

SUPPORTING STATEMENT - PART A

Department of War Survivor Survey – 0704-0660

Summary of Changes from Previously Approved Collection

- Burden increased due to an increase in respondents as a result of conducting interviews.

1. Need for the Information Collection

The National Defense Authorization Act of 2006 (Public Law 109-163 Sec. 562(b)(11)) requires data be collected on the quality of casualty assistance provided to next of kin of military decedents. Beginning in early 2010, the Department of War (DoW) began inviting all primary next of kin to participate in a survey that is designed to measure the effectiveness of its casualty assistance program services and the degree of satisfaction of those family members provided such assistance. In 2019, DoW began surveying secondary next of kin to address concerns that feedback was not being captured from parents of the deceased Service member and guardians of their surviving children not living in the same household as their surviving spouse. An example of the internal survey report is being provided for review.

The Survivor Survey provides critical feedback in support of the short-term outcomes for the Casualty Assistance Program, which are:

- Reduction in survivor complaints
 - Casualty Assistance Officers' responsiveness to needs
 - Professionalism of the notification team
- Timely payment of benefits and entitlements
 - Families' awareness of available benefits and resources
 - The Days Ahead Binder
- Increased satisfaction with casualty and mortuary affairs services
 - Satisfied with military funeral honors provided

2. Use of the Information

An invitation letter is mailed by the Casualty, Mortuary Affairs, and Military Funeral Honors Office to all eligible primary or secondary next of kin eleven (11) months after the death of the Service member. The letter invites participants to provide feedback on the effectiveness, strengths and weaknesses of their services and provides guidance allowing the primary or secondary next of kin to opt out or schedule a time that is most convenient for them to participate in a telephone survey by calling a central phone number or emailing Survivorsurveyappointments@militaryonesource.com (see template).

All eligible primary and secondary next of kin are considered opted in to the survey unless they have chosen to opt out. The primary or secondary next of kin, who have not opted out of the survey, will receive a phone call to participate in a computer-assisted telephone survey one month after the invitation letter is sent. All survivors with phone numbers are contacted. If a phone number is incorrect or not listed, an email is sent to the appropriate Service requesting a

correct phone number. If a survivor does not answer, a scripted voicemail is left with a phone number should the survivor want to return the call. Military OneSource Call Center Consultants make seven attempts, on different days of the week and at different times of the day to reach survivors. If contact has not been established with a survivor after the seventh attempt, said survivor is considered opted out unless a call back is received to schedule a time.

The survey is strictly voluntary and conducted telephonically by Military OneSource Call Center Consultants. Survivors' feedback is collected and stored in the DoW Survivor Survey portal of the Military OneSource [MOS] Case Management System. Family responses are held confidentially and will not be reported individually, unless specifically requested by the respondent, but rather are combined with the responses of other survey participants. The aggregate findings from the survey are reported to senior leadership along with recommendations on how we might better serve those who are receiving assistance. Guidehouse, Inc. creates a report using Student's T-Test to evaluate the significance of trends.

3. Use of Information Technology

This collection uses computer-assisted telephonic interviews.

Department of Defense changed the survey method from electronic survey to computer-aided telephonic interview in 2017, increasing participation rate from 10 percent to 57-62 percent.

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 data collected every month will be consolidated and analyzed every 4 months with reports provided to the DoW and the Service Casualty and Mortuary Affairs Offices. Each report covers a fixed time period, where the sample is known.

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 Wednesday, February 25, 2026. The 60-Day FRN citation is 91 FRN 9241.

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

A 30-Day Federal Register Notice for the collection published on Wednesday, April 29, 2026. The 30-Day FRN citation is 91 FRN 23088.

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

Privacy information is made available to the respondents through the Military OneSource website at the bottom of each page under the Legal and Administrative tab, <https://www.militaryonesource.mil/legal-security/#privacyactandsecurity>.

The SORN for this collection, DPR 45 DoD, Military OneSource (MOS) Case Management System (CMS) can be found at

<https://www.federalregister.gov/documents/2022/12/21/2022-27671/privacy-act-of-1974-system-of-records>

A copy of the PIA for the Military OneSource Business Operations Information System, has been provided with this package for OMB's review.

Records are maintained according to the retention schedule 1807-02 - Research Data Files in support of Military Community and Family Policy: cut off upon completion of the survey. DEST 5 years after cutoff). (DAA-0330-2015-0007-0001).

11. Sensitive Questions

No questions considered sensitive are being asked in this collection.

Questions are asked of survivors regarding their satisfaction with the following:

1. Casualty Assistance Officers responsiveness to their needs;
2. Professionalism of the notification team;
3. Satisfaction with military funeral honors;
4. Families awareness of available benefits and services
5. The Days Ahead Binder (binder designed to help the surviving family member organize all the documents pertaining to their deceased Service member. It can be viewed at <https://www.militaryonesource.mil/products/the-days-ahead-essential-papers-english-version-33/>).

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

- 1) Collection Instrument(s)

[Department of War Survivor Survey]

Actual numbers of deaths and potential respondents varies monthly,

- a) Number of Respondents: 570
 - b) Number of Responses Per Respondent: 1
 - c) Number of Total Annual Responses: 570
 - d) Response Time: .5
 - e) Respondent Burden Hours: 285 hours
- 2) Total Submission Burden (Summation or average based on collection)
- a) Total Number of Respondents: 570
 - b) Total Number of Annual Responses: 570
 - c) Total Respondent Burden Hours: 285 hours

Part B: LABOR COST OF RESPONDENT BURDEN

- 1) Collection Instrument(s)
- [Department of Defense Survivor Survey]
- a) Number of Total Annual Responses: 570
 - b) Response Time: .5
 - c) Respondent Hourly Wage: \$32.66
 - d) Labor Burden per Response: \$16.33
 - e) Total Labor Burden: \$9,308
- 2) Overall Labor Burden
- a) Total Number of Annual Responses: 570
 - b) Total Labor Burden: \$9,308

The Respondent's hourly wage was determined by using the 2024 mean hourly wage across all occupations (\$32.66) from Bureau of Labor Statistics Website (<https://www.bls.gov/oes/tables.htm>).

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)
- [Department of War Survivor Survey]
- a) Number of Total Annual Responses: 570
 - b) Processing Time per Response: .5 hours
 - c) Hourly Wage of Worker(s) Processing Responses: \$78.71
 - d) Cost to Process Each Response: \$39.35
 - e) Total Cost to Process Responses: \$22,432.35
- 2) Overall Labor Burden to the Federal Government

- a) Total Number of Annual Responses: 570
- b) Total Labor Burden: \$22,432.35

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: \$24,968.75

- 2) Total Operational and Maintenance Cost: \$24,968.75

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$22,432.35

- 2) Total Operational and Maintenance Costs: \$24,968.75

- 3) Total Cost to the Federal Government: \$47,401

15. Reasons for Change in Burden

There has been an increase in burden since the previous approval due to an increase in respondents as a result of conducting interviews.

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.