Request for Approval under the "Generic Clearance for Improving Customer Experience: OMB Circular A-11, Section 280 Implementation"
(OMB Control Number: 1601-0029)

TITLE OF INFORMATION COLLECTION: Interviews for Trauma-Informed Communications at Disaster Recovery Centers

PURPOSE OF COLLECTION:
This work is part of FEMA's participation in the "Recovering from a Disaster" Life Experience. As part of the Life Experience project on "Building a Trauma-informed Care Approach," the FEMA team has developed a trauma-informed communications flyer to better provide information on Federal disaster assistance to disaster survivors who visit Disaster Recovery Centers (DRCs). After developing this flyer, the team hopes to gather feedback on how this flyer improves the survivor experience, and make changes or updates as needed.

TYPE OF ACTIVITY: (Check one)

[X] Customer Research (Interview, Focus Groups, Surveys)
[ ] Customer Feedback Survey
[ ] Usability Testing of Products or Services

ACTIVITY DETAILS

1. If this is a survey, will the results of this survey be reported to Touchpoints as part of quarterly reporting obligations specified in OMB Circular A-11 Section 280?
   [ ] Yes
   [ ] No
   [X] Not a survey

2. How will you collect the information? (Check all that apply)
   [ ] Web-based or other forms of Social Media
   [ ] Telephone
   [X] In-person
   [ ] Mail
   [ ] Other, Explain

3. Who will you collect the information from?

During the week of July 8th, the "Recovering from a Disaster" Life Experience team will visit DRCs that are currently open in FEMA Region 6, specifically Texas and Oklahoma. During the visits to DRCs, the Life Experience team will ask disaster survivors who are visiting the DRC if they have a few minutes to share their feedback on a flyer to improve the experience of visiting DRCs.

4. How will you ask a respondent to provide this information?

We will ask respondents to provide feedback via an in-person interview. There will be two Interviewers: a Facilitator who asks questions, and an Assistant who takes notes.

5. What will the activity look like?

The Interviewers will approach individuals who are waiting in line for staff support at DRCs, to limit additional time that survivors have to spend at DRCs. Interviewers will look for a diverse set of participants including race and gender, however this may be constrained due to small sample size and limited interview locations.

The Facilitator will first introduce themselves and explain the purpose of the interview. They will then vocalize the burden statement and ground rules. The Facilitator will then provide the interviewee with the communication tool and allow for 5 minutes for the interviewee to review the communication tool. After reviewing the tool, the Facilitator will ask 4-6 questions in the remaining 15 minutes. Then, the Moderator will wrap by thanking the interviewees for their time. This is described in detail in the attached document. During this time, the Assistant will be observing the interaction and taking notes as needed.

6. Please provide your question list.
Separate document is included with a list of questions.

Please make sure that all instruments, instructions, and scripts are submitted with the request.

7. When will the activity happen?
   The activity will occur during the week of July 8th, 2024, during visits to DRCs in Texas and Oklahoma.

8. Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?
   [ ] Yes [X] No
   If Yes, describe:

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Workshop Attendees – Pre-workshop questions	30	20m	10 Hours

CERTIFICATION:

I certify the following to be true:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial;
4. Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered is intended to be used for general service improvement and program management purposes
7. The agency will follow the procedures specified in OMB Circular A-11 Section 280 for the required quarterly reporting to OMB of trust data and experience driver data from surveys.
8. Outside of the quarterly reporting mentioned in the bullet immediately above, if the agency intends to release journey maps, user personas, reports, or other data-related summaries stemming from this collection, the agency must include appropriate caveats around those summaries, noting that conclusions should not be generalized beyond the sample, considering the sample size and response rates. The agency must submit the data summary itself (e.g., the report) and the caveat language mentioned above to OMB before it releases them outside the agency. OMB will engage in a passback process with the agency.

Name and email address of person who developed this survey/focus group/interview:

Name: Free Palmer

Email address: Free.Palmer@fema.dhs.gov

All instruments used to collect information must include:
OMB Control No. 1601-0029
Expiration Date: 12/31/2026

HELP SHEET
(OMB Control Number: 1601-0029)

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

BURDEN HOURS:
Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.
No. of Respondents: Provide an estimate of the Number of respondents.
Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)
Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.