

## SUPPORTING STATEMENT - PART A

### Military OneSource Records Request – 0704-MTPR

#### 1. Need for the Information Collection

In an increasingly technological and mobile world, the Military OneSource offers support 24 hours a day, telephonically and online for members of our military community, including:

- All active duty, National Guard and Reserve Component service members, regardless of activation status
- Immediate family members
- Coast Guard, when activated with the Navy
- Expeditionary civilians, 90 days pre- until 180 days post-deployment
- Retired or discharged, honorably or a general discharge, including Coast Guard veterans, and their immediate family up to 365 days post separation or retirement
- Survivors: non-remarried spouses and children

These benefits and services include confidential non-medical counseling, financial counseling, educational assistance and benefits, relocation planning and preparation, quality of life programs, and family and community programs.

To support provision of these services, the Military OneSource Business Operations Information System drives the technological capabilities that deliver the full ecosystem of Military OneSource web-based services that supports Service members and families throughout their military life, which includes one-year post military transition and survivors. When members of the military community request benefits or services from Military OneSource, records are maintained in the Military OneSource Business Operations Information System which document an individual's eligibility for these services; identify the caller's inquiry or issue to provide a warm hand-off, referral and/or requested information; and document the development of a final solution and referral information.

This information collection is required to support and streamline the process for requests from individuals for these records maintained in the Military OneSource Business Operations Information System. Specifically, this collection will be used to process, track, and report access requests and administrative appeals for Military OneSource records under the FOIA, as well as access and amendment requests and administrative appeals for Military OneSource records under the Privacy Act. Additionally, this collection is necessary to ensure Military OneSource receives proper written consent for the release of these records, as required by 5 U.S.C. 552, Freedom of Information Act, as amended; 5 U.S.C. 552a, Privacy Act of 1974, as amended; 32 CFR part 286, DoD Freedom of Information Act (FOIA) Program; 32 CFR part 310, Protection of Privacy and Access and Amendment of Individual Records Under the Privacy Act of 1974; DoD Instruction (DoDI) 1342.22, Military Family Readiness; DoD Directive, 5400.07, DoD Freedom of Information Act (FOIA) Program; DoD Instruction 5400.11, DoD Privacy and Civil Liberties Programs; DoD Manual 5400.07, DoD Freedom of Information Act (FOIA) Program; and DoD 5400.11-R, DoD Privacy Program.

## 2. Use of the Information

Requests for records are regularly made by Military Service members, immediate family members, and recent retirees seeking copies of records maintained within the Military OneSource Business Operations Information System. Requests are also sometimes made by third-parties, such as next-of-kin and attorneys or accredited representatives.

Individuals requesting records maintained on or about themselves will be asked to complete the DD3126, Military OneSource Individual Freedom of Information Act/Privacy Act Request, while third-parties will be asked to complete the DD3127, Military OneSource Third-Party Records Release Requests. Respondents are asked to complete these forms in order to provide all necessary information on the subject of the records request, nature of the records request, information on the requestor, and all appropriate written consents to required to facilitate release of the requested records.

Both forms will be provided to the requesters by the Office of the Secretary of Defense/Joint Staff (OSD/JS) Freedom of Information Act (FOIA) Requester Service Center and may be completed either electronically or in writing. Completed forms may be returned to the OSD/JS FOIA Requester Service Center via email, physical mail, or fax.

Upon receipt of a completed form, the OSD/JS FOIA Requester Center logs the request and forwards it to Office of the Under Secretary of Defense (OUSD(P&R)) for processing. Each request is reviewed by the Military Community Support Programs (MCSP) Military Community and Family Policy (MC&FP) Office to ensure all required information has been provided by the requestor. MCSP(MC&FP) then uses this information to retrieve the appropriate record(s) from the Military OneSource Business Operations Information System. These records are then reviewed and approved for release by MCSP(MC&FP) and the OUSD(P&R) Privacy and FOIA Office. Following this review and approval, the records are provided to the requestor by the OSD/JS FOIA Requester Service Center.

## 3. Use of Information Technology

80% of requests are received electronically, via the online OSD/JS FOIA Requester Service Center or email, on an annual basis.

## 4. Non-duplication

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

Information is collected upon the occasion that a respondent submits a records request. If the Department was not able to collect this information upon receipt of a Military OneSource records request, it would take longer for the Department to process such

records requests and increase the burden on the requestor by requiring more back and forth with the Department in order to collect all the required information.

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 Tuesday, April 2, 2024. The 60-Day FRN citation is 89 FRN 22697.

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

A 30-Day Federal Register Notice for the collection published on Monday July 15, 2024. The 30-Day FRN citation is 89 FRN 57397.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register 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

A Privacy Act Statement is provided at the top of each form.

System of Records Notice and Privacy Impact Assessment are located:

- DoD-0008, Freedom of Information Act and Privacy Act Records published here: <https://www.federalregister.gov/documents/2021/12/22/2021-27710/privacy-act-of-1974-system-of-records>.
- WHS FOIAXpress Privacy Impact Assessment published here: <https://www.esd.whs.mil/Portals/54/WHS%20FOIAXPRESS%20PIA.pdf>

Records are cut off and destroyed 6 years after final agency action or 3 years after final adjudication by the courts, whichever is later, in accordance with OSD Records Disposition Schedule 203-02 (GRS 4.2, Item 020 DAA-GRS-2016-0002-0001).

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)

DD 3126, Military OneSource Individual Freedom of Information Act/Privacy Act Request

- a) Number of Respondents: 330
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 330
- d) Response Time: 15 minutes
- e) Respondent Burden Hours: 82.5 hours

DD3127, Military OneSource Third-Party Records Release Requests

- a) Number of Respondents: 20
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 20
- d) Response Time: 15 minutes
- e) Respondent Burden Hours: 5 hours

2) Total Submission Burden (Summation or average based on collection)

- a) Total Number of Respondents: 350
- b) Total Number of Annual Responses: 350
- c) Total Respondent Burden Hours: 88

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instrument(s)

DD 3126, Military OneSource Individual Freedom of Information Act/Privacy Act Request

- a) Number of Total Annual Responses: 330
- b) Response Time: 15 minutes
- c) Respondent Hourly Wage: \$28.63
- d) Labor Burden per Response: \$7.16
- e) Total Labor Burden: \$2362.80

DD3127, Military OneSource Third-Party Records Release Requests

- a) Number of Total Annual Responses: 20
- b) Response Time: 15 minutes
- c) Respondent Hourly Wage: \$28.63
- d) Labor Burden per Response: \$7.16
- e) Total Labor Burden: \$143.20

2) Overall Labor Burden

- a) Total Number of Annual Responses: 350

b) Total Labor Burden: \$2506.00

The Respondent hourly wage was determined by using the Department of Labor Wage Website (<http://www.dol.gov/dol/topic/wages/index.htm>).

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)

DD 3126, Military OneSource Individual Freedom of Information Act/Privacy Act Request

- a) Number of Total Annual Responses: 330
- b) Processing Time per Response: 2 hours
- c) Hourly Wage of Worker(s) Processing Responses : \$75.95
- d) Cost to Process Each Response: \$151.90
- e) Total Cost to Process Responses\$50,127.00

DD3127, Military OneSource Third-Party Records Release Requests

- a) Number of Total Annual Responses: 20
- b) Processing Time per Response: 2 hours
- c) Hourly Wage of Worker(s) Processing Responses : \$75.95
- d) Cost to Process Each Response: \$151.90
- e) Total Cost to Process Responses: \$3,038.00

2) Overall Labor Burden to the Federal Government

- a) Total Number of Annual Responses: 350
- b) Total Labor Burden: \$53,165.00

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: \$0

2) Total Operational and Maintenance Cost: \$0

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

1) Total Labor Cost to the Federal Government: \$53,165.00

2) Total Operational and Maintenance Costs: \$0

3) Total Cost to the Federal Government: \$53,165.00

15. Reasons for Change in Burden

This is a new collection with a new associated burden.

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.