

**Request for Approval under the “Generic Clearance Civil Rights and Equity”  
(OMB Control Number: 1660-0154)**

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**TITLE OF INFORMATION COLLECTION:**

**[Generic Civil Rights and Equity: 1660-0154]**

**PURPOSE:** To obtain demographics of the customers of FEMA’s Individuals and Households Program (IHP) for civil rights and equity evaluation purposes.

**DESCRIPTION OF RESPONDENTS:** Applicants for FEMA’s Individuals and Households (IHP) disaster assistance program. Applicants may be new customers or previous customers for IHP and will encompass individuals and households of the US and Territories that live in an area declared by the President as a federal disaster.

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input 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 checked="" type="checkbox"/> Other: <u>Demographic Data</u> |

**CERTIFICATION:**

I certify the following to be true:

1. FEMA intends to initially ask 6 demographic questions related to race, ethnicity, gender, tribal enrollment, marital status, and education.
2. Additional demographics questions not included in the generic clearance (other than the 6 above) will be submitted to OMB for approval.
3. Demographics will not be used by any program to approve or deny grants or other funding to individuals.

Name: \_\_\_\_\_  
          [Johnathan Torres] (202) 212-1079

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  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

**Of Note: FEMA’s Equity Analysis SORN is in process, and we do not plan to ask these demographics questions until the new SORN is approved by DHS.**

**Gifts or Payments:**

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

**BURDEN HOURS:** The estimated annual burden to the public is **78,135 burden hours**;

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Individuals or Households	938,800	0.0833	78,135
<b>Totals</b>			78,135

**FEDERAL COST:** The estimated annual cost to the Federal government is **\$3,814,696**;

Annual Cost to Federal Government	Cost
<b>Staff Salaries:</b> $[(GS\ 9,\ step\ 5\ employees\ 1\ at\ \$48.78\ (33.64\ x\ 1.45)^2\ per\ hour\ spending\ an\ additional\ 5\ minutes\ per\ call\ for\ 938,800\ call\ center\ registrations\ per\ year\ (\$48.78\ x\ 0.0833\ x\ 938,800 = \$3,814,696)]$	<b>\$3,814,696</b>
Computer Hardware & Software [Cost of equipment annual lifecycle sustainment cost]	\$0
<b>TOTAL</b>	<b>\$3,814,696</b>

1 Office of Personnel Management 2022 Pay and Leave Tables for the Washington-Baltimore-Arlington, DC-MD-VA-WV-PA locality. Available online at [https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2022/DCB\\_h.pdf](https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2022/DCB_h.pdf). Accessed January 12, 2022.

2 Wage rate includes a 1.45 multiplier to reflect the fully-loaded wage rate.

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

**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?

**All IHP applicants are eligible to respond to the demographic question if they choose to.**

**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

**Note: For phone registrations, FEMA agents are used to take the phone calls from disaster applicants.**

**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”**

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**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 of time 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 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 responses and the participation time and 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.**