

### **Justification for OMB Form 83-C**

Request of Non-Substantive Changes to the Office of Management and Budget (OMB) Collection 1660-0002 Federal Assistance to Individuals and Households Program: Registration and Intake Form.

This justification is for the usability testing that FEMA’s Individual Assistance (IA) Modernization Office is conducting on proposed non-substantive changes to the IA registration intake questionnaire. As part of the broader IA modernization effort, we have completed an initial round of structured, observed usability sessions with members of the general public using a draft version of the modernized, online registration intake. Participants were asked to complete realistic registration tasks while moderators observed, documented points of confusion, and collected qualitative feedback on question wording, terminology, navigation, and overall experience. This testing surfaced recurring themes—such as unclear terminology, need for additional context around why specific questions are asked, confusion regarding insurance- and login-related questions, and the value of help text and progress indicators—that directly inform refinements to the questionnaire and supporting content.

These activities are consistent with industry-standard usability testing practices used across government and the private sector to improve comprehension, reduce respondent burden, and increase data quality. Findings from completed testing are being used to clarify question wording, streamline duplicative or repetitive items, improve the logical flow of questions, and enhance on-page guidance (e.g., examples, tooltips, and progress indicators) so that disaster survivors can more easily and accurately provide the information needed for IA processing. Usability testing will continue on an iterative basis for the duration of the project, with additional structured, observed sessions at key design and development stages. This ongoing approach will allow FEMA to validate that revisions to the registration intake questionnaire are understandable, minimally burdensome, and workable for the public before broader deployment, and to make targeted adjustments as needed over time.