

March 12, 2024

Supporting Statement for Paperwork Reduction Act Submissions

OMB Control Number: 1660 - 0002

Title: Disaster Assistance Registration

Form Number(s):

1. **FEMA Form FF-104-FY-21-122 (formerly 009-0-1, English)**, Paper Application, Disaster Assistance Registration
2. **FEMA Form FF-104-FY-21-122-A (formerly 009-0-2, Spanish)**, Solicitud en Papel, Registro Para Asistencia De Desastre
3. **FEMA Form FF-104-FY-21-123 (formerly 009-0-1T, English)**, Tele-Registration, Disaster Assistance Registration
4. **FEMA Form FF-104-FY-21-123-A (formerly 009-0-1T, Spanish)**, Tele-Registration, Registro Para Asistencia De Desastre
5. **FEMA Form FF-104-FY-21-123-COVID-FA (English)**, Tele-Registration, COVID-19 Funeral Assistance
6. **FEMA Form FF-104-FY-21-125 (formerly 009-0-1Int, English)**, Internet Application, Disaster Assistance Registration
7. **FEMA Form FF-104-FY-21-125-A (formerly 009-0-2Int, Spanish)**, Internet Registration, Registro Para Asistencia De Desastre
8. **FEMA Form FF-104-FY-21-127 (formerly 009-0-5, English)**, Manufactured Housing Unit Revocable License and Receipt for Government Property (Revocable License)
9. **FEMA Form FF-104-FY-21-127-A (formerly 009-0-6, Spanish)**, Licencia Revocable para la Unidad de Vivienda Temporera y Recibo para el uso de Propiedad del Gobierno (Licencia Revocable)
10. **FEMA Form FF-104-FY-21-128 (formerly 009-0-3, English)**, Declaration and Release
11. **FEMA Form FF-104-FY-21-128-A (formerly 009-0-4, Spanish)**, Declaracion Y Autorizacion
12. **FEMA Form FF-104-FY-22-255**, Streamline Registration Intake for Home Damage, Disaster Assistance Registration
13. **FEMA Form FF-104-FY-22-256**, Streamline Registration Intake for Personal Property Damage, Disaster Assistance Registration

14. **FEMA Form FF-104-FY-22-257**, Streamline Registration Intake for Vehicle Property Damage, Disaster Assistance Registration
15. **FEMA Form FF-104-FY-22-258**, Streamline Registration Intake for Emergency Needs, Disaster Assistance Registration
16. **FEMA Form FF-104-FY-22-259**, Streamline Registration Intake for Essential Utilities Outage, Disaster Assistance Registration
17. **FEMA Form FF-104-FY-22-260**, Streamline Registration Intake for Funeral Expenses, Disaster Assistance Registration
18. **FEMA Form FF-104-FY-22-261**, Streamline Registration Intake for Childcare Expenses, Disaster Assistance Registration
19. **FEMA Form FF-104-FY-22-262**, Streamline Registration Intake for Lodging Expenses, Disaster Assistance Registration
20. **FEMA Form FF-104-FY-22-263**, Streamline Registration Intake for Medical or Dental Expenses, Disaster Assistance Registration
21. **FEMA Form FF-104-FY-22-264**, Streamline Registration Intake for Expenses for Miscellaneous Items (e.g., chainsaws, generators, etc.), Disaster Assistance Registration
22. **FEMA Template FT-104-FY-22-101**, Request for Information (RFI) – Funeral Verification
23. **FEMA Template FT-104-FY-22-102**, Request for Information (RFI) – Ownership Verification
24. **FEMA Template FT-104-FY-22-103**, Request for Information (RFI) – Occupancy Verification
25. **FEMA Template FT-104-FY-22-104**, Request for Information (RFI) – Medical, Dental, Disability-Accessibility-Related Items

General Instructions

A Supporting Statement, including the text of the notice to the public required by 5 CFR 1320.5(a) 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.

Specific Instructions

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.

Individuals and Households Program

The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) (Pub. L. 93-288, *as amended*) (42 U.S.C. §§ 5121-5207) is the legal basis for the Federal Emergency Management Agency (FEMA) to provide financial assistance and direct services to individuals applying for disaster assistance benefits in the event of a federally declared disaster. Regulations in 44 CFR 206.110 – 120, *Federal Assistance to Individuals and Households* implement the authority set forth in Section 408 of the Stafford Act (42 U.S.C. § 5174).

FEMA's Individuals and Households Program (IHP) provides financial housing assistance and, if necessary, direct housing assistance to eligible individuals and households who, as a direct result of a major disaster or emergency, have uninsured or under-insured, necessary expenses and serious needs, and are unable to meet such expenses or needs through other means. Individuals and households applying for assistance must provide information detailing their losses and needs through this information collection.

Financial Housing Assistance refers to funds provided to eligible applicants for temporary lodging expenses, rental of temporary housing, or repair or replacement of a disaster-damaged primary residence. Direct Temporary Housing Assistance includes providing Temporary Housing Units (THUs) through Multifamily Lease and Repair (MLR) and Direct Lease, or placing transportable temporary housing units (TTHUs), such as manufactured housing units or recreational vehicles, on private, commercial, or group sites.

The Other Needs Assistance (ONA) provision of the IHP provides financial assistance to address disaster-related medical, dental, funeral, childcare, personal property, transportation, and other necessary expenses or serious needs resulting from a major disaster.

Once the President has declared a major disaster or emergency authorizing assistance under 408 of the Stafford Act, FEMA collects Personally Identifiable Information (PII) and other information from the public to facilitate the provision of the assistance noted above through a Registration Intake (RI) process.

FEMA is required to provide meaningful access to its programs and activities for people with disabilities under Section 504 of the Rehabilitation Act of 1973 and Section 308 of the Stafford Act (42 U.S.C. § 515).

FEMA regulations at 44 CFR Part 16, *Enforcement of Nondiscrimination on the Basis of Handicap in Programs or Activities Conducted by the Federal Emergency Management Agency* implement Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112) (See 29 U.S.C. § 794, as amended) and the disability-related nondiscrimination provisions set forth in Sections 308 and 309 of the Stafford Act. In addition, Department of Homeland Security (DHS) Directive Number 065-01, entitled “*Nondiscrimination for Individuals with Disabilities in DHS-Conducted Programs and Activities (Non-employment)*” (issued September 25, 2013) requires DHS Components to provide equal opportunity for qualified individuals with disabilities served or encountered in DHS-conducted programs and activities, including providing any necessary modifications to afford a qualified individual with a disability full enjoyment of the program or activity unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial or administrative burdens to DHS.

Executive Order 14058

The changes to the following forms support Executive Order (EO) 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government* (86 FR 71357, December 16, 2021). EO 14058 states the Government must be accountable for designing and delivering services focused on the actual experience of the people it is meant to serve. In addition, EO 14058 offers that the annual paperwork burden on the public is too high and agencies must work to design experiences that reduce the administrative burden. This collection contains the modernization and proposed changes to the disaster assistance application process that reduce the time to apply for IHP assistance. In addition, the changes will help rebuild trust in the Federal Government by promoting transparency of FEMA’s disaster assistance application process.

Survivors applying for disaster assistance online now have the ability to select the type of assistance they require and only answer questions directly related to the specific types of assistance they need. Assistance is based around the types of damages; the screens encourage them to select everything that applies to their situation. Tooltips are used to

provide examples and explanation. This will decrease the number of questions survivors need to answer and reduce the time to complete their disaster application online or at a FEMA disaster recovery center.

During a period of modernization, survivors contacting the call center to complete an application will receive a version of the application which collects the same data as the public application, although the call center modernization is not complete yet. The incremental rollout of the public version where a hybrid version of the public application will be used until full implementation was completed.

FEMA will be conducting usability testing on the recently launched online disaster application. The testing will be conducted over the next 12 months to ensure feedback from hurricane season is considered, and will take the form of observational research, post-completion surveys, and focus groups. Iterative improvements will continue over this time.

Based on the results of usability testing and continued modernization changes, FEMA will submit updates to the collection through non substantive change requests. When submitting the change request, FEMA will provide a summary of the usability testing that led to the proposed change. Further, the changes that result from usability testing and incorporated through non-substantive changes, will be restricted to those that improve the user experience, decrease burden on survivors and lower error rates. FEMA will not submit non substantive change requests that implement policy changes, increase net burden, or are expected to change adjudicative outcome of applicants. Possible changes that may be considered after usability testing are: updating and clarifying instructions, moving questions, changing skip logic, clarifying question language or updating selection options, creating pop-ups or warning windows, etc.

Survivors with business losses, damage to vacation or secondary homes, and unemployment only needs will be advised upfront that IHP does not provide assistance for these categories. Instead of FEMA capturing unnecessary data, with the modernized flow we identify if the survivor only has those needs and direct them to the correct agency before they needlessly complete a registration, FEMA will direct these survivors to agencies that can help them with their needs.

There will now be up to ten individual “work flows” of questions survivors can possibly answer that will result in an application for IHP assistance. The more types of assistance they require, the more questions they will have to answer. If a survivor selects all of the possible types of assistance, they will have to answer all the questions available for:

- Home damage
- Personal property damage
- Vehicle damage
- Emergency needs
- Essential utilities outage
- Funeral expenses
- Childcare expenses
- Lodging expenses
- Medical or Dental expenses
- Expenses for miscellaneous items (e.g., chainsaws, generators, etc.)
 - Miscellaneous items (e.g., chainsaws, generators, etc.) follows the home damage flow. This flow is specific to miscellaneous items needed such as expenses resulting from purchasing chainsaws or generators as a direct result of the disaster.

There are two work flows that will not result in an application for IHP but rather refer the applicant to other resources to assist them. When a survivor only has business or unemployment needs, they are directed to the Small Business Administration (SBA) or Career One Stop.

- Business Only – If the applicant attempts to register for business only needs, FEMA will not record a disaster assistance application. The applicant will be directed to the SBA for assistance.
- Unemployment Only – If the applicant attempts to register for unemployment only needs, FEMA will not record a disaster assistance application. The applicant will be directed to Career One Stop, which is an unemployment Benefits Finder, for assistance.

The information gathered within this collection will decrease the amount of time needed to create a new registration and allow the survivor to skip any questions that do not pertain to their losses.

Summary of Major Proposed Changes

- **FEMA Forms FF-104-FY-21-122 (formerly 009-0-1, English) and FF-104-FY-21-122-A (formerly 009-0-2, Spanish), Paper Application** – This form is updated to match the legacy call center changes, so the data collection is the same to support the Streamline RI updates.
- **FEMA Forms FF-104-FY-21-123 (formerly 009-0-1T, English) and FF-104-FY-21-123-A (formerly 009-0-1T, Spanish), Tele-Registration Application for Disaster Assistance** will eventually be removed due to the addition of the Streamline RI flows (Home, Personal Property, Vehicle, Emergency Needs,

Essential Utilities, Funeral, Childcare, Lodging, Medical/Dental, Misc.): We added the tele registration f back in, because s we have to keep the hybrid call centers version on to deal with disaster through the transition to Streamline RI. We did not expect this with the last revision due to delays in development. Full modernization is expected in mid-2024.

- The ten new Streamline RI flows are:
 - **FEMA Form FF-104-FY-22-255**, Streamline RI for Home Damage, Disaster Assistance Registration
 - **FEMA Form FF-104-FY-22-256**, Streamline RI for Personal Property Damage, Disaster Assistance Registration
 - **FEMA Form FF-104-FY-22-257**, Streamline RI for Vehicle Property Damage, Disaster Assistance Registration
 - **FEMA Form FF-104-FY-22-258**, Streamline RI for Emergency Needs, Disaster Assistance Registration
 - **FEMA Form FF-104-FY-22-259**, Streamline RI for Essential Utilities Outage, Disaster Assistance Registration
 - **FEMA Form FF-104-FY-22-260**, Streamline RI for Funeral Expenses, Disaster Assistance Registration
 - **FEMA Form FF-104-FY-22-261**, Streamline RI for Childcare Expenses, Disaster Assistance Registration
 - **FEMA Form FF-104-FY-22-262**, Streamline RI for Lodging Expenses, Disaster Assistance Registration
 - **FEMA Form FF-104-FY-22-263**, Streamline RI for Medical or Dental Expenses, Disaster Assistance Registration
 - **FEMA Form FF-104-FY-22-264**, Streamline RI for Expenses for Miscellaneous Items (e.g., chainsaws, generators, etc.), Disaster Assistance Registration
- **FEMA Form FF-104-FY-21-123-COVID-FA (English)**, Tele-Registration, COVID-19 Funeral Assistance is currently in use as the application period was extended from 6/1/23 to 6/1/24. At some time in the future, this form will be replaced with FEMA Form FF-104-FY-22-260, Streamline RI for Funeral Expenses, Disaster Assistance Registration, but currently COVID registrations are taken only using this version.
- **COVID-19 Funeral Assistance** will remain in **FEMA Template FT-104-FY-22-101**, Request for Information (RFI) – Funeral Verification (English). COVID-19 Funeral Assistance will remain in the template until the COVID-19 financial assistance period ends on September 30, 2025.
- **Application/Correspondence Language** – When registering online, an applicant will be able to select their preferred application language/correspondence language (English or Spanish) at the beginning of the registration process.

- **Needs Assessment Screen** – A new screen which allows applicants and call center agents to select the specific assistance types of applicants would like to apply for via pictographs (with “info” icon containing explanatory language).
- **Referrals Instead of Registration** – If an applicant indicates Business Damages ONLY or Unemployment Assistance ONLY, the applicant will be advised FEMA does not provide assistance for those categories at this time and will be advised they can return to the Needs Assessment screen to indicate additional needs or will be provided referrals. A registration will not be taken if ONLY those needs categories are selected.
- **Personal Identification** – The removal of prefix field (Mr. Ms., etc.) and addition of preferred name field (nickname) to accommodate transgender and non-binary applicants. Addition of Suffix field per Recovery Technology Programs Division (RTPD) suggestion due to fraud trends. Added co-applicant information to the same screen to collect both applicant and co-applicant in one location. Provided explanation of co-applicant.
- **Language Other Than English** – Separated out from disability related needs question and created its own question.
- **Demographics Questions** – Added per EO 13985, *Advancing Racial Equity and Support for Underserved Communities through the Federal Government* (86 FR 7009, January 25, 2021) at the end of the registration.
- **Contact Phone Numbers** – Removed Damaged Dwelling Phone (DDP) since it is now largely inapplicable. The DDP was traditionally tied to applicants’ landline phone numbers. Now that most applicants use cell numbers, FEMA has condensed the phone number fields to only ask for Primary and Alternate phone numbers, and to provide phone types for the applicant to select from (home, cell, etc.).
- **Unable to Access Home** – Added an additional disability-related choice for applicants to explain why they cannot return to their home (i.e., disability related access features were damaged by the disaster).
- **Essential Utilities** – Reworded current question and created new questions to better capture if utilities are currently out, how long they’ve been out for, and if they’re public or private (to prompt an inspection). Changed utilities out from five days to three days to match public messaging (advising applicants to be prepared to shelter in place for up to 72 hours).
- **Immediate Needs** – Separated each item into its own option for the applicant to select (i.e., gas, shelter, clothing, etc.).
- **Temporary Lodging Expenses** – Created two new questions specific to an applicant’s temporary lodging needs.
- **Damaged Vehicles** – Created new question to capture how many drivable vehicles were in the household before the disaster, ensuring accurate processing of assistance. FEMA policy limits assistance if the household has access to

another drivable vehicle. Created new question to capture if the damaged vehicle had disability related access features.

- **Funeral ONLY** – If applicant selects Funeral Assistance ONLY, the Personal Identification screen will specify the applicant must be the person responsible for the funeral costs.
- **The Damaged Dwelling address screen** – Is being updated to ask the applicant “where did your losses occur”. This takes into account if the applicant has damage to their home, childcare facility (applicable if the applicant only chooses Child Care assistance), vehicle, or where the deceased passed if it is a funeral only application.
- **Moving and Storage** – Created a new question to capture if applicant had moving and storage expenses as a result of the disaster.
- **Child Care** – Currently, the application is asked if they have new or additional childcare costs, if their household income has been reduced therefore increasing their financial burden to pay for childcare. The proposed change simply allows the applicant to confirm by clicking Yes or No.
- **Self-Employment Income** – Moved question to Financial Information screen; reworded question for clarity.
- **Confirmation of Assistance Needed** – Needs Assessment screen would be offered again to confirm if applicant had any assistance needs not previously indicated (previous selections will grayed out).
- **Direct Deposit** – Electronic Funds Transfer (EFT), a digital movement of money from one bank account to another – related questions moved to one comprehensive screen (i.e., direct deposit explanation and option to select yes or no).

FEMA Forms FF-104-FY-21-125 (formerly 009-0-1Int, English) and FF-104-FY-21-125-A (formerly 009-0-2Int, Spanish), Internet, Disaster Assistance Registration – This form is updated so the data collection is the same to support the Streamline RI updates. An updated version of legacy to match the new question set was being used to reduce deployment risk. The Streamline RI public version was implemented on www.DisasterAssistance.gov as of December 13, 2023.

FEMA submits this Information Collection Request (ICR) to document all post-registration contacts, including callouts, casework, and auto-dialers performed for the purpose of determining whether disaster assistance applicants have unmet needs, to continue processing the application for financial or direct assistance. FEMA may share the results of those contacts directly with external stakeholders, such as state or local government partners, who can potentially assist those same applicants with assistance or services not provided by FEMA through specific programs directly targeted to disaster survivors. The callout and auto-dialers have been included as FEMA collects this information at the time of registration and are added here to note the uses of the data.

A *callout* is an organized campaign of scripted phone interviews conducted by FEMA representatives to contact specific applicant populations to collect or convey additional information necessary to ensure efficient delivery of IHP Assistance or to determine assistance that may be needed from another source. During a callout, FEMA requests personally identifiable information including the last four digits of an applicant's Social Security Number (SSN), the damaged property address and full mailing address for identity verification purposes which is part of the standard verification process.

An *auto-dialer* is automated communication for large populations of applicants, which may include scripted and pre-recorded voice, email, and text messaging through a contracted mass-notification vendor. The auto-dialer scripted message ideal length is 500 to 750 characters including spaces. The auto-dialer automated message can also include limited push-button selections for collecting basic responses and information. This is known as Get Word Back (GWB) and each response selection has a character limit of 100 characters including spaces.

Both callouts and auto-dialers require a minimum of two business days for the program office to review, approve, and coordinate the implementation of all callouts and auto-dialer requests. Additional time may be required if the request is not a typical outreach effort or if funding needs approval as in the case of auto-dialers. Requests for applicant outreach efforts often come from Joint Field Office (JFO) leadership, along with a justification that explains the intended objectives. The JFO also facilitates decisions for staff and resources to be used for approved outreach efforts. The outreach requests are sent to the IHP Helpdesk email address, and they are reviewed and approved by Program Management leadership. Additional outreach requests include those from FEMA Headquarters (HQ), the National Processing Service Centers (NPSC), and any stakeholder within FEMA.

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.

The information gathered within this collection is used to determine if the individual is in a Federally-declared disaster area and whether they have disaster-caused necessary expenses or serious needs that are unable to be met through other means.

This information is gathered from members of the public including U.S. Persons (U.S. citizens or lawful permanent residents) and non-U.S. Persons.

As a result of this proposed collection revision, FEMA uses the disability-related information it receives from survivors to provide accommodations or modifications, as appropriate on an individualized basis, of certain programs, policies, and procedures to provide meaningful access (i.e., a survivor with a disability may require in-person assistance to complete the application or a copy of the registration application in Braille).

FEMA Forms FF-104-FY-21-122 (formerly 009-0-1, English) and FF-104-FY-21-122-A (formerly 009-0-2, Spanish), Paper Application – When a Federally-declared disaster or emergency occurs, a tele-registration 800 number and disaster assistance website are published for individuals to apply for FEMA assistance. In rare circumstances where the system is inaccessible or telecommunication capabilities are inoperable, FEMA service representatives will record the individual’s information using paper versions of FF-104-FY-21-122 (formerly 009-0-1, English) or FF-104-FY-21-122-A (formerly 009-0-2, Spanish). Once the paper application is completed and when the system becomes accessible, the FEMA representative manually enters the information into the system. Applicants also receive a completed form with information transcribed from the system as a copy of their application for reference.

FEMA Forms FF-104-FY-21-123 (formerly 009-0-1T, English) and FF-104-FY-21-123-A (formerly 009-0-1T, Spanish), Tele-Registration – When a Federally-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing the questions in this information collection and records the information directly into the electronic copy of FF-104-FY-21-123 (formerly 009-0-1T, English) in FEMA’s National Emergency Management Information System (NEMIS) database. The hybrid version is in use by the call center until the complete call center modernization occurs in mid-2024.

FEMA Form FF-104-FY-21-123-COVID-FA, Tele-Registration, Funeral Assistance (English) – Is currently in use as the application period was extended from June 1, 2023, to June 1, 2024. At some time in the future, this form will be replaced with FEMA Form FF-104-FY-22-260, Streamline RI for Funeral Expenses, Disaster Assistance Registration. When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. Due to the nature of COVID-19 Funeral applications, are only taken by specialized FEMA service representatives the 800 tele-registration number. A FEMA service representative interviews individuals over the telephone utilizing specific funeral expenses questions in this information collection and records the information directly into the electronic copy of FF-104-FY-21-123-COVID-FA (English) in FEMA’s NEMIS database.

FEMA Forms FF-104-FY-21-125 (formerly 009-0-1Int, English) and FEMA Form FF-104-FY-21-125-A (formerly 009-0-2Int, Spanish), Internet Application – When a Federally-declared disaster or emergency occurs, a website is published for individuals to apply for disaster assistance through www.DisasterAssistance.gov, which utilizes FF-104-FY-21-125 (formerly 009-0-1Int, English) or FF-104-FY-21-125-A (formerly 009-0-2Int, Spanish). The information collected is electronically transferred into the NEMIS database.

FEMA Forms FF-104-FY-21-127 (formerly 009-0-5, English) and FF-104-FY-21-127-A (formerly 009-0-6, Spanish), Revocable License – Individuals who qualify for TTHU such as MHUs, recreational vehicles or travel trailers, or other fabricated dwellings through FEMA Direct Temporary Housing Assistance are required to acknowledge and accept conditions for receiving and occupying government property. Once an individual is determined eligible for Direct Temporary Housing Assistance, FEMA uses the information collected in FF-104-FY-21-122 (formerly 009-0-1), FF-104-FY-21-122-A (formerly 009-0-2), FF-104-FY-21-123 (formerly 009-0-1T), FF-104-FY-21-125 (formerly 009-0-1Int), or FF-104-FY-21-125-A (formerly 009-0-2Int) to prepare the *Manufactured Housing Unit Revocable License and Receipt for Government Property* form permitting applicants to use MHUs as temporary housing.

FEMA Forms FF-104-FY-21-128 (formerly 009-0-3, English) and FF-104-FY-21-128-A (formerly 009-0-4, Spanish), Declaration and Release – For FEMA disaster assistance eligibility requirements to be met, a household member must be a citizen, non-citizen national or qualified alien of the United States. FF-104-FY-21-128 (formerly 009-0-3, English) or FF-104-FY-21-128-A (formerly 009-0-4, Spanish) is used to certify the individual's information and eligibility. Information gathered in this form is imbedded within FF-104-FY-21-125 (formerly 009-0-1Int), FF-104-FY-21-125-A (formerly 009-0-2Int), and FF-104-FY-21-123 (formerly 009-0-1T), therefore FF-104-FY-21-128 (formerly 009-0-3) and FF-104-FY-21-128-A (formerly 009-0-4) are only utilized in circumstances when FEMA registrations are collected via FF-104-FY-21-122 (formerly 009-0-1) or FF-104-FY-21-122-A (formerly 009-0-2), Paper Application.

FEMA Form FF-104-FY-22-255, Streamline Registration Intake for Home Damage, Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific home property damage questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-255 in FEMA's NEMIS database.

FEMA Form FF-104-FY-22-256, Streamline Registration Intake for Personal Property Damage, Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific personal property damage questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-256 in FEMA’s NEMIS database.

FEMA Form FF-104-FY-22-257, Streamline Registration Intake for Vehicle Property Damage, Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific vehicle property damage questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-257 in FEMA’s NEMIS database.

FEMA Form FF-104-FY-22-258, Streamline Registration Intake for Emergency Needs, Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific emergency needs questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-258 in FEMA’s NEMIS database.

FEMA Form FF-104-FY-22-259, Streamline Registration Intake for Essential Utilities Outage, Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific essential utilities outage questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-259 in FEMA’s NEMIS database.

FEMA Form FF-104-FY-22-260, Streamline Registration Intake for Funeral Expenses, Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific funeral expenses questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-260 in FEMA’s NEMIS database.

FEMA Form FF-104-FY-22-261, Streamline Registration Intake for Childcare Expenses, Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific childcare expenses questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-261 in FEMA’s NEMIS database.

FEMA Form FF-104-FY-22-262, Streamline Registration Intake for Lodging Expenses, Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific lodging expenses questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-262 in FEMA’s NEMIS database.

FEMA Form FF-104-FY-22-263, Streamline Registration Intake for Medical or Dental Expenses, Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific medical or dental expenses questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-263 in FEMA’s NEMIS database.

FEMA Form FF-104-FY-22-264, Streamline Registration Intake for Expenses for Miscellaneous Items (e.g., chainsaws, generators, etc.), Disaster Assistance Registration – When a Presidentially-declared disaster or emergency occurs, a tele-registration 800 number is published for individuals to call and apply for assistance. A FEMA service representative interviews individuals over the telephone utilizing specific miscellaneous items questions in this information collection and records the information directly into the electronic copy of FF-104-FY-22-264 in FEMA’s NEMIS database.

Request for Information (RFI) – RFI letters are currently utilized to gather additional documentation from disaster assistance applicants to verify disaster related losses and to prevent a duplication of benefits (i.e., receiving insurance settlement payments that fully cover the losses and receiving the same financial assistance from FEMA). RFIs are tailored to the applicant’s claimed loss categories (e.g., transportation, moving and storage, medical/dental, child care, etc.), and request information such as vehicle registrations, auto mechanic receipts, and vehicle insurance policies; itemized bills, receipts, or estimates from medical providers, written statements from medical providers confirming injuries or illnesses are disaster-related, and medical insurance policies;

itemized receipts, bills, or estimates for moving and storage expenses and insurance settlement letters; proof of income before and after the disaster, proof of child care expenses before and after the disaster, and proof the child care provider is licensed.

FEMA will use this information to determine eligibility for Individuals and Households assistance to accept documentation in support of proof of ownership and or occupancy of the applicant's primary residence within this collection in the following manner:

- a. Applicants are currently advised through correspondence (Cover Letter) what documentation is acceptable to provide the agency proof of ownership and or occupancy of their primary residence. The correspondence is delivered via the preferred correspondence method (electronic or postal mail) indicated by the applicant during the RI outlining the requested documentation.
- b. The applicant will also be sent a Request for Information (RFI) letter via the preferred correspondence method (electronic or postal mail) indicated by the applicant during RI outlining the requested documentation.
- c. This information is not shared outside the agency.

Both callouts and auto-dialers requests for applicant outreach efforts often come from JFO leadership, along with a justification that explains the intended objectives. Other requests include those from FEMA HQ, the NPSC, and any stakeholder within FEMA.

FEMA Form FF-256-FY-21-100 (English), Equity Demographics Questions

This form is not a part of this collection but will be used in conjunction with Streamline RI. FEMA will obtain information about the demographic characteristics of those who apply for disaster assistance grants and will allow FEMA to assess and enforce its civil rights, nondiscrimination and equity requirements and obligations as outlined in Federal civil rights laws such as the Civil Rights Act, Rehabilitation Act and Stafford Act. As an example of FEMA's requirements, Section 308 of the Robert T. Stafford Act requires disaster assistance, including "the distribution of supplies, the processing of applications, and other relief and assistance activities" by FEMA and recipients of FEMA financial assistance, "be accomplished in an equitable and impartial manner, without discrimination on the grounds of race, color, religion, nationality, sex, age, disability, English proficiency, or economic status."

The questions will be included towards the end of a grant collection form online, through the call center, and on paper. The data collection will use technology to search, query, or analyze information based on the demographic categories and protected characteristics identified in civil rights laws, including the Stafford Act.

FEMA Form FF-256-FY-21-100, Equity Demographics is approved under OMB Collection No. 1660-0154 and the burden is accounted for in its own collection.

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.

An individual may register for FEMA IHP assistance via www.DisasterAssistance.gov through the internet using a personal computer or internet-capable mobile device, by calling FEMA's 800 toll-free number, or through submission of a paper application via a FEMA representative. All registration methods are processed through NEMIS in the same manner. NEMIS is an integrated database system used to provide FEMA with automation and record storage capabilities to perform disaster and non-disaster operations.

The forms are available for download and use by FEMA staff via the FEMA Intranet at [https://usfema.sharepoint.com/sites/ORR/orr_programs/recovery_programs/ia_programs/Pages/IHP-Office-of-Management-and-Budget-\(OMB\)-Forms.aspx](https://usfema.sharepoint.com/sites/ORR/orr_programs/recovery_programs/ia_programs/Pages/IHP-Office-of-Management-and-Budget-(OMB)-Forms.aspx). In some rare cases where this is needed, FEMA will continue to use paper forms to collect this information.

FEMA Forms FF-104-FY-21-122 (formerly 009-0-1, English) and FF-104-FY-21-122-A (formerly 009-0-2, Spanish), Paper Application – Allows individuals to register for disaster assistance using a paper application.

FEMA Forms FF-104-FY-21-123 (formerly 009-0-1T, English) and FF-104-FY-21-123-A (formerly 009-0-1T, Spanish), Tele-Registration – The toll-free 800 number allows individuals to register for disaster assistance telephonically with a FEMA representative.

FEMA Form FF-104-FY-21-123-COVID-FA, Tele-Registration, COVID-19 Funeral Assistance – A FEMA service representative interviews individuals over the telephone utilizing specific funeral expenses questions in this information collection and records the information directly into the electronic copy of FF-104-FY-21-123-COVID-FA in FEMA's NEMIS database.

FEMA Forms FF-104-FY-21-125 (formerly 009-0-1Int, English) and FEMA Form FF-104-FY-21-125-A (formerly 009-0-2Int, Spanish), Internet Application – www.DisasterAssistance.gov allows individuals to register for disaster assistance electronically via the internet.

FEMA Forms FF-104-FY-21-127 (formerly 009-0-5, English) and FF-104-FY-21-127-A (formerly 009-0-6, Spanish), Revocable License – Not applicable to this question as these forms are not currently available for disaster applicants to access online or complete electronically. FEMA staff meet with the applicants, to review the document and collect their signature at the time they move into a FEMA-provided housing unit.

FEMA Forms FF-104-FY-21-128 (formerly 009-0-3, English) and FF-104-FY-21-128-A (formerly 009-0-4, Spanish), Declaration and Release – Allows individuals to complete the Declaration and Release Form, which the individual signs electronically or via paper.

FEMA Form FF-104-FY-22-255, Streamline Registration Intake for Home Damage, Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration for home damage, this stream allows individuals to register specifically for damages to the home. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Form FF-104-FY-22-256, Streamline Registration Intake for Personal Property Damage, Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration for personal property damage, this stream allows individuals to register specifically for the damage that was caused by a disaster. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Form FF-104-FY-22-257, Streamline Registration Intake for Vehicle Property Damage, Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration, this stream allows individuals to register specifically for property damage to a vehicle that was caused by a disaster. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Form FF-104-FY-22-258, Streamline Registration Intake for Emergency Needs, Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration, this stream allows individuals to register specifically for emergency needs due to a disaster. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Form FF-104-FY-22-259, Streamline Registration Intake for Essential Utilities Outage, Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration, this stream allows individuals to register specifically for essential utilities due to an outage. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Form FF-104-FY-22-260, Streamline Registration Intake for Funeral Expenses, Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration, this stream allows individuals to register specifically for funeral expenses as a result of a disaster. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Form FF-104-FY-22-261, Streamline Registration Intake for Childcare Expenses, Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration, this stream allows individuals to register specifically for expenses from childcare as a result of a disaster. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Form FF-104-FY-22-262, Streamline Registration Intake for Lodging Expenses, Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration, this stream allows individuals to register specifically for expenses from lodging as a result of a disaster. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Form FF-104-FY-22-263, Streamline Registration Intake for Medical or Dental Expenses, Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration, this stream allows individuals to register specifically for expenses from medical or dental as a result of a disaster. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Form FF-104-FY-22-264, Streamline Registration Intake for Expenses for Miscellaneous Items (e.g., chainsaws, generators, etc.), Disaster Assistance Registration – When an applicant contacts FEMA via tele-registration, this stream allows individuals to register specifically for expenses from any miscellaneous items, such as chainsaws or generators as a result of a disaster. While the agent takes the registration on the phone, they then enter the information into the electronic web form.

FEMA Template FT-104-FY-22-101, Request for Information (RFI) – Funeral Verification – Requests applicants to provide documents that confirm the deceased individual's death was attributed to COVID-19, show the funeral expenses for each deceased individual, provide the amount of burial or funeral insurance if any, and provide assistance from any other sources for the burial or funeral. This request may also include the request for identity verification documents. The applicants can submit the documentation to FEMA by uploading it to their Disaster Assistance Center (DAC) online account, by fax, or by mail.

FEMA Template FT-104-FY-22-102, Request for Information (RFI) – Ownership Verification – Requests applicants to provide documents to confirm the applicant owned the home when public records do not match the address for standard FEMA verification. The request asks for one document from a list of acceptable documents and explains the document must include the applicant or co-applicant’s name, the home address, and be dated within a year before the disaster began, or if dated after the disaster, must clearly state the home was owned by applicant at the time of the disaster. If the home is inherited, documents can prove the inheritance such as a combination death certificate and will, or an Affidavit of Heirship with a death certificate. The applicants can submit the documentation to FEMA by uploading it to their DAC online account, by fax, or by mail.

FEMA Template FT-104-FY-22-103, Request for Information (RFI) – Occupancy Verification – Requests applicants to provide documents to confirm the applicant lived at the address on the application when public records do not match the address for standard FEMA verification. The request asks for one document from a list of acceptable documents and explains the document must include the applicant or co-applicant’s name, the home address, be dated before the disaster began, and is current (not expired) at the time of the disaster. The applicants can submit the documentation to FEMA by uploading it to their DAC online account, by fax, or by mail.

FEMA Template FT-104-FY-22-104, Request for Information (RFI) – Medical, Dental, Disability-Accessibility-Related Items – Requests applicants to provide documents that show the amounts of expenses, and how the disaster caused the expenses. Each RFI letter insert is tailored to the expressed need of the applicant and requests copies of documents associated with the need. Depending on the expressed need the insert can include a request for a signed explanation letter, provider’s statement, itemized receipts, bills, or estimates, and insurance documentation if any exists. The applicants can submit the documentation to FEMA by uploading it to their DAC online account, by fax, or by mail.

Multiple callout requests may be collected in the following ways:

- 1) **Callout and Review System (CARS) Campaigns** which uses an interview script for standardized contacts with applicants that meet specific criteria or objectives. The criteria is contingent upon the type of outreach. For example, for an Unmet Needs callout the targeted population can be individuals who failed the Identity Verification process (IDV Fail), recorded Unknown Damages, their Occupancy was Not verified (failed), or Ownership Not verified (failed), and it has been a week after the inspection was completed. The objective of the callout is to identify and address

common barriers applicants may experience qualifying for IHP assistance. This system allows interview results to be tracked for standard reporting;

- 2) **Housing Operations Management Enterprise System (HOMES)** is used to track and conduct Pre-Placement Interviews (PPIs) for identified populations of applicants that are potentially eligible for Direct Housing; and
- 3) **Non-Campaign Callouts** may be conducted by Applicant Processing Services Section (APS) staff in FEMA's call center or JFO without use of CARS or HOMES, upon approval, and are not part of an outreach campaign. These types of callouts tend to be standard in nature to correct or update applicant registrations, or for coordination pertaining to special, but minimally sized applicant populations.

An example of a standard CARS callout could include contacting displaced survivors, using current contact and location information recorded in the Individual Assistance (IA) System (formerly NEMIS) to identify critical needs such as applicants with immediate housing needs (e.g., homeless), verify or update their current location (e.g., to identify displaced applicants for housing needs assessment purposes), and provide information requested by the JFO such as local resources.

Whereas a standard auto-dialer campaign may be needed for conducting a housing needs assessment, where the survivor will be instructed to select scripted options via push button prompts over the phone, to update their current location or housing status. There are numerous potential reasons for conducting auto-dialers or callouts; callout-related documents associated with approved callouts by the APS and JFOs are maintained and archived in a secure drive accessible to PM staff. These documents relate to request for and approval of the callout, however responses received from applicants during the callout process are saved to CARS as will be discussed below.

Office of Response and Recovery (ORR) Program Management (PM) Section provides programmatic oversight and coordinates all outreach efforts for IHP applicants including receipt and approval of requests for outreach campaigns to applicants. Each outreach request is reviewed to determine whether sufficient information was provided to determine the type of request received and evaluate the need for the outreach effort. Stakeholders who request outreach campaigns are encouraged to submit a completed Outreach Evaluation Worksheet to support and streamline the request evaluation process. The Outreach Evaluation Worksheet is a form that documents the outreach request for ORR PM review. The worksheet does not solicit information from IHP applicants.

Within the PM Section, multiple stakeholders assist in the process to ensure continuity, including:

- 1) Coordination Unit (CU) coordinates IHP messaging and facilitates efforts between stakeholders for all outreach campaigns, to ensure outbound contacts to applicants are consistent, effective, and non-duplicative. This includes the implementation of Auto-Dialer outreach efforts and IA system support;
- 2) Disaster Housing Unit (DHU) provides coordination support and approval of outreach scripts when they are related to Direct Housing; and
- 3) Policy and Doctrine Unit (PDU) provides IA policy, doctrine, and procedural support, along with CARS script development and approvals.

Stakeholders in the outreach process include:

- 1) Auto-Dialer Vendor (AD Vendor) contracted by FEMA, schedules test calls for internal stakeholders, live auto-dialer calls to applicants, and can send multiple outbound messages by voice, email, and Short Messaging Service (SMS) Text;
- 2) APS provides call center staffing for outreach campaigns, the assignment of specific callback numbers for applicants, and ensures applicable training is completed for CARS, HOMES, and IA System;
- 3) Recovery Technology Programs Division (RTPD) provides the technology framework for CARS, campaign identification (ID) numbers for auto-dialer campaigns and sends the data files to the auto-dialer vendor's mass notification system. RTPD also ensures coordination of auto-dialer funding and provides the final approval for the vendor to commence live auto-dialer calls; and
- 4) Recovery Reporting and Analytics Division (RRAD) provides the data query to pull registrations into CARS or an auto-dialer, reports to stakeholders on the progress of outreach efforts, identifies registrations for HOMES PPIs if IA system toggles are not used, and sends the data-pull query to the Product Support Branch (PSB) for auto-dialer campaigns.

After an auto-dialer goes live, RRAD sends to Program Implementation (PI) a FEMA Information and Data Analysis (FIDA) that includes the registration numbers and the disaster numbers of the contacted applicants. PI creates a comment, following the information in the Preshift, an informational database website that specifically assists RI, casework, and helpline staff regarding registration procedures and processing questions, to search for clarification associated to the auto-dialer, which is added in IA system and sends it to Systems Administration (SA), along with the report. SA then stamps the cases listed in the report with the comment created by PI staff. The auto-dialer retrieves the callout results from the contractor's mass notification system and stores the results within the auto-dialer system and replicates the data to the Operational Data Store (ODS) for reporting. The results can be accessed through the auto-dialer reports located in Business Objects (Enterprise Data Warehouse) as referenced in the Privacy Threshold Analysis (PTA) FEMA Virginia Systems Repository (VSR). For the auto-dialers that include GWB, and depending on the information that is requested, RRAD will send SA a FIDA with the registration

numbers, disaster numbers, and results. Depending on the type of auto-dialer, SA may generate a letter and/or request an inspection.

The data CARS stores includes the applicant's first and last name, disaster, and registration number. There are free-form text fields where agents could enter additional information provided by the applicant however, they are instructed not to include PII.

In addition, some scripts such as the Pre-Placement Interview, solicit specific information that result in data used for eligibility determination for the Direct Housing Program (as mentioned above) and are also shared with government and volunteer partners who are assisting with unmet needs. For the Pre-Placement Interview these are "P-Codes."

Examples of additional data elements that may be solicited through the various callouts, casework and auto-dialers are detailed in Section 2e below.

Once an agent accesses the case in CARS, the registration number is used to review information in IA system where correspondence can be reviewed along with all other activity associated within the case file. CARS does not communicate with IA system. Agents record the responses in CARS and also make a comment in IA system that the contact took place. Each callout in CARS is called a "study." RTPD states having a requirement to store the data from each study for six (6) years and three (3) months and then those records are destroyed. A study is made inactive once calls are finished, and only administrative users have access to the data.

Usability testing was performed on the current RI script. As a result, a reduction of 25,129 burden hours has been recognized and included as an offset to the overall increase of 224,924 burden hours to this collection. Based on responses from survivors from FEMA's customer satisfaction surveys, feedback from audit reports, congressional and media inquiries FEMA is proposing the changes outlined in this Supporting Statement, with RTPD as the lead partner for testing. The FEMA User Experience (UX) Team will conduct some limited user testing with the modern script in July 2023. More extensive usability testing will follow deployment after September 2023.

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.

The information is not collected in any other form, and therefore is not duplicated elsewhere although the information is shared with the SBA through a Computer Matching Agreement (CMA)

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.

NEMIS is designed in such a way that small business owners submitting applications for FEMA IHP assistance are automatically referred to the SBA for disaster assistance.

This collection 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.

Information in this collection is only gathered when the President declares a major disaster or emergency for FEMA's IA. To provide disaster assistance to individuals and households within a Presidentially-declared area, this information must first be collected to validate individuals' claims to meet applicable federal program requirements.

The consequence if disability-related information is not collected is that FEMA is unable to consistently meet the needs of individuals with disabilities, which is a civil rights requirement.

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 does not include a statistical survey.

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 statute 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 publication 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 October 19, 2023, at 88 FR 72092. No comments were received.

A 30-day Federal Register Notice inviting public comments was published on January 16, 2024, at 89 FR 2634. The public comment period is open until February 15, 2024.

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.

Disaster applicants continually relay their feedback to FEMA through Voluntary Agency Liaisons, Disaster Recovery Center staff members, IA Liaisons, Congressional inquiries, etc. FEMA and external partners routinely perform audits pertaining to the RI questions and process.

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.

Not applicable, please see the response in 8b above.

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

FEMA does not provide any payments or gifts to respondents in exchange for a benefit sought.

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

The Privacy Threshold Analysis (PTA) for the Disaster Assistance collection was approved by the DHS Privacy Office on January 18, 2023, and is valid through January 18, 2026. This PTA also outlines the usage of FF-104-FY-21-123-COVID-FA (English) for COVID-19 Funeral Assistance.

As documented in the PTA, a verbal Privacy Notice is read to applicants calling to register for assistance.

This collection is supported by the existing System of Records Notice (SORN): *DHS/FEMA-008 Disaster Recovery Assistance Files of Record* (87 FR 7852, February 10, 2022).

The Privacy Impact Assessment (PIA) supporting this collection is *DHS/FEMA/PIA-049 Individual Assistance Program and DHS/FEMA—026 Operational Data Store and Enterprise Data Warehouse* (August 2018).

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.

There are no questions of a sensitive nature in this information collection.

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. Consultation 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.

Based on historical data from 2012 through 2021 utilizing Croston's Method for intermittent demand forecasting, it is estimated 989,506 individuals will apply for IHP assistance annually.

FEMA Form FF-104-FY-21-122 (English) and FF-104-FY-21-122-A (Spanish) (formerly 009-0-1 and 009-0-2), Paper Application: is estimated to have 2,300 respondent's times 1 response per respondent per year for 2,300 total annual responses (2,300 x 1 = 2,300). It is estimated that each response will require 0.3333 burden hours

(approximately 20 minutes) to complete, therefore 2,300 responses times 0.3333 hours equals 767 total annual burden hours ($2,300 \times 0.3333 = 767$).

FEMA Form FF-104-FY-21-123 (English) and FF-104-FY-21-123-A (Spanish)

(formerly 009-0-1T, Tele-Registration): is estimated to have 181,900 respondents times 1 response per respondent per year for 181,900 total annual responses ($181,900 \times 1 = 181,900$). It is estimated that each response will require 0.3667 burden hours (approximately 22 minutes) to complete, therefore 181,900 responses times 0.3667 hours equals 66,703 total annual burden hours ($181,900 \times 0.3667 = 66,703$).

FEMA Form FF-104-FY-21-123 (English) and FF-104-FY-21-123-A (Spanish)

(formerly 009-0-1T), Tele-Registration: The Streamline RI forms below (FEMA Forms **FF-104-FY-22-255 – FF-104-FY-22-264**) breakdown registration into flows based on the assistance the applicant has selected. The burden reduction for the following streamline Registration Intake flows were calculated by using a burden hour baseline provided by RAD for the All Needs Flow including the individual times needed for 10 types of assistance.

- RAD provided baseline data for the All Needs Flow and for cases that met criteria to match the separate streams.
 - Separate streams from the All Needs Flow to show burden reduction through the streamlined process:
 - Home Damage
 - Personal Property Damage
 - Vehicle Property Damage
 - Emergency Needs
 - Essential Utilities Outage
 - Funeral Expenses
 - Childcare Expenses
 - Lodging Expenses
 - Medical/Dental Expenses
 - Expenses for Miscellaneous Items (e.g., chainsaws, generators, etc.), follows the home damage flow.
- RTPD provided 10 updated individual flows in separate PowerPoint slides.
- IHP calculated the burden for each RI stream flow by completing the process for each stream with three (3) testers.
 - Each tester calculated the average handle time and used the actual time to complete the registration as the burden hour.
 - Note the 10 streams are treated as an individual instrument with each having its own burden hours.

- A baseline for burden hours was already accessible from the RAD reports previously requested for the All Needs Flow. RI currently is 23-27 minutes for an average handle time .
 - IHP requested a report to breakdown the individual times needed to complete each of the above registrations.
- From RI testing, 3 testers tested each of the above RI streams.
- Finally, the average time for one (1) tester to compete each stream flow was added to the other two (2) testers average times then divided by three (3) to finalize an average handle time as noted in the RI testing burden reduction results.

FEMA Form FF-104-FY-21-123-COVID-FA (English), Tele-Registration, COVID-19 Funeral Assistance: is estimated to have 500,000 respondents times 1 response per respondent per year for 500,000 total annual responses ($500,000 \times 1 = 500,000$). It is estimated that each response will require 0.3667 burden hours (approximately 22 minutes) to complete, therefore 500,000 responses times 0.3667 hours equals 183,350 total annual burden hours ($500,000 \times 0.3667 = 183,350$).

FEMA Form FF-104-FY-21-125 (English) and FF-104-FY-21-125-A (Spanish) (formerly 009-0-1Int and 009-0-2Int, Internet Application: is estimated to have 756,600 respondents times 1 response per respondent per year for 756,600 total annual responses ($756,600 \times 1 = 756,600$). It is estimated that each response will require 0.3667 burden hours (approximately 22 minutes) to complete, therefore 756,600 responses times 0.3667 hours equals 277,445 total annual burden hours ($756,600 \times 0.3667 = 277,445$).

FEMA Form FF-104-FY-21-127 (English) and FF-104-FY-21-127-A (Spanish) (formerly 009-0-5 and 009-0-6), Revocable License: is estimated to have 9,388 respondents times 1 response per respondent per year for 9,388 total annual responses ($9,388 \times 1 = 9,388$). It is estimated that each response will require 0.2500 burden hours (approximately 15 minutes) to complete, therefore 9,388 responses times 0.2500 hours equals 2,347 total annual burden hours ($9,388 \times 0.2500 = 2,347$).

FEMA Form FF-104-FY-21-128 (English) and FF-104-FY-21-128-A (Spanish) (formerly 009-0-3 and 009-0-4), Declaration and Release: is estimated to have 2,300 respondents times 1 response per respondent per year for 2,300 total annual responses ($2,300 \times 1 = 2,300$). It is estimated that each response will require 0.0333 burden hours (approximately 2 minutes) to complete, therefore 2,300 responses times 0.0333 hours equals 77 total annual burden hours ($2,300 \times 0.0333 = 77$).

FEMA Form FF-104-FY-22-255, Streamline Registration Intake for Home Damage: is estimated to have 135,000 respondents times 1 response per respondent per year for

135,000 total annual responses ($135,000 \times 1 = 135,000$). It is estimated that each response will require 0.2333 burden hours (approximately 14 minutes) to complete, therefore 135,000 responses times 0.2333 hours equals 31,496 total annual burden hours ($135,000 \times 0.2333 = 31,496$).

FEMA Form FF-104-FY-22-256, Streamline Registration Intake for Personal Property Damage: is estimated to have 50,800 respondents times 1 response per respondent per year for 50,800 total annual responses ($50,800 \times 1 = 50,800$). It is estimated that each response will require 0.1333 burden hours (approximately 8 minutes) to complete, therefore 50,800 responses times 0.1333 hours equals 6,772 total annual burden hours ($50,800 \times 0.1333 = 6,772$).

FEMA Form FF-104-FY-22-257, Streamline Registration Intake for Vehicle Property Damage: is estimated to have 5,000 respondents times 1 response per respondent per year for 5,000 total annual responses ($5,000 \times 1 = 5,000$). It is estimated that each response will require 0.1500 burden hours (approximately 9 minutes) to complete, therefore 5,000 responses times 0.1500 hours equals 750 total annual burden hours ($5,000 \times 0.1500 = 750$).

FEMA Form FF-104-FY-22-258, Streamline Registration Intake for Emergency Needs: is estimated to have 100,700 respondents times 1 response per respondent per year for 100,700 total annual responses ($100,700 \times 1 = 100,700$). It is estimated that each response will require 0.1833 burden hours (approximately 11 minutes) to complete, therefore 100,700 responses times 0.1833 hours equals 18,458 total annual burden hours ($100,700 \times 0.1833 = 18,458$).

FEMA Form FF-104-FY-22-259, Streamline Registration Intake for Essential Utilities Outage: is estimated to have 102,400 respondents times 1 response per respondent per year for 102,400 total annual responses ($102,400 \times 1 = 102,400$). It is estimated that each response will require 0.1167 burden hours (approximately 7 minutes) to complete, therefore 102,400 responses times 0.1167 hours equals 11,950 total annual burden hours ($102,400 \times 0.1167 = 11,950$).

FEMA Form FF-104-FY-22-260, Streamline Registration Intake for Funeral Expenses: is estimated to have 200,000 respondents times 1 response per respondent per year for 200,000 total annual responses ($200,000 \times 1 = 200,000$). It is estimated that each response will require 0.1667 burden hours (approximately 10 minutes) to complete, therefore 200,000 responses times 0.1667 hours equals 33,340 total annual burden hours ($200,000 \times 0.1667 = 33,340$).

FEMA Form FF-104-FY-22-261, Streamline Registration Intake for Childcare Expenses: is estimated to have 12,600 respondents times 1 response per respondent per year for 12,600 total annual responses ($12,600 \times 1 = 12,600$). It is estimated that each response will require 0.1833 burden hours (approximately 11 minutes) to complete, therefore 12,600 responses times 0.1833 hours equals 2,310 total annual burden hours ($12,600 \times 0.1833 = 2,310$).

FEMA Form FF-104-FY-22-262, Streamline Registration Intake for Lodging Expenses: is estimated to have 1,700 respondents times 1 response per respondent per year for 1,700 total annual responses ($1,700 \times 1 = 1,700$). It is estimated that each response will require 0.2000 burden hours (approximately 12 minutes) to complete, therefore 1,700 responses times 0.2000 hours equals 340 total annual burden hours ($1,700 \times 0.2000 = 340$).

FEMA Form FF-104-FY-22-263, Streamline Registration Intake for Medical or Dental Expenses: is estimated to have 2,200 respondents times 1 response per respondent per year for 2,200 total annual responses ($2,200 \times 1 = 2,200$). It is estimated that each response will require 0.1667 burden hours (approximately 10 minutes) to complete, therefore 2,200 responses times 0.1667 hours equals 367 total annual burden hours ($2,200 \times 0.1667 = 367$).

FEMA Form FF-104-FY-22-264, Streamline Registration Intake for Expenses for Miscellaneous Items (e.g., chainsaws, generators, etc.): Miscellaneous items follow the home damage flow: is estimated to have 12,600 respondents times 1 response per respondent per year for 12,600 total annual responses ($12,600 \times 1 = 12,600$). It is estimated that each response will require 0.2500 burden hours (approximately 15 minutes) to complete, therefore 12,600 responses times 0.2500 hours equals 3,150 total annual burden hours ($12,600 \times 0.2500 = 3,150$).

FEMA Template FT-104-FY-22-101, Request for Information (RFI) – Funeral Verification (English): is estimated to have 200,000 respondents times 1 response per respondent) per year for 200,000 total annual responses ($200,000 \times 1 = 200,000$). It is estimated that each response will require 0.1667 burden hours (approximately 10 minutes) to complete, therefore 200,000 responses times 0.1667 hours equals 33,340 total annual burden hours ($200,000 \times 0.1667 = 33,340$).

FEMA Template FT-104-FY-22-102, Request for Information (RFI) – Ownership Verification (English): is estimated to have 23,121 respondents times 1 response per respondent) per year for 23,121 total annual responses ($23,121 \times 1 = 23,121$). It is estimated that each response will require 0.500 burden hours (approximately 30 minutes)

to complete, therefore 23,121 responses times 0.500 hours equals 11,561 total annual burden hours (23,121 x 0.500 = 11,561).

FEMA Template FT-104-FY-22-103, Request for Information (RFI) – Occupancy Verification (English): is estimated to have 15,525 respondents times 1 response per respondent per year for 15,525 total annual responses (15,525 x 1 = 15,525). It is estimated that each response will require 0.500 burden hours (approximately 30 minutes) to complete, therefore 15,525 responses times 0.500 hours equals 7,763 total annual burden hours (15,525 x 0.500 = 7,763).

FEMA Template FT-104-FY-22-104, Request for Information (RFI) – Medical, Dental, Disability-Accessibility-Related Items (English): is estimated to have 52,000 respondents' times 1 response per respondent per year for 52,000 total annual responses (52,000 x 1 = 52,000). It is estimated that each response will require 0.1667 burden hours (approximately 10 minutes) to complete, therefore 52,000 responses times 0.1667 hours equals 8,668 total annual burden hours (52,000 x 0.1667 = 8,668).

Combined, it is estimated 1,684,234 responses will be collected, with a total annual hour burden of 450,901hours.

Usability testing was performed on the current RI script. As a result, a reduction of 25,129 burden hours has been recognized and included as an offset to the overall increase of 224,924 burden hours to this collection. Based on responses from survivors from FEMA's customer satisfaction surveys, feedback from audit reports, congressional and media inquiries FEMA is proposing the changes outlined in this Supporting Statement, with RTPD as the lead partner for testing. The FEMA UX team will conduct some limited user testing with the modern script in July 2023. More extensive usability testing will follow deployment after September 2023.

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 the response to 12a above and 12b 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 1.4 and this total should be entered in the cell for "Avg. Hourly Wage Rate". The cost to the respondents of contracting out or paying outside parties for

information collection activities should not be included here. Instead this cost should be included in Item 13.

Estimated Annualized Burden Hours and Costs								
Type of Respondent	Form Name / Form No.	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
Individuals or Households	Paper Application for Disaster Assistance (English and Spanish) FF-104-FY-21-122 and FF-104-FY-21-122-A	2,300	1	2,300	0.3333	767	\$43.15	\$33,096
Individuals or Households	Tele-Registration, Disaster Assistance Registration (English and Spanish) FF-104-FY-21-123 and FF-104-FY-21-123-A*	181,900	1	181,900	0.3667	66,703	\$43.15	\$2,878,234
Individuals or Households	Tele-Registration, Application for COVID-19 Funeral Assistance (English) FF-104-FY-21-123-COVID-FA	500,000	1	500,000	0.3667	183,350	\$43.15	\$7,911,553
Individuals or Households	Internet Application for Disaster Assistance (English and Spanish) FF-104-FY-21-125 and FF-104-FY-21-125-A	756,600	1	756,600	0.3667	277,445	\$43.15	\$11,971,752
Individuals or Households	Manufactured Housing Unit Revocable License and Receipt for Government Property (English and Spanish) FF-104-FY-21-127 and FF-104-FY-21-127-A	9,388	1	9,388	0.2500	2,347	\$43.15	\$101,273
Individuals or Households	Declaration and Release (English and Spanish) FF-104-FY-21-128 and FF-104-FY-21-128-A	2,300	1	2,300	0.0333	77	\$43.15	\$3,323
Individuals or Households	Streamline Registration Intake for Disaster Assistance, Home Damage FF-104-FY-22-255	135,000	1	135,000	0.2333	31,496	\$43.15	\$1,359,052
Individuals or Households	Streamline Registration Intake for Disaster Assistance, Personal Property Damage FF-104-FY-22-256	50,800	1	50,800	0.1333	6,772	\$43.15	\$292,212
Individuals or Households	Streamline Registration Intake for Disaster Assistance, Vehicle Property Damage FF-104-FY-22-257	5,000	1	5,000	0.1500	750	\$43.15	\$32,363
Individuals or Households	Streamline Registration Intake for Disaster Assistance, Emergency Needs FF-104-FY-22-258	100,700	1	100,700	0.1833	18,458	\$43.15	\$796,463
Individuals or Households	Streamline Registration Intake for Disaster Assistance, Essential Utilities Outage FF-104-FY-22-259	102,400	1	102,400	0.1167	11,950	\$43.15	\$515,643
Individuals or Households	Streamline Registration Intake for Disaster Assistance, Funeral Expenses FF-104-FY-22-260	200,000	1	200,000	0.1667	33,340	\$43.15	\$1,438,621

Individuals or Households	Streamline Registration Intake for Disaster Assistance, Childcare Expenses FF-104-FY-22-261	12,600	1	12,600	0.1833	2,310	\$43.15	\$99,677
Individuals or Households	Streamline Registration Intake for Disaster Assistance, Lodging Expenses FF-104-FY-22-262	1,700	1	1,700	0.2000	340	\$43.15	\$14,671
Individuals or Households	Streamline Registration Intake for Disaster Assistance, Medical or Dental Expenses FF-104-FY-22-263	2,200	1	2,200	0.1667	367	\$43.15	\$15,836
Individuals or Households	Streamline Registration Intake for Disaster Assistance, Expenses for miscellaneous items (e.g., chainsaws, generators, etc.)*** FF-104-FY-22-264	12,600	1	12,600	0.2500	3,150	\$43.15	\$135,923
Individuals or Households	Request for Information (RFI) (Funeral Verification) FT-104-FY-22-101	200,000	1	200,000	0.1667	33,340	\$43.15	\$1,438,621
Individuals or Households	Request for Information (RFI) (Ownership Verification) FT-104-FY-22-102	23,121	1	23,121	0.50	11,561	\$43.15	\$498,857
Individuals or Households	Request for Information (RFI) (Occupancy Verification) FT-104-FY-22-103	15,525	1	15,525	0.50	7,763	\$43.15	\$334,973
Individuals or Households	Request for Information (RFI) (Medical, Dental, Disability-Accessibility-Related Items) FT-104-FY-22-104	52,000	1	52,000	0.1667	8,668	\$43.15	\$374,024
Total		2,366,134		2,366,134		700,954		\$30,246,167

*The Tele-Registration Application for Disaster Assistance form currently remains in use (total cost \$2,878,234); however, the Streamline RI flows will eventually replace this form. We were not expecting to work in a hybrid environment; therefore, we are using the last numbers we collected as they are our best available estimate.

**The Tele-Registration Application form remains for COVID-19 Funeral Assistance (total cost \$7,911,553) as the application period was extended from 6/1/23 to 6/1/24. The Streamline RI for Funeral Expenses will not replace the form until the COVID-19 application period ends.

***Miscellaneous items follow the home damage flow.

Instruction for Wage-rate category multiplier: Take each non-loaded “Avg. Hourly Wage Rate” from the BLS website table and multiply that number by 1.45.¹ For

¹ Bureau of Labor Statistics, Employer Costs for Employee Compensation, Table 1. Available at https://www.bls.gov/news.release/archives/ecec_03172023.pdf. Accessed March 20, 2023. The national wage multiplier is calculated by dividing total compensation for all workers of \$42.48 by wages and salaries for all workers of \$29.32 per hour yielding a benefits multiplier of approximately 1.45. For State and local government employees the wage multiplier is calculated by dividing total compensation for State and local government workers of \$57.60 by Wages and salaries for State and local government workers of \$35.69 per hour yielding a benefits multiplier of approximately 1.61.

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 Statistics², the May 2022 Occupational Employment and Wage Estimates wage rate for All Occupations (SOC: 00-0000) is \$29.76. Including the wage rate multiplier of 1.45, the fully loaded wage rate is \$43.15 per hour. Therefore, the annual burden hour cost is estimated to be \$19,456,378 annually (\$43.15 x 700,954 hours - \$0.15 due to rounding).

The estimated annual burden hour cost to **Individuals and Households** respondents submitting ownership verification is estimated to be \$498,857.

The estimated annual burden hour cost to **Individuals and Households** respondents submitting occupancy verification is estimated to be \$334,973.

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.)

Annual Cost Burden to Respondents or Recordkeepers				
Data Collection Activity/Instrument	*Annual Capital Start-Up Cost (investments in overhead, equipment, and other one-time expenditures)	*Annual Operations and Maintenance Costs (such as recordkeeping, technical/professional services, etc.)	Annual Non-Labor Cost (expenditures on training, travel, and other resources)	Total Annual Cost to Respondents
N/A				
Total	\$0	\$0	\$0	\$0

The cost estimates should be split into two components:

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.

² 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/2022/may/oes_nat.htm#00-0000

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

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.

There are no capital or start-up costs associated with this information collection.

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.

Annual Cost to the Federal Government	
Item	Cost (\$)
Contract Costs: 350 remote local hire personnel performing Tele-Registration at \$20 per hour for 10 hours per day for 180 days = \$12,600,000 [350 x \$20 x 10 x 180]	\$12,600,000
Staff Salaries: 193 GS 9, step 5 employees ¹ at \$51.14 (\$35.27 x 1.45) ² per hour for 10 hours per day for 180 days= \$17,766,036 [193 x \$451.14 x 10 x 180]	\$17,766,036
Facilities [cost for renting, overhead, etc. for data collection activity] Average of \$42 per square foot for approximately 35,000 sq ft to lease a temporary Disaster Assistance Tele-Registration Center = \$1,470,000 [\$42 x 35,000]	\$1,470,000
Computer Hardware and Software [cost of equipment annual lifecycle] 350 FEMA workstations provided to local hire personnel to perform Tele-Registration at \$2,886 per workstation. Workstation costs include laptop, monitors, adapters, keyboard, mouse, desk phone and headset with applicable accessories= \$1,010,100 [350 x \$2,886]	\$1,010,100
Equipment Maintenance [cost of annual maintenance/service agreements for equipment] Estimated 10% of the computer hardware and software cost= \$101,010 [\$1,010,100 x .10]	\$101,010
Travel (not to exceed) 10 FEMA employees at \$6,500 per employee to travel to a remote site for 2 weeks to provide start-up assistance and orientation for supervisory personnel managing the temporary Disaster Assistance Tele-Registration Center. Estimate includes airfare, hotel, rental car, meals and incidentals = \$65,000 [10 x \$6,500]	\$65,000
Printing \$15 to print 500 copies of FF-104-FY-21-122 and FF-104-FY-21-122-A to send to 14 Disaster Recovery Centers in the event Internet and Tele-Registration are inaccessible= \$210 [\$15 x 14]	\$210
Postage Cost to mail 430,595 copies of FF-104-FY-21-122 to individuals at \$0.60 per mailing based on annual registration projects= \$258,339 [430,595 x \$0.60]	\$258,357
Other	\$32,687

Cost of security badges for 350 local hire personnel at \$93.39 per security profile setup and badge creation= \$32,687 [350 x \$93.39]	
Total	\$33,303,400
¹ Office of Personnel Management 2023 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/2023/DCB_h.pdf . Accessed February 8, 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
Paper Application for Disaster Assistance (English and Spanish) FF-104-FY-21-122 and FF-104-FY-21-122-A (formerly FFs 009-0-1 and 009-0-2)				767	767	0
Tele-Registration Application for Disaster Assistance (English and Spanish) FF-104-FY-21-123 and FF-104-FY-21-123-A	0	66,703	66,703			0
Tele-Registration Application for COVID-19 Funeral Assistance (English) FF-104-FY-21-123-COVID-FA	0	183,350	183,350			0
Internet Application for Disaster Assistance (English and Spanish) FF-104-FY-21-125 and FF-104-FY-21-125-A				277,445	277,445	0
Manufactured Housing Unit Revocable License and Receipt for Government Property (English and Spanish) FF-104-FY-21-127 and FF-104-FY-21-127-A				2,347	2,347	(0)
Declaration and Release (English and Spanish)				77	77	0

FF-104-FY-21-128 and FF-104-FY-21-128-A						
Streamline Registration Intake for Disaster Assistance, Home Damage FF-104-FY-22-255				33,750	31,496	(2,254)
Streamline Registration Intake for Disaster Assistance, Personal Property Damage FF-104-FY-22-256				13,548	6,772	(6,776)
Streamline Registration Intake for Disaster Assistance, Vehicle Property Damage FF-104-FY-22-257				1,084	750	(334)
Streamline Registration Intake for Disaster Assistance, Emergency Needs FF-104-FY-22-258				20,140	18,458	(1,682)
Streamline Registration Intake for Disaster Assistance, Essential Utilities Outage FF-104-FY-22-259				18,770	11,950	(6,820)
Streamline Registration Intake for Disaster Assistance, Funeral Expenses FF-104-FY-22-260				40,000	33,340	(6,660)
Streamline Registration Intake for Disaster Assistance, Childcare Expenses FF-104-FY-22-261				2,730	2,310	(420)
Streamline Registration Intake for Disaster Assistance, Lodging Expenses FF-104-FY-22-262				340	340	0
Streamline Registration Intake for Disaster Assistance, Medical or Dental Expenses FF-104-FY-22-263				550	367	(183)
Streamline Registration Intake for Disaster Assistance, Expenses for miscellaneous items (e.g., chainsaws, generators, etc.)* FF-104-FY-22-264				3,150	3,150	0
Request for Information (RFI) (Funeral Verification) FT-104-FY-22-101				33,350	33,340	0
Request for Information (RFI) (Ownership Verification) FT-104-FY-22-102				11,561	11,561	0
Request for Information (RFI) (Occupancy Verification) FT-104-FY-22-103				7,763	7,763	0
Request for Information (RFI) (Medical, Dental, Disability-Accessibility-Related Items) FT-104-FY-22-104				8,668	8,668	0
Total	0	250,053	250,053	476,030	450,901	-25,129

Explain: There is an overall increase of 224,924 burden hours mainly due to the unanticipated return of three previously removed instruments offset by a 25,129 decrease in burden hours from the addition of the Streamline RI flows (Home, Personal Property, Vehicle, Emergency Needs, Essential Utilities, Funeral, Childcare, Lodging, Medical/Dental, Misc.). FEMA Forms FF-104-FY-21-123 (formerly 009-0-1T, English) and FF-104-FY-21-123-A (formerly 009-0-1T, Spanish), Tele-Registration Application for Disaster Assistance currently remains in use; however, the Streamline RI flows will eventually replace these forms. FEMA Form FF-104-FY-21-123-COVID-FA (English), Tele-Registration, COVID-19 Funeral Assistance and COVID-19 Funeral from FEMA Template FT-104-FY-22-101 Request for Information (RFI) –Funeral Assistance (English) will remain in use as the application period was extended from June 1, 2023, to June 1, 2024. The Streamline RI for Funeral Expenses will not replace the form until the COVID-19 application period ends.

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
Paper Application for Disaster Assistance (English and Spanish) FF-104-FY-21-122 and FF-104-FY-21-122-A (formerly FFs 009-0-1 and 009-0-2)				\$31,148	\$33,096	\$1,948
Tele-Registration Application for Disaster Assistance (English and Spanish) FF-104-FY-21-123 and FF-104-FY-21-123-A	\$0	\$2,878,234	\$2,878,234			
Tele-Registration Application for COVID-19 Funeral Assistance (English) FF-104-FY-21-123-COVID-FA	\$0	\$7,911,553	\$7,911,553			
Internet Application for Disaster Assistance (English and Spanish) FF-104-FY-21-125 and FF-104-FY-21-125-A				\$11,267,041	\$11,971,752	\$704,711
Manufactured Housing Unit Revocable License and Receipt for Government Property (English and Spanish) FF-104-FY-21-127 and FF-104-FY-21-127-A				\$95,312	\$101,273	\$5,961
Declaration and Release (English and Spanish) FF-104-FY-21-128 and FF-104-FY-21-128-A				\$3,127	\$3,323	\$196
Streamline Registration Intake for Disaster Assistance, Home Damage FF-104-FY-22-255				\$1,370,588	\$1,359,052	(\$11,536)
Streamline Registration Intake for Disaster Assistance, Personal Property Damage FF-104-FY-22-256				\$550,184	\$292,212	(\$257,972)
Streamline Registration Intake for Disaster Assistance, Vehicle Property Damage FF-104-FY-22-257				\$44,021	\$32,363	(\$11,658)
Streamline Registration Intake for Disaster Assistance, Emergency Needs FF-104-FY-22-258				\$817,885	\$796,463	(\$21,422)
Streamline Registration Intake for Disaster Assistance, Essential Utilities Outage FF-104-FY-22-259				\$762,250	\$515,643	(\$246,607)
Streamline Registration Intake for Disaster Assistance, Funeral Expenses FF-104-FY-22-260				\$1,624,400	\$1,438,621	(\$185,779)
Streamline Registration Intake for Disaster Assistance, Childcare Expenses FF-104-FY-22-261				\$110,865	\$99,677	(\$11,188)
Streamline Registration Intake for Disaster Assistance, Lodging Expenses FF-104-FY-22-262				\$13,807	\$14,671	\$864
Streamline Registration Intake for Disaster Assistance, Medical or Dental Expenses FF-104-FY-22-263				\$22,336	\$15,836	(\$6,500)
Streamline Registration Intake for Disaster Assistance, Expenses for miscellaneous items (e.g., chainsaws, generators, etc.)* FF-104-FY-22-264				\$127,922	\$135,923	\$8,001
Request for Information (RFI) (Funeral Verification) FT-104-FY-22-101				\$1,353,937	\$1,438,621	\$84,684
Request for Information (RFI) (Ownership Verification) FT-104-FY-22-102				\$469,492	\$498,857	\$29,365
Request for Information (RFI) (Occupancy Verification) FT-104-FY-22-103				\$315,255	\$334,973	\$19,718
Request for Information (RFI) (Medical, Dental, Disability-Accessibility-Related Items) FT-104-FY-22-104				\$352,007	\$374,024	\$22,017

Total	\$0	\$10,789,787	\$10,789,787	\$19,331,577	\$19,456,380	\$124,803
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Explain: There is an overall increase of \$10,914,590 mainly due to the unanticipated return of three previously removed instruments offset by a \$752,662 decrease in burden costs due to the addition of the Streamline RI flows (Home, Personal Property, Vehicle, Emergency Needs, Essential Utilities, Funeral, Childcare, Lodging, Medical/Dental, Misc.). FEMA Forms FF-104-FY-21-123 (formerly 009-0-1T, English) and FF-104-FY-21-123-A (formerly 009-0-1T, Spanish), Tele-Registration Application for Disaster Assistance currently remains in use; however, the Streamline RI flows will eventually replace these forms. FEMA Form FF-104-FY-21-123-COVID-FA (English), Tele-Registration, COVID-19 Funeral Assistance and COVID-19 Funeral from FEMA Template FT-104-FY-22-101 Request for Information (RFI) –Funeral Assistance (English) will remain in use as the application period was extended from June 1, 2023, to June 1, 2024. The Streamline RI for Funeral Expenses will not replace the form until the COVID-19 application period ends. We added the tele registration for COVID assistance back in because the registration period was extended. These hybrid call-centers we have either had to keep the call centers on to deal with disaster through the transition to Streamline RI. We did not expect this with the last revision.

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.

There are no outline plans for tabulation and publication of data for this information collection.

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.

This collection does not seek exception to “Certification for Paperwork Reduction Act Submissions.”