

## SUPPORTING STATEMENT - PART A

### Navy Family Ombudsman Program – 0703-0070

#### Summary of Changes from Previously Approved Collection

- Support and Sustainment cost for Information Assurance is now included in addition to support and sustainment for system maintenance, updates, and trouble calls. Operational and Maintenance cost increased by \$26,361 and the overall cost to the federal government is now \$116,199. Cost to the Federal Government increased due to a small increase in estimated GS wages as well.
- The estimated labor cost of respondent burden has increased due to a small increase in estimated respondent hourly wage.

#### 1. Need for the Information Collection

Ombudsmen act as a liaison between the Navy command/activity and the command's families. Authorities to collect this information:

- 10 U.S.C. 1588, Authority to accept certain voluntary services authorizes Voluntary services to be provided for programs providing services to members of the armed forces and the families of such members, including Family support programs.
- OPNAVINST 1750.1G, NAVY FAMILY OMBUDSMAN PROGRAM authorizes commanding officers to ensure that data from the ombudsman monthly/quarterly worksheets are entered in the automated ombudsman data collection system at <https://ombudsmanregistry.cnic.navy.mil>.
- OPNAV 5380.1C, ACCEPTANCE AND USE OF VOLUNTARY SERVICES IN THE NAVY authorizes voluntary services provided through, or in association with, the Navy Retired Activities Program, Navy Family Ombudsman Program, and family readiness groups.
- DoDI 1100.21, Voluntary Services in the Department of Defense authorizes Volunteer orientation and training to familiarize volunteers with the organization and their assigned duties.

#### 2. Use of the Information

The Navy Ombudsman Program information collection is necessary to solicit and select a spouse for the volunteer Ombudsman position in Navy components. Ombudsmen act as a liaison between the Navy command/activity and the command's families. An ombudsman is the spouse of an active duty or Selected Reserve member of the command, enlisted or officer. This requirement can be waived if, after a diligent search, no appropriate spouse

volunteer is available. Family members, civilian employees affiliated with the command, and active duty service members may be considered for a waiver.

As part of the selection process, prospective Ombudsmen will be notified of the request for an interview by either the commanding officer or another member of the Command Support Team. Prospective Ombudsmen may be interviewed by phone, or in person with the commanding officer. The formatted guideline for interview questions has been provided with this packet for OMB clearance. Commanding officer(s) will have some discretion in their interview questions, but they must adhere to the approved outline.

After the selection process, the selected Ombudsman will be appointed by the commanding officer. The Ombudsman volunteer file must be created and maintained by the command. The file contains a copy of the appointment letter, volunteer resume, and training records and must be maintained for three years after an ombudsman leaves the command. Once an Ombudsman receives the appointment letter and has accepted the Ombudsman position, they officially become an Ombudsman.

### 3. Use of Information Technology

Currently, interviews are done in person or via telephone. Interviewers may record interview responses electronically on a computer. We estimate that 75% of responses will be recorded electronically.

### 4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaption 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

The frequency of collection of this information is based on the availability of vacant volunteer Ombudsman positions. Data cannot be collected less frequently.

### 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 Wednesday, February 23, 2022. The 60-Day FRN citation is 87 FR 10182.

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

A 30-Day Federal Register Notice for the collection published on Monday, April 25, 2022. The 30-Day FRN citation is 87 FR 24288.

## Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the 60-Day Federal Register Noticed 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

The Privacy Act Statement is provided to the prospective Ombudsman prior to, or at the time of, the interview. A copy of the Privacy Act Statement has been provided with the collection instrument for OMB review.

A draft copy of the Privacy Impact Assessment (PIA) for the Fleet and Family Readiness systems (FFRS) has been included with this submission as a supplementary document.

The associated SORN (N01750-1, Navy Family Ombudsman Registry) can be viewed at the following link: <https://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570331/n01750-1/>.

Destroy when Ombudsmen resigns from position or is replaced.

### 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(s)

#### Ombudsman Interview

- a) Number of Respondents: 4,500
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 4,500

- d) Response Time: 30 minutes
  - e) Respondent Burden Hours: 2,250 hours
- 2) Total Submission Burden
- a) Total Number of Respondents: 4,500
  - b) Total Number of Annual Responses: 4,500
  - c) Total Respondent Burden Hours: 2,250 hours

#### Part B: LABOR COST OF RESPONDENT BURDEN

- 1) Collection Instrument(s)  
Ombudsman Interview
- a) Number of Total Annual Responses: 4,500
  - b) Response Time: 30 minutes
  - c) Respondent Hourly Wage: \$28.54
  - d) Labor Burden per Response: \$14.27
  - e) Total Labor Burden: \$64,215
- 2) Overall Labor Burden
- a) Total Number of Annual Responses: 4,500
  - b) Total Labor Burden: \$64,215

Note: The burden hours and total amount of labor cost avoidance for responding to the announcement, Interview and Volunteer Agreement Form, is derived by using the 2021 “value of volunteer time” of \$28.54 per hour, according to Independent Sector, a coalition of leading nonprofits, foundations and corporations whose mission is to strengthen not-for-profit initiative, philanthropy and citizen action (<https://independentsector.org/news-post/independent-sector-releases-new-value-of-volunteer-time-of-28-54-per-hour/>).

#### 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)  
Ombudsman Interview
- a) Number of Total Annual Responses: 4,500
  - b) Processing Time per Response: 30 minutes
  - c) Hourly Wage of Worker(s) Processing Responses: \$22.15
  - d) Cost to Process Each Response: \$11.08
  - e) Total Cost to Process Responses: \$49,837.50

- 2) Overall Labor Burden to the Federal Government
  - a) Total Number of Annual Responses: 4,500
  - b) Total Labor Burden: \$49,837.50

The hourly wage for workers processing responses is derived by using the 2022 General Schedule Pay GS-7 Step 2 with Rest of U.S. Locality Pay ([https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/22Tables/html/RUS\\_h.aspx](https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/22Tables/html/RUS_h.aspx)).

#### 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: \$66,361
  
- 2) Total Operational and Maintenance Cost: \$66,361

The estimated O&M Cost to the Federal Government is \$66,361. This estimate is based on the Server fees and associated task orders for maintenance, updating the ombudsman registry as changes occur, and IT overhead.

#### Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$66,361
  
- 2) Total Operational and Maintenance Costs: \$49,837.50
  
- 3) Total Cost to the Federal Government: \$116,199

#### 15. Reasons for Change in Burden

The burden has increased since the previous approval due to a small increase in estimated respondent hourly wage. Cost to the Federal Government has also increased due to higher operational and maintenance costs and a small increase in GS wages.

#### 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.