February 23, 2023

Supporting Statement for Paperwork Reduction Act Submissions

OMB Control Number: 1660-0143

Title: Federal Emergency Management Agency Individual Assistance Customer Satisfaction Surveys

Form Number(s):

1) **FEMA Form FF-104-FY-21-159 (formerly 519-0-36, Initial Survey - Phone**
2) **FEMA Form FF-104-FY-21-160 (formerly 519-0-37), Initial Survey - Electronic**
3) **FEMA Form FF-104-FY-21-161 (formerly 519-0-38), Contact Survey - Phone**
4) **FEMA Form FF-104-FY-21-162 (formerly 519-0-39), Contact Survey - Electronic**
5) **FEMA Form FF-104-FY-21-163 (formerly 519-0-40), Assessment Survey - Phone**
6) **FEMA Form FF-104-FY-21-164 (formerly 519-0-41), Assessment Survey - Electronic**
7) **Focus Groups**
8) **One-on-One Interviews**

General Instructions

A Supporting Statement, including the text of the notice to the public required by 5 CFR 1320.5(a)(1)(iv) and its actual or estimated date of publication in the Federal Register, must accompany each request for approval of a collection of information. The Supporting Statement must be prepared in the format described below, and must contain the information specified in Section A below. If an item is not applicable, provide a brief explanation. When Item 17 or the OMB Form 83-I is checked "Yes", Section B of the Supporting Statement must be completed. OMB reserves the right to require the submission of additional information with respect to any request for approval.

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. Provide a detailed description of the nature and source of the information to be collected.

This is a revision of information collection #1660-0143. This collection contains three (3) surveys and two (2) qualitative methods.

Surveys in this collection support the Federal Emergency Management Agency's (FEMA's) 2022-2026 Strategic Plan: Unify coordination and delivery of Federal Assistance (Objective 3.3). The Individual and Households Program (IHP) utilize survey feedback to assess applicant satisfaction with service delivery. These questions also support IHP's reporting for the Government Performance and Results Act (GPRA) of 1993 (Pub. L. 103-62, 107 Stat. 285). Examples of survey questions that support both GPRA and FEMA's Strategic Plan include:

- Simplicity of completing an application
- Providing easy to understand disaster assistance information
- Overall inspection experience
- Timeliness of financial assistance
- Financial assistance helping meet disaster related needs

The information collected is from individuals who registered for federal assistance for a major disaster declaration under the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Stafford Act) (Pub. L. 100-707, 42 U.S.C. §§ 5121 *et seq)*. These individuals have contacted FEMA through different channels and are at various stages in the FEMA process. This may include individuals who had contact with a FEMA representative, online via DisasterAssistance.gov website, with a FEMA inspector, or after an eligibility determination is made on their application.

The following legal authorities mandate the collection of the information in this request:

- Executive Order 12862, *Setting Customer Service Standards* (58 FR 48257, September 11, 1993) and its March 23, 1995, Memorandum addendum, "Improving Customer Service," requires that all Federal Agencies ask their customers what is most important to them, and survey their customers to determine the kind and quality of services the customers want and their level of satisfaction with existing services. The GPRA requires agencies to set missions and goals, and measure performance against them.
- Executive Order 13411, *Improving Assistance for Disaster Victims* (71 FR 52729, September 6, 2006) mandated an interagency task force develop the Disaster Assistance Improvement Plan (DAIP) to create a single application for citizens to apply for disaster assistance across all programs that receive Federal Government funding, which must include an inventory of federal disaster assistance programs and assess the effectiveness of their respective delivery mechanisms.
- The GPRA Modernization Act of 2010 (Pub. L. 111-352, 31 U.S.C § 1116) requires quarterly performance assessments of Government programs for purposes of assessing

agency performance and improvement, and to establish agency performance improvement officers and the Performance Improvement Council. Executive Order 13571, *Streamlining Service Delivery and Improving Customer Service* (76 FR 24339, May 2, 2011) and its June 13, 2011, Memorandum "Implementing Executive Order 13571 on Streamlining Service Delivery and Improving Customer Service" sets out guidelines for establishing customer service plans and activities.

- From the Sandy Recovery Improvement Act of 2013 (SRIA) (Pub. L. 113-242, 44 U.S.C. §§ 5170 *et seq*) and the response provided by FEMA staff from all divisions during Hurricane Sandy, the Disaster Survivor Assistance (DSA) Program was formed to provide additional in-person customer service during the initial phase of the recovery process.

The survey results provide FEMA an overall gauge of performance at different points in the Individual Assistance process. Drops in overall satisfaction or customer service ratings prompt analysts to examine specific survey questions more closely in order to pinpoint underlying causes for dissatisfaction and identify possible strategies for improvement.

This is a request to reduce burden hours for IC 1660-0143 in order to comply with the Department of Homeland Security's Paperwork Reduction Act Burden Reduction Initiative. Burden has been reduced in the following ways:

1. Corrected inaccurate burden per response for electronic survey forms. Original estimates were prior to implementation of electronic surveys. Completion times are faster than original estimates.
2. A higher percentage of respondents prefer email surveys in recent years, which are faster to complete than phone surveys.
3. The burden hours allocated to qualitative research have been reduced based on recent utilization.

No changes have been made to the currently approved survey forms. This collection was previously approved in July 2021.

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. Provide a detailed description of: how the information will be shared, if applicable, and for what programmatic purpose.

This collection includes the FEMA Individual Assistances' Customer Satisfaction Surveys. This collection is managed by the Recovery Directorate, through the Reporting & Analytics Division's Customer Survey & Analysis (CSA) Section. CSA is responsible for administering and reporting survey results. CSA also assists with survey design in conjunction with stakeholders. Questions used for performance management are chosen by the FEMA Recovery Performance Management Team and Leadership.

The respondents to the collection are individuals and households who registered for Federal assistance for a major disaster declared by the President pursuant to the Stafford Act, either by phone, in person, or on-line. After contact with FEMA, individuals are contacted at various times during the disaster either by phone or electronically, based on their contact preference at time of application, to rate their satisfaction with the customer service and assistance they received. In most cases, FEMA applicants are only contacted once for the three surveys in this information collection. If sample sizes are small, respondents may be asked to participate in a different survey in this collection if permission was previously granted.

The aggregated survey results are shared with FEMA Managers at headquarters and regional offices. The results provide continuous feedback and help management make data-driven decisions in order to improve service delivery across all customer touchpoints. The survey results are also used in FEMA's Strategic Plan for Individual Assistance and GPRA measures under guidance from the FEMA Recovery Performance Management Team. The questions utilized may change over time as priorities change.

The purpose for each survey, as a part of our ongoing improvement process and mandates from various Acts and Executive Orders, is as follows:

FEMA Form FF-104-FY-21-159 (formerly 519-0-36) Initial Survey -Phone and FEMA Form FF-104-FY-21-160 (formerly 519-0-37) Initial Survey - Electronic Survey are satisfaction surveys administered by phone or electronically. They are intended to measure the quality of disaster assistance information and service received during the initial registration process (1) on the phone or in person with a FEMA representative, or (2) online via DisasterAssistance.gov website, and the quality of disaster assistance information and service received at the Disaster Recovery Center (DRC). The insights from data collected through this instrument is part of an ongoing process to improve customer service, simplicity, accessibility, and overall customer satisfaction with the FEMA application processes and services.

FEMA Form FF-104-FY-21-161 (formerly 519-0-38) Contact Survey - Phone and FEMA Form FF-104-FY-21-162 (formerly 519-0-39) Contact Survey - Electronic Survey are satisfaction surveys administered by phone or electronically. They are intended to measure the quality of disaster assistance information and service received during the continued recovery process (1) on the phone with a representative, (2) with a FEMA Inspector, or (3) online via DisasterAssistance.gov website, which also measures the ease of using an automated information system or going on-line to check the status of one's case. The insights from data collected through this instrument is part of an ongoing process to improve customer service, simplicity, accessibility, and overall customer satisfaction with post application interactions and processes.

FEMA Form FF-104-FY-21-163 (formerly 519-0-40) Assessment Survey - Phone and FEMA Form FF-104-FY-21-164 (formerly 519-0-41) Assessment Survey - Electronic are satisfaction surveys administered by phone or electronically. They are intended to measure the ease of understanding FEMA information received; the timeliness and helpfulness of assistance; the inspection process; the level of recovery; and quality of customer service in meeting expectations. The insights from data collected through this instrument is part of an ongoing process to improve customer service, simplicity, accessibility, and overall customer satisfaction with FEMA recovery services provided through IHP.

In addition to the surveys, in-person **focus groups** and **one-on-one interviews** with disaster survivors will provide feedback about what is most important to the survivor. These sessions may be conducted periodically to assess program areas or program changes that the satisfaction surveys do not capture. These sessions may also assist in many areas such as the re-design of the survey questionnaires, provide FEMA with an understanding of how to improve information and correspondence and by method of contact, how to improve programs and processes, as well as how to improve the in-person, on-the-phone and on-line experiences. One-on-one interviews may be used instead of focus groups for convenience and/or issues of sensitivity or coalescence. Focus group sessions will be held in different areas of the country based on the activation of the program and will allow for a wide range of discussions in order to hear how the participants think about the topics and the vocabulary they use. Results will provide insights into respondent perceptions, experiences and expectations for the purpose of improving service delivery for program managers.

Because of the nature of emergency management, sometimes there are situations where program changes or special circumstances (ex. COVID-19) can make survey questions irrelevant. In such situations, FEMA may choose to omit certain survey questions that are no longer applicable to respondents. This would not change the nature of the survey except as a potential decrease to respondent burden. For example, if we knew respondents had a special type of inspection (Ex. Interactive Voice response inspection or phone inspector) since an inspector could not come to their homes due to viral pandemic, we would not ask respondents about satisfaction with the amount of time spent on the inspectors visit.

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.

CSA has traditionally administered phone surveys only. The previous submission of this collection included estimates for electronic surveys, but they had yet to be implemented. In July

2021, CSA began administering electronic surveys, and both modes of administration are currently being implemented. The introduction of electronic surveys has expanded functionality, connectivity, and reduced burden. Phone surveys are still critical as disaster survivors are often vulnerable populations, and some may not have access to email. Each survey in this collection uses both modes of administration (phone and electronic), and the survey content is identical except for minor changes to instructions. The decision for adopting these means for collection has been driven by factors such as accessibility, costs, and the development of electronic means in accordance with the GPRA Modernization Act of 2010.[1]

Survey administration mode is dependent on the communication preference FEMA applicants provide at registration. FEMA applicants who provide an “Email” preference and registration receive an electronic survey; FEMA applicants who provide an “USPS” preference at registration receive a phone survey.

Respondents are asked if they would like to be contacted again for each survey. Those who responded yes are put in a pool to be contacted for a different survey within the collection. To further reduce burden on the same respondents, the survey software goes through an iterative process to only contact previously surveyed respondents if we do not have enough sample to complete a viable study. When small disasters do not have enough sample to get information on all three of the surveys in the collection from a mutually exclusive group, respondents may be contacted for one of the other two surveys who voluntarily answered yes to being contacted again.

Usability testing has been conducted on this collection. As a result, a reduction of 3,089 hours has been recognized and included as an update to the collection.

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.

As this collection was just approved last year, CSA did not go through rigorous efforts to identify duplication for this filing.

Efforts to identify duplication were done in the last filing for the survey. Several questions related to an inspection services survey from another collection were addressed and determined previously to be similar. That collection (OMB #1660-0102) is now expired and therefore could not be modified or used for the purpose of this collection.

[1] Ref: https://www.nsf.gov/sbe/AC_Materials/The_Future_of_Survey_Research.pdf

CSA traditionally goes through a rigorous process of meeting with stakeholders and leadership of ensuring the survey questions meet their program improvement needs. Due to the section's established reputation for providing customer analytics and survey design, our surveys are the main source of customer satisfaction information throughout the agency. Because no changes were made to the surveys and this submission is only to adjust burden, CSA did not meet with stakeholders at this time to discuss survey content. All surveys will be reviewed in detail prior to the next submission.

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.

This collection of information does not impact small businesses or other small entities.

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

Failure to collect the information described in this submission would result in the absence of documented input from disaster survivors. The survey results serve as a vital tool for measuring customer satisfaction and are a requirement of the Executive Orders 12682 and 13571, and resulting memorandums for "Streamlining Service Delivery and Improving Customer Service." The surveys also measure the effectiveness of the Administrator's Strategic Plan based on the disaster survivor's perspective. If conducted less frequently, it would result in an unrepresentative estimate of customer satisfaction and distort overall views of the performance of the program.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner (*See* 5 CFR 1320.5(d)(2)):

a. Requiring respondents to report information to the agency more often than quarterly.

This information collection does not require respondents to report information more than quarterly.

b. Requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it.

This information collection does not require respondents to prepare a written response in fewer than 30 days after receipt of it.

c. **Requiring respondents to submit more than an original and two copies of any document.**

This information collection does not require respondents to submit more than an original and two copies of any document.

d. **Requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years.**

This information collection does not require respondents to retain records (other than health, medical, government contract, grant-in-aid, or tax records) for more than three years.

e. **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.**

This information collection contains a statistical survey that is designed to produce valid and reliable results that can be generalized to the universe of study.

f. **Requiring the use of a statistical data classification that has not been reviewed and approved by OMB.**

This information collection does not use a statistical data classification that has not been reviewed and approved by OMB.

g. **That includes a pledge of confidentiality that is not supported by authority established in statue 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.**

This information collection does not include a pledge of confidentiality that is not supported by established authorities or policies.

h. **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 collection does not require respondents to submit trade secrets or other confidential information.

8. Federal Register Notice:

a. Provide a copy and identify the date and page number of publications in the Federal Register of the agency's notice 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.

A 60-day Federal Register Notice inviting public comments was published on December 2, 2022, at 87 FR 74161. No comments were received.

A 30-day Federal Register Notice inviting public comments was published on February 22, 2023, at 88 FR 10926. The public comment period ends on March 24, 2023.

b. 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.

Because the purpose of this submission is to reduce burden and not make changes to survey content, no efforts were made to consult with persons outside the agency.

When survey content is changed, CSA phone surveyors provide feedback related to the survey design such as question clarity, timing to conduct survey, etc. Consultations with several organizations within FEMA are typically performed for input on data collection and reporting. These organizations include:

- Response and Recovery Directorate
- National Preparedness Division
- Regional Offices (Regions 1-10)
- Office of External Affairs
- Office of Disability Integration & Coordination

In the previous submission of this collection, FEMA was limited by budget constraints when it came to consulting with persons outside the agency. The last time funds were available was 2010 when FEMA's Recovery Directorate contracted with a consultant to review the current collection of information including the sampling methodology and survey design. Since 2015, CSA has retained survey statisticians on staff that review the methodology in detail.

c. Describe consultations with representatives of those from whom information is to be obtained or those who must compile records. Consultation should occur at least once every three years, even if the collection of information activities is the same as in prior

periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

Because the purpose of this submission is to reduce burden and not make changes to survey content, no efforts were made to consult with respondents.

In the previous submission, budget constraints limited FEMA from consulting with disaster survivors.

Other feedback methods for continuous improvement of the surveys were used in the past. In 2010, FEMA's Recovery Directorate contracted with a consultant to perform focus groups with participants who had received FEMA's assistance. FEMA's Customer Survey & Analysis Section analysts conducted focus group sessions with disaster survivors from 2014-2017 to provide in-depth insight of various topics to help with improvement to the programs.

Disaster survivors provided comments or feedback in the surveys for previous submissions of this collection. Statisticians conducted comment analysis on previous survey results to extract themes from text boxes and "other" response options to identify topics important to customers that weren't currently assessed to be used in newer collections. Additionally, phone interviewers provided survey writers with feedback regarding which survey items were consistently confusing to respondents. Feedback from the focus groups, comments, and interviewer notes have been thoughtfully reviewed and applied in revising the current survey collection.

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

No incentives will be provided for conducting customer service questionnaires (forms cited above). If funding becomes available, standard incentive of $75 per attendee may be offered[2] for focus groups held in person. Focus group sessions are generally 2 hours.

In accordance with OMB 2006 guidance,[3] we used information from past experiences and burden to the respondent as a factor for determining justification for incentives.

In 2010, FEMA completed three contracts for in-person focus groups. The contractors paid a $75 incentive per person who showed up to participate. Out of 200 who agreed to participate, 161 or 81% attended. Between 2014 and 2017, FEMA held focus groups with no incentive. Out of 532 who stated they would participate, only 182, or 34%, showed up.

[2] https://www.sagepub.com/sites/default/files/upm-binaries/24056_Chapter4.pdf

[3] https://obamawhitehouse.archives.gov/sites/default/files/omb/inforeg/pmc_survey_guidance_2006.pdf, Pg. 69

There is also an added burden to the respondent for non-incentivized participation. The respondents are disaster survivors who will be asked to exert unusual effort by leaving their homes and disaster recovery efforts to attend up to a 2-hour focus group session plus roundtrip travel of 1 hour.

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

A Privacy Threshold Analysis (PTA) was approved by the Department of Homeland Security (DHS) on January 2, 2020.

A Privacy Impact Analysis (PIA) coverage for this collection is provided by DHS/FEMA/PIA-35 Customer Service Analysis System (CSAS) dated February 27, 2014 (being updated and the name changed to Enterprise Customer Survey System (ECSS)).

System of Records Notification (SORN) coverage is not required, as information in the collection is not retrieved by personally identifiable information (PII).

11. Provide additional justification for any question 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.

Demographic questions related to gender, age range, marital status, employment status, educational attainment, race/ethnicity, functional needs, and a Yes/No consent question were added and approved to a previous filing of this revision.

Demographic questions enable the agency to find unique groups, trends in behaviors, and more efficient ways to target and serve disaster survivors. It can be used to gain understanding about the needs across the disaster and ensure that information and programs support all survivors. Demographic information may be used to understand differences and needs to help distribute better resources to underserved communities. This could include education, information, and better customer service.

Statisticians may also use demographic data to understand methodology issues related to non-response.

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

a. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated for each collection instrument (separately list each instrument and describe information as requested). Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consolation with a sample (fewer than 10) of potential respondents is desired. 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.

Current administrative data with average survey completion times indicates that the burden estimates for the phone surveys used in the previous submission are accurate. There is no need for further testing for phone surveys because no changes are being made to the survey forms.

In the last submission of this collection, CSA did their best to estimate burden associated with the electronic surveys. At the time of submission CSA had not acquired electronic survey administration software to perform any sort of testing. Electronic survey administration became active in July 2021, and data collected over the past year indicates that respondents can complete the surveys faster than previously estimated. The average burden per response was updated to reflect this. There is no need to do any sort of testing because no changes are being made to the survey forms, and burden estimates are based on real data.

Below is a list of all the forms in this collection with associated number of responses, frequency of response, and annual hour burden.

FEMA Form FF-104-FY-21-159 (formerly 519-0-36) Initial Survey -Phone is estimated to have 5,148 respondents submitting 5,148 responses per year. It is estimated that each response will require 0.1333 hours to complete, with the total annual burden of 686 hours (5,148 x 0.1333).

FEMA Form FF-104-FY-21-160 (formerly 519-0-37) Initial Survey - Electronic Survey is estimated to have 8,052 respondents submitting 8,052 responses per year. It is estimated that each response will require 0.0667 hours to complete, with the total annual burden of 537 hours (8,052 x 0.0667).

FEMA Form FF-104-FY-21-161 (formerly 519-0-38) Contact Survey - Phone is estimated to have 5,616 respondents submitting 5,616 responses per year. It is estimated that each response will require 0.1333 hours to complete, with the total annual burden of 749 hours (5,616 x 0.1333).

FEMA Form FF-104-FY-21-162 (formerly 519-0-39) Contact Survey - Electronic Survey is estimated to have 8,784 respondents submitting 8,784 responses per year. It is estimated that each response will require 0.0667 hours to complete, with the total annual burden of 586 hours (8,784 x 0.0667).

FEMA Form FF-104-FY-21-163 (formerly 519-0-40) Assessment Survey - Phone is estimated to have 3,744 respondents submitting 3,744 responses per year. It is estimated that each response will require 0.2000 hours to complete, with the total annual burden of 749 hours (3,744 x 0.2000).

FEMA Form FF-104-FY-21-164 (formerly 519-0-41) Assessment Survey - Electronic is estimated to have 5,856 respondents submitting 5,856 responses per year. It is estimated that each response will require 0.1000 hours to complete, with the total annual burden of 586 hours (5,856 x 0.1000).

Focus Groups are estimated to have 500 respondents submitting 500 responses per year. It is estimated that each response will require 3 hours to complete, with the total annual burden of 1,500 hours (500 x 3).

One-on-One Interviews are estimated to have 500 respondents submitting 500 responses per year. It is estimated that each response will require 1 hour to complete, with the total annual burden of 500 hours (500 x 1).

After conducting usability testing there is a 3,089 hour reduction in burden on the OMB inventory.

b. **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**.

Please see our response for 12a above and 12c below.

c. **Provide an estimate of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories.**

NOTE: The wage-rate category for each respondent must be multiplied by 1.45 (1.61 for State and local government employees) and this total should be entered in the cell for "Avg. Hourly Wage Rate." The cost to the respondents of contracting out to paying outside parties for information collection activities should not be included here. Instead this cost should be included in Item 13.

The universe of respondents will consist of all disaster survivors that applied for Individual Assistance following a major disaster declaration under the Stafford Act (42 U.S.C. §§ 5121 *et seq*)

Estimates, based on a 3-year average (FY 2020-2022) of annual applicant population, show 39% will be phone responses and 61% electronic responses for each survey.

Question 12: Estimated Annualized Burden Hours and Costs								
Type of Respondent and Administration Mode	**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**	**Total Annual Respondent Cost**
Surveys								
Individuals and Households: Mode = Phone	Initial Survey - Phone / FEMA Form FF-104-FY-21-159 (formerly 519-0-36)	5,148	1	5,148	0.1333	686	$40.61	$27,858
Individuals and Households: Mode = Electronic	Initial Survey - Electronic / FEMA Form FF-104-FY-21-160 (formerly 519-0-37)	8,052	1	8,052	0.0667	537	$40.61	$21,808
Subtotal: Initial		**13,200**		**13,200**		**1,223**		**$49,666**
Individuals and Households: Mode = Phone	Contact Survey - Phone / FEMA Form FF-104-FY-21-161 (formerly 519-0-38)	5,616	1	5,616	0.1333	749	$40.61	$30,417
Individuals and Households: Mode = Electronic	Contact Survey-Electronic / FEMA Form FF-104-FY-21-162 (formerly 519-0-39)	8,784	1	8,784	0.0667	586	$40.61	$23,797
Subtotal: Contact		**14,400**		**14,400**		**1,335**		**$54,214**
Individuals and Households: Mode = Phone	Assessment Survey - Phone / FEMA Form FF-104-FY-21-163 (formerly 519-0-40)	3,744	1	3,744	0.2000	749	$40.61	$30,417
Individuals and Households: Mode = Electronic	Assessment Survey - Electronic / FEMA Form FF-104-FY-21-164 (formerly 519-0-41)	5,856	1	5,856	0.1000	586	$40.61	$23,797
Subtotal: Assessment		**9,600**		**9,600**		**1,335**		**$54,214**
Survey Total		**37,200**		**37,200**		**3,893**		**$158,094**
Qualitative Research								
Individuals and Households	Focus Group for 2 Hrs Plus Travel 1 Hr	500	1	500	3	1,500	$40.61	$60,915
Individuals and Households	One-on-One Interviews	500	1	500	1	500	$40.61	$20,305
Qualitative Total		**1,000**		**1,000**		**2,000**		**$81,220**
Grand Total		**38,200**		**38,200**		**5,893**		**$239,314**

Instruction for Wage-rate category multiplier: Take each non-loaded "Avg. Hourly Wage Rate" from the BLS website table and multiply that number by 1.45.[4] For example, a non-loaded BLS table wage rate of $42.51 would be multiplied by 1.45, and the entry for the "Avg. Hourly Wage Rate" would be $61.64.

According to the U.S. Department of Labor, Bureau of Labor Statistics the 2021 wage rate category for All Occupations (Standard Occupational Classification 00-0000) is estimated to be $28.01 per hour.[5] Including the wage rate multiplier of 1.45, the fully loaded wage rate is $40.61. Therefore, the estimated burden hour cost to respondents of All Occupations is estimated to be $239,314 annually.

13. Provide an estimate of the total annual cost burden to respondents or recordkeepers resulting from the collection of information. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. (Do not include the cost of any hour burden shown in Items 12 and 14.)
The cost estimates should be split into two components:

Annual Cost Burden to Respondents or Record-keepers				
Data Collection Activity/ Instrument	***Annual Capital Start-Up Cost** (investments in overhead, equipment and other one-time expenditures)	***Annual Operations and Maintenance Cost** (such as recordkeeping, technical/professional services, etc.)	**Annual Non-Labor Cost** (expenditures on training, travel and other resources) * See Note below	**Total Annual Cost to Respondents**
Focus Group Travel (Mileage)	N/A	N/A	$18,750	$18,750

a. Operation and Maintenance and purchase of services component. These estimates should take into account cost associated with generating, maintaining, and disclosing or providing information. Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred.

There are no operation or maintenance costs associated with this collection.

[4] Bureau of Labor Statistics, Employer Costs for Employee Compensation, Table 1. Available at https://www.bls.gov/news.release/archives/ecec_03182022.pdf. Accessed March 29, 2022. The wage multiplier is calculated by dividing total compensation for all workers of $40.35 by wages and salaries for all workers of $27.83 per hour yielding a benefits multiplier of approximately 1.45.

[5] Information on the mean wage rate from the U.S. Department of Labor, Bureau of Labor Statistics is available online at: https://www.bls.gov/oes/2021/may/oes_nat.htm

b. Capital and Start-up-Cost should include, among other items, preparations for collecting information such as purchasing computers and software, monitoring sampling, drilling and testing equipment, and record storage facilities.

Annual Non-Labor Cost for travel to Focus Groups is based on U.S. General Services Administration (GSA) mileage rate for Privately Owned Vehicles (POV) effective July 1, 2022, at 0.625 per mile. Maximum travel to the Focus Group ≤ 30 miles one way or 60 miles round trip. Using this information, 60 miles roundtrip×500 respondents = 30,000 miles @ $0.625 per mile = $18,750 annual cost for mileage. See https://www.gsa.gov/travel/plan-book/transportation-airfare-pov-etc/privately-owned-vehicle-pov-mileage-reimbursement-rates.

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 have been incurred without this collection of information. You may also aggregate cost estimates for Items 12, 13, and 14 in a single table.

Annualized Cost to the Federal Government-2022							
Survey Administration or Functions	**Title and GS Level[1]**	**Salary**	**Number of Staff at GS Level**	**Fully Loaded Wage Rate[2]**	**Cost (for Salaries includes)**	**Percent of Time**	**Total Cost**
Management, survey administration	Section Manager GS 14 Step 5	$150,016	1	1.45	$217,523	35.00%	$76,133
Administrative Assistant	Administrative Assistant GS 9 Step 5	$73,617	1	1.45	$106,745	35.00%	$37,361
Program Analyst	Program Analyst GS 12 step 5	$106,759	2	1.45	$309,601	35.00%	$108,360
Supervisory, survey administration	Supervisory Customer Service Specialist GS 13 Step 5	$126,949	1	1.45	$184,076	35.00%	$64,427
Project management, administer survey program, recommend improvements, oversee reports and software application implementation, testing and maintenance of survey tools	Customer Satisfaction Analyst GS 12 Step 5	$106,759	4	1.45	$619,202	35.00%	$216,721
Statistician: OMB compliance, data analysis and reporting.	Customer Satisfaction Analyst GS 12 Step 5	$106,759	2	1.45	$309,601	35.00%	$108,360
Supervisory, Survey Administration	Supervisory Customer Service Specialist GS 12 Step 5	$106,759	1	1.45	$154,801	35.00%	$54,180
Survey Management: Administer surveys and focus groups, prepare sample, track data, analyze survey data, write reports and recommend improvements, software application implementation, testing and maintenance of survey tools and survey	Customer Service Specialist GS 11 Step 5	$89,069	7	1.45	$904,050	35.00%	$316,418
Supervisory, QC, Training Administration	Supervisory Customer Service Specialist GS 11 Step 5	$89,069	1	1.45	$129,150	35.00%	$45,203

QC, Training	Customer Service Specialist GS 11 Step 5	$89,069	2	1.45	$258,300	35.00%	$90,405
Supervisory, Survey Administration	Supervisory Customer Service Specialist GS 12 Step 5	$106,759	2	1.45	$309,601	35.00%	$108,360
Survey Interviews and special projects	Customer Service Specialists GS 9 Step 5	$73,617	14	1.45	$1,494,425	35.00%	$523,049
Subtotal			38		$4,997,075		$1,748,977
Other Costs							
Contract for Focus Group Incentives and Rental Facilities -Contractor to provide a hotel conference room and incentive for 3 locations @ $27,517.95 per location and focus group rental facilities for 3 locations @ $22,240 per location.					$149,274	59.00%	$88,072
Facilities **[cost for renting, overhead, etc. for data collection activity]** -CSA department's % of rent, utilities, security, recycling.					$75,591	35.00%	$26,457
Computer Hardware and Software **[cost of equipment annual lifecycle]** -Adobe Presenter ($300), IT SLA-4Components ($196,185), -WinCati Maintenance-Training ($21,896) -Medallia Contract ($293,836)					$512,217	35.00%	$179,276
Equipment Maintenance **[cost of annual maintenance/service agreements for equipment]** - Annual Maintenance, Laptop and accessories for all 38 staff ($30,963.41) - Printers: 1 Desktop & shared network ($483.33)					$31,447	35.00%	$11,006
Travel (to Focus Group when not on Disaster Funds) - Total cost of 6 trips that average airfare, meals, lodging for 2 travelers @ $7,252.49 per trip.					$43,5142	35.00%	$15,230
Other: Long Distance Phone Charges -AT&T phone charges @$0.0321per call @366,251 calls -Long distance completed calls@ $0.01015 per minute *9.781 minutes * average calls of 37,044 -Long distance attempted calls @ $.01015 per minute *1.25 Minutes *329,207 calls					$19,611	59.00%	$11,571
Other: C3MP Usage / Licenses -Cost for call management system to CSA per person @744.64 for 38 staff members.					$28,296	35.00%	$9,904
Other: Supplies - Average yearly expenses for pens and notepads for 38 staff members.					$3,229	35.00%	$1,130
Subtotal					***$1,254,807***		$342,646
Total							**$2,091,623**
[1] Office of Personnel Management 2023 Pay and Leave Tables for the Dallas-Ft. Worth TX-OK locality. Available online at https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2023/DCB.pdf							

Accessed February 3, 2023.[2] Wage rate includes a 1.45 multiplier to reflect the fully loaded wage rate.

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I in a narrative form. Present the itemized changes in hour burden and cost burden according to program changes or adjustments in Table 5. Denote a program increase as a positive number, and a program decrease as a negative number.

A ***"Program increase"*** *is an additional burden resulting from a Federal Government regulatory action or directive. (e.g., an increase in sample size or coverage, amount of information, reporting frequency, or expanded use of an existing form). This also includes previously in-use and unapproved information collections discovered during the ICB process, or during the fiscal year, which will be in use during the next fiscal year.*
A ***"Program decrease",*** *is a reduction in burden because of: (1) the discontinuation of an information collection; or (2) a change in an existing information collection by a Federal Agency (e.g., the use of sampling (or smaller samples), a decrease in the amount of information requested (fewer questions), or a decrease in reporting frequency).*
An ***"Adjustment"*** *denotes a change in burden hours due to factors over which the government has no control, such as population growth, or in factors which do not affect what information the government collects or changes in the methods used to estimate burden or correction of errors in burden estimates.*

Itemized Changes in Annual Burden Hours						
Data Collection Activity/Instrument	**Program Change (hours currently on OMB Inventory)**	**Program Change (New)**	**Difference**	**Adjustment (hours currently on OMB Inventory)**	**Adjustment (New)**	**Difference**
Initial Survey - Phone / FEMA Form FF-104-FY-21-159 (formerly 519-0-36)				1018	686	-332
Initial Survey - Electronic / FEMA Form FF-104-FY-21-160 (formerly 519-0-37)				737	537	-200
Contact Survey - Phone / FEMA Form FF-104-FY-21-161 (formerly 519-0-38)				1111	749	-362
Contact Survey-Electronic / FEMA Form FF-104-FY-21-162 (formerly 519-0-39)				804	586	-218
Assessment Survey - Phone / FEMA Form FF-104-FY-21-163 (formerly 519-0-40)				1114	749	-365
Assessment Survey -Electronic / FEMA Form FF-104-FY-21-164 (formerly 519-0-41)				806	586	-220
Focus Groups	2592	1500	-1092			
Interviews	800	500	-300			
Total	**3392**	**2000**	**-1392**	**5590**	**3893**	**-1697**

Explain: The overall burden has decreased for the customer satisfaction surveys in this collection. In order to comply with the DHS Burden Reduction Initiative, CSA re-evaluated their information collections for ways to reduce burden.

CSA identified that the burden estimates for the electronic surveys were inaccurate; actual completion times are shorter than previously estimated. The inaccurate estimates were due to CSA not being able to test the electronic surveys prior to last submission (did not acquire survey software in time). This resulted in an **adjustment** to burden hours for electronic surveys.

In addition to shorter completion times for electronic surveys, there has also been an increase in the number of applicants preferring email communication. This resulted in an **adjustment** to the populations for each survey, which in turn led to burden adjustments all survey forms. Response rates have also been adjusted to reflect current data. Previously response rates for phone and electronic administration were estimated to be the same (we had no data on electronic administration). Current data shows that phone response rates are higher than previous estimates and electronic response rates are lower than previous estimates.

The target of annual respondents was **38,864** in the previous collection. The current collection has an annual target of Error: Reference source not foundrespondents.

Total Program Decrease to Burden Hours = 8,982 (previous) – 5,893 (current) = 3,089

Itemized Changes in Annual Cost Burden						
Data Collection Activity/Instrument	**Program Change (cost currently on OMB Inventory)**	**Program Change (New)**	**Difference**	**Adjustment (cost currently on OMB Inventory)**	**Adjustment (New)**	**Difference**
Initial Survey - Phone / FEMA Form FF-104-FY-21-159 (formerly 519-0-36)				$38,226	$27,858	($10,368)
Initial Survey - Electronic / FEMA Form FF-104-FY-21-160 (formerly 519-0-37)				$27,674	$21,808	($5,866)
Contact Survey - Phone / FEMA Form FF-104-FY-21-161 (formerly 519-0-38)				$41,718	$30,417	($11,301)
Contact Survey-Electronic / FEMA Form FF-104-FY-21-162 (formerly 519-0-39)				$30,190	$23,797	($6,393)
Assessment Survey - Phone / FEMA Form FF-104-FY-21-163 (formerly 519-0-40)				$41,831	$30,417	($11,414)
Assessment Survey -Electronic / FEMA Form FF-104-FY-21-164 (formerly 519-0-41)				$30,265	$23,797	($6,468)
Focus Groups	$97,330	$60,915	($36,415)			

Interviews	$30,040	$20,305	($9,735)			
Total	**$127,370**	**$81,220**	**($46,150)**	**$209,904**	**$158,094**	**($51,810)**

Explain: The overall cost has decreased for the customer satisfaction surveys in this collection. Wage rates have increased since the previous submission, but this has been mitigated by the reduction in respondents and burden.

Total Program Decrease to Cost = $337,274 (previous) – $239,314 (current) = ($97,960)

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.

Reports are provided to internal stakeholders within FEMA such as the Individual Assistance management offices and various Recovery Directorate offices on a quarterly basis. These reports have a breakdown of each question (basic descriptive statistics; averages and percentages) as well as an overall analysis of patterns seen in the data each quarter and trends overtime. Data can also be aggregated by region, disaster, state, etc. depending on the needs of Individual Assistance. Therefore, it is possible that stakeholders may request reports on a monthly and/or yearly basis.

Aggregated survey results reports can also be accessed by FEMA employees on the internal CSA SharePoint site. Both weighted and unweighted survey results are available for download. FEMA employees can also access survey dashboards and view aggregated results for select questions. The dashboards are refreshed more frequently than reports are published.

Statisticians may be asked to do more in-depth analysis if there is a significant drop in customer satisfaction scores, and stakeholders want to understand why there was a decrease in satisfaction. This may involve correlation, T-tests, crosstabulations with Pearson's Chi-Square, and Analysis of Variance (ANOVA). Nonparametric analysis may be used if appropriate. Demographic data will typically be used to describe the sample of respondents, but statisticians may also look for differences in satisfaction across demographic groups if a more in-depth analysis is requested. Statisticians are careful to include disclaimers about generalizability if sample is low.

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

This collection does not seek approval to not display the expiration date for OMB approval.

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

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