

## SUPPORTING STATEMENT - PART A

Air Force Family Integrated Results & Statistical Tracking (AFFIRST) – 0701-0070

### 1. Need for the Information Collection

Information collection in the Air Force Family Integrated Results & Statistical Tracking (AFFIRST) system is necessary to maintain a record of customer service data, determine the effectiveness of Military and Family Readiness Center (M&FRC) activities and services, and provide reports reflecting impact of services on mission and family readiness to leadership. The system is also used as a management tool for statistical analysis, tracking, reporting, evaluating program effectiveness, and conducting research. Information collection is authorized by 10 U.S.C. 9013, Secretary of the Air Force; Department of the Air Force Instruction 36-3009, Military and Family Readiness Centers; and E.O. 9397 (SSN), as amended.

### 2. Use of the Information

The respondents for the collection are M&FRC customers which include the following as described in the approved Systems of Records Notice (SORN) F036 AFPC Z for our AFFIRST web-based data collection system: Military personnel and family members, DoD civilians, and individuals of the general public authorized to use Air Force M&FRCs. Customers verbally provide M&FRC staff required information shown on page 3 of the AFFIRST screenshots included with this request. M&FRC staff can also obtain required customer information by searching the Defense Enrollment Eligibility Reporting Systems (DEERS) system for documentation of required information in the AFFIRST information collection system as required by DAFI 36-3009, Military & Family Readiness Centers, 4 November 2022, Para 3.4. The AFFIRST web-based, data gathering, service delivery management system was established to provide timely information about daily activities, outcome-based results, and resource utilization of Center services throughout the DAF. All Center staff members will utilize this system for data gathering, record keeping, and information management. AFFIRST requires a Common Access Card (CAC) enabled user account log in. Only M&FRC employees have user accounts and only they are authorized to enter customer demographic and service delivery data into the AFFIRST customer record. M&FRC customers do not have access to the system to enter their information directly.

AFFIRST has an approved Authority to Operate (ATO) granted by the Air Force Designated Approving Authority (DAA). AFFIRST has the capability to send standard MS Outlook e-mails to customers (respondents) reminding them of appointments and upcoming workshops they are registered for that are conducted at the M&FRC. In summary, the collection of data with AFFIRST is to help provide high quality services to members and families and to facilitate determination of the effectiveness of M&FRC programs and impact of services on mission and family readiness to all levels of Air Force leadership.

3. Use of Information Technology

100% of the respondents' data is collected both verbally and via information technology. M&FRC employees enter (key in) customer and service delivery information into the electronic (web-based) Air Force Family Integrated Results & Statistical Tracking (AFFIRST) data collection system.

4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

The information is collected as needed to create or update customer information. Less frequent collection of data could impact the quality of M&FRC services and accuracy of service delivery data.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice (FRN) for the collection published on Monday, August 5, 2024. The 60-Day FRN citation is 89 FR 63416.

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

A 30-Day Federal Register Notice for the collection published on Monday, December 16, 2024. The 30-Day FRN citation is 89 FR 101570.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register was conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

A Privacy Act Statement is not required, but a Statement of Understanding (SOU) to advise customers that the information provided is voluntary and provides the consequences of choosing not to provide requested information.

A copy of the SORN (DoD-0020, Military Human Resource Records (MHRR)) (May 15, 2024, 89 FR 42459) can be accessed at the following link:

<https://www.federalregister.gov/documents/2024/05/15/2024-09967/privacy-act-of-1974-system-of-records>

A draft copy of the PIA, Air Force Family Integrated Results & Statistical Tracking (AFFIRST), has been provided with this package for OMB's review.

Records/Electronic Records are destroyed after one year or when no longer needed whichever is later per Table 36-7 Rule 2, "Records of Families Seeking Services", NARA disposition authority N1-AFU-90-03. Electronic records are destroyed by erasing, deleting, or overwriting.

11. Sensitive Questions

Social Security Number (SSN) is currently requested from the respondent as a record identifier. However, we are in the process of removing the SSN from the data collection as a record identifier and transitioning to the DOD ID number (a Social Security Justification Memo is attached). Per DAFI 36-3009, Para 4.8.1, M&FRCs will offer information, education, and personal financial counseling to help Airmen, Guardians, and family members, and provide foundations at the beginning of a member's career and develop across the continuum to improve financial literacy.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instrument(s)

Air Force Family Integrated Results & Statistical Tracking (AFFIRST)

- a) Number of Respondents: 9,375
- b) Number of Responses Per Respondent: 4
- c) Number of Total Annual Responses: 37,500
- d) Response Time: 15 minutes
- e) Respondent Burden Hours: 9,375 hours

- 2) Total Submission Burden
  - a) Total Number of Respondents: 9,375
  - b) Total Number of Annual Responses: 37,500
  - c) Total Respondent Burden Hours: 9,375 hours

Part B: LABOR COST OF RESPONDENT BURDEN

- 1) Collection Instrument(s)

Air Force Family Integrated Results & Statistical Tracking (AFFIRST)

  - a) Number of Total Annual Responses: 37,500
  - b) Response Time: 15 minutes
  - c) Respondent Hourly Wage: \$7.25
  - d) Labor Burden per Response: \$1.81
  - e) Total Labor Burden: \$67,968.75
- 2) Overall Labor Burden
  - a) Total Number of Annual Responses: 37,500
  - b) Total Labor Burden: \$67,969

The Respondent hourly wage was determined by using the minimum wage of \$7.25 (Respondents are Family Members and others).

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

- 1) Collection Instrument(s)

Air Force Family Integrated Results & Statistical Tracking (AFFIRST)

  - a) Number of Total Annual Responses: 37,500
  - b) Processing Time per Response: 15 minutes
  - c) Hourly Wage of Worker(s) Processing Responses: \$27.00
  - d) Cost to Process Each Response: \$6.75
  - e) Total Cost to Process Responses: \$253,125
- 2) Overall Labor Burden to the Federal Government
  - a) Total Number of Annual Responses: 37,500
  - b) Total Labor Burden: \$253,125

Part B: OPERATIONAL AND MAINTENANCE COSTS

- 1) Cost Categories

- a) Equipment: \$0
- b) Printing: \$0
- c) Postage: \$0
- d) Software Purchases: \$0
- e) Licensing Costs: \$0
- f) Other: It is not feasible to provide an accurate cost attributable to this small part of the system that is related to collection of data.

2) Total Operational and Maintenance Cost: \$0

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

1) Total Labor Cost to the Federal Government: \$253,125

2) Total Operational and Maintenance Costs: \$0

3) Total Cost to the Federal Government: \$253,125

15. Reasons for Change in Burden

There has been no change in burden since the last approval.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.