMA program and policy enhancements.

DESCRIPTION OF RESPONDENTS:

Survey respondents represent disaster survivors who registered for FEMA assistance for a Presidentially declared major disaster. All disasters will be surveyed. Because we anticipate low response rates coupled with a high dropout rate, some disasters will have the entire population receive the first Long-Term Recovery Survey, whereas larger disasters may be based on a random sample.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: _____

Date: _____

Kristi Lupkey
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 368-2751

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [] Yes [] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [] Yes [] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

Estimated Annualized Burden Hours and Costs								
Type of Respondent	Form Name / Form Number	No. of Respondents	No. of Responses per Respondent	Total No. of Responses	Avg. Burden per Response (in hours)	Total Annual Burden (in hours)	Avg. Hourly Wage Rate With 1.46 Multiplier	Total Annual Respondent Cost
Individuals and Households	Survey - Long-Term Recovery Survey Restoration: 6 months – Phone / FF-104-FY-21-100	63,861	1	63,861	20 Minutes (0.33)	21,074	\$39.52	\$832,844
Individuals and Households	Survey - Long-Term Recovery Survey Restoration: 6 months – Electronic / FF-104-FY-21-101	46,244	1	46,244	20 Minutes (0.33)	15,261	\$39.52	\$603,115
Individuals and Households	Survey - Long-Term Recovery Reconstruction I: 12 months - Phone / FF-104-FY-21-102	15,965	1	15,965	20 Minutes (0.33)	5,268	\$39.52	\$208,191
Individuals and Households	Survey - Long-Term Recovery Survey Reconstruction I: 12 months - Electronic / FF-104-FY-21-103	11,561	1	11,561	20 Minutes (0.33)	3,815	\$39.52	\$150,769

Individuals and Households	Survey - Long-Term Recovery Survey Reconstruction I: 18 months - Phone / FF-104-FY-21-104	3,991	1	3,991	20 Minutes (0.33)	1,317	\$39.52	\$52,048
Individuals and Households	Survey - Long-Term Recovery Survey Reconstruction I: 18 months - Electronic / FF-104-FY-21-105	2,890	1	2,890	20 Minutes (0.33)	954	\$39.52	\$37,702
Individuals and Households	Survey - Long-Term Recovery Survey Reconstruction II: 24 months – Phone / FF-104-FY-21-106	998	1	998	15 Minutes (0.25)	250	\$39.52	\$9,880
Individuals and Households	Survey - Long-Term Recovery Survey Reconstruction II: 24 months - Electronic / FF-104-FY-21-107	723	1	723	15 Minutes (0.25)	181	\$39.52	\$7,153
Total		146,233		146,233		48,120		1,901,702

FEDERAL COST: The estimated annual cost to the Federal government is \$1,035,929

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The sampling plan consists of disaster survivors who registered for FEMA assistance. Each disaster will be surveyed. The sample will be based on each disasters' total registrations. If the disaster population is too small to yield valid results at the end of 24 months, all applicants for that disaster will receive a survey invitation. Larger disasters will be based on a random sample. The applicant's name, contact information, and other related applicant information is retrieved from FEMA's Individual Assistance (IA) Information Technology (IT) System, i.e., Enterprise Data Warehouse (EDW), in order to initiate contact with the applicant to conduct the survey.

Disaster survivors will be contacted every six months within a 24-month timeframe,

which consists of surveying the same respondents four times. Respondents can opt-out of the study at any point in time.

The study goal is to have 400 completions at the end of the four phases. This will not be possible for some disasters, which is why many disasters will be a universe and not a sample.

Current projections use a 10% response rate for Phase 1 (based on preliminary data), and follow-ups response rates of 25% for Phases 2, 3, and 4. Historical results from previous longitudinal surveys were around 42%, but this survey is much longer in length and administered over a longer time period.

The estimated response rates may vary significantly in practice. Again, the purpose of this initial clearance is to gain enough data to determine feasibility, provide insight as to what realistic response rates might look like, evaluate strengths and weaknesses associated with the sampling methodology, and determine required resources.

This sampling plan will be tested and may change to an optimal plan before a full clearance is filed.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: *Provide an estimate of the Number of Respondents.*

Participation Time: *Provide an estimate of the amount of time (in minutes) required for a respondent to participate (e.g. fill out a survey or participate in a focus group)*

Burden: *Provide the Annual burden hours: Multiply the Number of Respondents and the Participation Time then divide by 60.*

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.