

**SUPPORTING STATEMENT FOR
PAPERWORK REDUCTION ACT SUBMISSION**

Crisis Assistance Request Form - (Dept. of State)
OMB Number 1405-0259

A. JUSTIFICATION

1. Why is this collection necessary and what are the legal statutes that allow this?

The information on the Crisis Assistance Request Form (“form”) is requested pursuant to Executive Order 12656 (Assignment of emergency preparedness responsibilities), the Vienna Convention on Consular Relations, 8 U.S.C. § 1101 et seq. (Immigration and Nationality Act), and U.S. Department of State authorities providing for consular and emergency assistance and visa functions, including 22 U.S.C. § 4802(b) (Overseas evacuations), 22 U.S.C. § 3904 (Functions of Service), 22 U.S.C. § 2671 (Emergency Expenditures), and 22 U.S.C. § 2656 (Management of Foreign Affairs).

2. What business purpose is the information gathered going to be used for?

The purpose of the collection is to enable the Department of State to provide information and/or consular services to U.S. citizens, eligible family members of U.S. citizens, Lawful Permanent Residents (LPRs) of the United States, or eligible family members of LPRs of the United States who may need assistance in a country experiencing a crisis. The form asks individuals to share information with the Department about their current plans, the number of people in their group, and their exact location. It also asks for their latest contact information and that of an emergency contact outside of the area in crisis.

During a crisis, Department leadership can adjust the form to address the changing needs of the situation. For example, in some crisis circumstances only U.S. citizens initially may be offered assistance departing the crisis area . As the crisis evolves, it may be possible to assist visa-eligible immediate family members of U.S. citizens such as parents, spouses, and minor children. Similarly, LPRs may be eligible for assistance departing the crisis area depending on the dynamics of the crisis. U.S. citizens are always eligible to complete the form when it is activated in a crisis. The Department may activate the form for completion by LPRs and eligible family members of U.S. citizens and LPRs at that time or later in the crisis.

The Department utilizes this form to acquire the most current and accurate data possible to inform consular crisis assistance efforts. It allows the Department to build a more accurate picture of how many U.S. citizens and LPRs plan to remain in a country and any who may request assistance to depart or other consular assistance.

Whether and to what extent the U.S. government provides assistance depends on the nature of the crisis and other factors. The Department may work with the host government, other countries, and other U.S. government agencies to arrange chartered or non-commercial transportation, for example, based on information entered in this form and other factors.

3. *Is this collection able to be completed electronically (e.g. through a website or application)?*

The collection will be completed electronically. The respondent will access the form at the following link: <https://mytravel.state.gov/s/crisis-intake>. The link will be accessible from the relevant country information page on www.travel.state.gov, from the U.S. embassy or consulate webpage, and embedded in other Department of State communications. The Department may also choose to distribute the form's URL through emails from @state.gov email addresses or in messaging sent as consular information products (such as Smart Traveler Enrollment Program (STEP) messages).

4. *Does this collection duplicate any other collection of information?*

This collection will not duplicate any other collection of information. The form complements existing STEP messaging as a situation-specific tool that helps us gather current information to best serve U.S. citizens. The Department will activate the form only when needed.

5. *Describe any impacts on small business.*

There is no impact on small business.

6. *What are consequences if this collection is not done?*

The Department would be hindered in its contingency planning and in potential operational efforts to assist U.S. citizens in a country undergoing a crisis if this collection is not done. The Department's crisis response benefits from use of an online collection tool that can be readily used by individuals in need specifically in the crisis region – and those in the United States or elsewhere

who may submit the form with information about such individuals to request consular assistance.

The online form helps avoid unstructured requests for assistance, such as those that arrive via e-mail messages, which may not include all necessary, actionable information and which often require Department staff to enter information into other systems to facilitate responses. This form is integrated with other elements of the Department's evolving information technology platform used in crisis-management situations, making it an important tool in the efficient handling of individual cases.

7. Are there any special collection circumstances?

A crisis can take place and intensify at any time. The form will only be activated and ultimately deactivated (i.e., removed from Department webpages and public messaging) in specific crisis incidents, when the Department deems it necessary.

8. Document publication (or intent to publish) a request for public comments in the Federal Register

The Department published a 60-day Federal Register notice for public comment. [91 FR 24313, Vol 91, No. 86, May 5, 2026, Public Notice 13006.](#)

Response to Public Comments: There was one relevant public comment in response to the 60-day notice. The commenter recommended that the Department evaluate the information collection through an "implementation-verification framework." In response, the Department asserts that identity information provided by the public in the crisis form is verified by the Department of State passport records check before eligibility for assistance is approved. Other elements of the public comment did not pertain to this information collection.

9. Are payments or gifts given to the respondents?

No.

10. Describe assurances of privacy/confidentiality

All information will be handled in accordance with the Privacy Act (5 U.S.C. § 552a) and other applicable rules for safeguarding personally identifiable information. The form includes a Privacy Act Statement that informs respondents of the purpose for the collection; relevant statutory authorities; that completion is voluntary but that, if information is not provided, the United

States government may be constrained in efforts to provide appropriate assistance; and that information may be shared with other U.S. and foreign governmental authorities, transportation carriers, and others. Respondents are informed that the submission of their request indicates their consent to the Department's sharing of information for such purposes.

11. Are any questions of a sensitive nature asked?

No questions of a sensitive nature are asked.

12. Describe the hour time burden and the hour cost burden on the respondent needed to complete this collection

The Department anticipates that as many 120,000 U.S. citizens and LPRs, and their visa-eligible family members and other interested third parties based in the United States and in other countries, could utilize the form annually. This estimate is based on crisis events that have occurred from 2023 to date. This estimate is based on the number of U.S. citizens, on average, providing information to the Department of State to receive information about safety and security conditions. However, the number of U.S. citizens and LPRs affected by crises worldwide varies widely from year to year, and completion of the form is optional. The total number of submissions is also heavily dependent on actual developments in a country experiencing a crisis. In addition, not all crisis situations may result in use of this public-facing form.

The form takes approximately 5 minutes to complete, resulting in an estimated time burden of 10,000 hours (120,000 responses x 5 minutes divided by 60 minutes).

The annualized cost to all respondents for the hour burden for collections of information, based on appropriate wage rate categories, is \$402,500. This was determined by multiplying the average hourly wage, which is \$33.54/hr and multiplied by 1.2 (to account for benefits) yields \$40.25/hr. This amount was multiplied by 10,000 burden hours. The hourly wage rate was taken from the 2025 [Occupational Employment and Wage Statistics Bureau of Labor Statistics Occupational Employment Wage Statistics Query System, U.S. Median Hourly Wage for all occupations](#). The final calculation equals \$402,500.

13. Describe the monetary burden to respondents (out of pocket costs) needed to complete this collection.

There are no out-of-pocket costs to the respondents.

14. Describe the cost incurred by the Federal Government to complete this collection.

There will be no new cost to the federal government to set up this collection. The collection instrument is made available through an existing Department platform. The responses will be reviewed by Department employees in the normal course of their duties, including dedicated task forces pertaining to the situation in the country(ies) experiencing a crisis.

15. Explain any changes/adjustments to this collection since the previous submission

- **2025 Changes:** On June 24, 2025 OMB authorized an urgent, non-substantive change (1405-0159 NOA, ICR Reference Number 202506-1405-002) adding one additional option to an existing question “I am seeking U.S. government departure assistance only” as an option to the “Additional Assistance” section. Visualization:

This form is for U.S. citizens and Lawful Permanent Residents (LPR) of the United States and their eligible family members. Please select the option below:

*** What is the citizenship status of the person in need of assistance**

- ☒ U.S. Citizen
- ☐ I do not see what I'm looking for

*** Requested Service**

- ☐ I plan to stay in the country and want to continue receiving updates from the Embassy
- ☐ I plan to leave the country on my own
- ☒ I plan to leave the country and may need assistance to leave
- ☐ I am confirming that I have left the country on my own

*** Additional Assistance**

- ☐ I may need a loan from the U.S. government to buy a commercial ticket
- ☐ I need help with a U.S. passport
- ☐ I need help with a visa for my accompanying spouse or minor child
- ☐ I am seeking U.S. government departure assistance

- **2026 New changes or adjustments to this collection will include:**
 - o **Privacy Act Statement (PAS):** Displays the PAS.
 - o **Citizenship Status Options:** Adds Non-Citizen choice options “U.S. Lawful Permanent Resident (LPR),” “Minor (under 21) Child of U.S. Citizen,” and “Parent of Minor U.S. Citizen.”
 - o **Government Assistance Identification:** Includes U.S. Government Departure Assistance choice for Additional Assistance field (approved June 24, 2025 and detailed above).
 - o **Proof of Citizenship Documentation:** Allows user to upload a scan or photo of citizenship document.

- o **Predictive Address Search and Location Sharing:** Includes predictive address search for entering current location, providing an option to allow the Department to use the user's location or the option for the user to opt out.
- o **Mandatory Fields:** Requiring First Name, Current City, Phone Number, and Passport Date of Expiration fields for form submission expedites assistance to citizens without lengthy communication for missing information.

16. This summary highlights the key enhancements in the new form, emphasizing improved functionality, user options, and compliance requirements. *Specify if the data gathered by this collection will be published.*

The information collected pursuant to this collection will not be published.

17. *If applicable, explain the reason(s) for seeking approval to not display the OMB expiration date. Otherwise, write "The Department will display the OMB expiration date."*

The Department will display the OMB expiration date.

18. *Explain any exceptions to the OMB certification statement below. If there are no exceptions, write "The Department is not seeking exceptions to the certification statement".*

The Department is not seeking exceptions to the certification statement.

B. COLLECTION OF INFORMATION EMPLOYING STATISTICAL METHODS

This collection does not employ statistical methods.