

**Request for Approval under Department of Labor Generic Clearance for the  
Collection of Qualitative Feedback on Agency Service Delivery  
OMB Control Number: 1225-0088**

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**TITLE OF INFORMATION COLLECTION**

OFCCP Online Inquiry Intake Form

**PURPOSE**

The Office of Federal Contract Compliance Programs (OFCCP) is an agency within the U.S. Department of Labor that administers and enforces three equal employment opportunity mandates: Executive Order 11246, as amended; Section 503 of the Rehabilitation Act of 1973, as amended; and the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212. These mandates prohibit covered federal contractors and subcontractors (hereafter collectively referred to as "contractors") from discriminating based on race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran. Additionally, contractors are prohibited from taking adverse employment actions against applicants and employees for asking about, discussing, or sharing information about their pay or the pay of their co-workers, subject to certain limitations.

The public uses the online inquiry form to submit questions about the agency's regulations and worker protections. The online inquiry intake form requests certain information, such as name, location, preferred contact method, and a description of the question or situation requiring assistance from OFCCP.

**DESCRIPTION OF RESPONDENTS**

The target audience includes:

- 1) Employer representatives, such as human resource professionals, lawyers and consultants who work for federal contractors or prospective contractors.
- 2) Individuals or community-based organizations who have questions about OFCCP's programs.

**TYPE OF COLLECTION (Check one)**

- |   |  |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form                   | <input type="checkbox"/> Customer Satisfaction Survey                        |
| <input type="checkbox"/> Usability Testing ( <i>e.g.</i> , Website or Software) | <input type="checkbox"/> Small Discussion Group                              |
| <input type="checkbox"/> Focus Group  | <input checked="" type="checkbox"/> Other: <u>Online Inquiry Intake Form</u> |

## CERTIFICATION

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is limited to individuals who would like to submit a written inquiry to the OFCCP Help Desk using its online portal.

Name:

Tina Williams  
Acting Deputy Director of OFCCP and Director of Policy & Program Development  
Office of Federal Contract Compliance Programs

To assist review, please provide answers to the following question:

### Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☒ Yes ☐ No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? ☐ Yes ☒ No
3. If applicable, has a System or Records Notice been published? ☐ Yes ☐ No ☒ N/A

### Gifts or Payments:

Is an incentive (*e.g.*, money or reimbursement of expenses, token of appreciation) provided to participants? ☐ Yes ☒ No

## BURDEN HOURS

OFCCP estimates that the agency will receive approximately 1,203 written inquiries and that it takes approximately 2 minutes and 30 seconds per person to complete the screening questions and intake form. Therefore, the annual burden is estimated at 50.1 hours (1,203 inquiries x 2.5 minutes / 60 = 50.1 hours).

Category of Respondents	Estimated No. of Respondents	Form Completion Time	Estimated Burden Hours
Private Sector	1,203	2.5 minutes	50.1 hours
<b>Totals</b>	<b>1,203</b>	<b>2.5 minutes</b>	<b>50.1 hours</b>

## FEDERAL COST

The estimated annual cost to the federal government is \$1,411. This estimate is based on agency staff spending approximately 40 hours each year reviewing inquiries ( $\$35.27^1 \times 40 \text{ hours} = \$1,411$ ).

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

### The Selection of Your Targeted Respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

☐ Yes     ☒ No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?  
If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

### Administration of the Instrument

1. How will you collect the information? (Check all that apply)

☒ Web-based or other forms of Social Media

☐ Telephone

☐ In-person

☐ Mail

☐ Other, Explain

2. Will interviewers or facilitators be used? ☐ Yes ☒ No

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<sup>1</sup> The cost is based on GS-9 Step 5 pay. See "Salary Table 2023-DCB Incorporating the 4.1% General Schedule Increase and a Locality Payment of 32.49% For the Locality Pay Area of Washington-Baltimore-Arlington, DC-MD-VA-WV-PA," available at [https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2023/DCB\\_h.pdf](https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2023/DCB_h.pdf) (last accessed Nov. 2023).