

## **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1660-0130)**

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**TITLE OF INFORMATION COLLECTION:** Long-Term Recovery Survey Study, FEMA Form 104-FY-21-100, FEMA Form 104-FY-21-101, FEMA Form 104-FY-21-102, FEMA Form 104-FY-21-103, FEMA Form 104-FY-21-104, FEMA Form 104-FY-21-105, FEMA Form 104-FY-21-106, FEMA Form 104-FY-21-107

### **PURPOSE:**

The purpose of the Long-Term Recovery (LTR) Survey Study is to provide a longitudinal view of how a disaster survivor’s level of recovery and needs change over time.

This pilot study will help the Customer Survey & Analysis Section (CSA) gather information on two levels:

1. Feasibility of the study: Accurate response rates, finding and adjusting for low responsive groups, human resources, and software resources available to administer a 2-year study.
2. Question redesigning: Gauges best wording, clarity, and appropriateness of question at each recovery period. This will be used to construct the most valid and succinct questions to understand preparedness, displacement periods, temporary housing, and other factors relative to individual, family, financial, and community recovery.

Surveys will be offered as phone or electronic based on the respondent’s preference for email correspondence. This collection will yield new information of the same disaster survivor captured in four surveys at 6-month intervals, totaling 24 months, to complete a full study of their recovery lifecycle. Survey titles follow:

1. **Long-Term Recovery Survey Restoration: 6 months - Phone**
2. **Long-Term Recovery Survey Restoration: 6 months - Electronic**
3. **Long-Term Recovery Survey Reconstruction I: 12 months - Phone**
4. **Long-Term Recovery Survey Reconstruction I: 12 months - Electronic**
5. **Long-Term Recovery Survey Reconstruction I: 18 months - Phone**
6. **Long-Term Recovery Survey Reconstruction I: 18 months - Electronic**
7. **Long-Term Recovery Survey Reconstruction II: 24 months – Phone**
8. **Long-Term Recovery Survey Reconstruction II: 24 months - Electronic**

Emergency Management research supports that recovery from a significant disaster is complex and moves through different phases. The Long-Term Recovery (LTR) study was designed to capture feedback from disaster survivors as they move through the different phases of the recovery process. The recovery periods LTR study are defined as follows:

- Restoration – begins as search and rescue ends, sheltering and feeding winds down, and cleaning of debris from main areas is complete. The survey is administered approximately 6 months after the disaster.
- Reconstruction I – begins as restoration ends and includes rebuilding and replacing as well as normal activities returning to pre-disaster level. The survey is administered at two separate time intervals of approximately 12 months and again at 18 months.

- Reconstruction II – includes major construction and improvement projects initiated by homeowners, businesses, community, and government. The survey is administered at approximately 24 months after the disaster, when many major projects will be completed or underway.

**The Long Term Recovery (LTR)** longitudinal survey will be initiated for selected disaster events and collect a disaster survivor's recovery progress. Participants agree to participate in all four intervals over the 24 month period.



At different points in time throughout the study, information is collected about the survivor's preparedness, emotional and stress levels, recovery, experiences with FEMA programs and services, and overall expectations and perceptions of the recovery process.

Results will be used internally to provide insights for proof-of-concept for an ongoing longitudinal study. The results will be used to develop an enhanced longitudinal study, representative of the population of all major/catastrophic disasters. This enhanced study may be used for ongoing FEMA program and policy enhancements.

No Personal Identifiable Information will be collected during the survey.

#### DESCRIPTION OF RESPONDENTS:

Respondents for interviews are a sample of all FEMA registered disaster survivors for Presidentially-declared major disasters. These interviews will represent a random sample of disaster survivors who applied for FEMA assistance through the Individual Assistance program.

#### TYPE OF COLLECTION: (Check one)

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

#### 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 targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? ☐ Yes ☐ No

**Gifts or Payments:**

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

Estimated Annualized Burden Hours and Costs								
Type of Respondent	Form Name / Form Number	No. of Respondents	No. of Responses per Respondent	Total No. of Responses	Avg. Burden per Response (in hours)	Total Annual Burden (in hours)	Avg. Hourly Wage Rate With 1.46 Multiplier	Total Annual Respondent Cost
Survey - Long-Term Recovery Survey Restoration: 6 months – Phone	FF-104-FY-21-100	12,528	1	12,528	20 Minutes (0.33)	4,134	\$39.52	\$163,376
Survey - Long-Term Recovery Survey Restoration: 6 months – Electronic	FF-104-FY-21-101	9,072	1	9,072	20 Minutes (0.33)	2,994	\$39.52	\$118,323
Survey - Long-Term Recovery Reconstruction I: 12 months - Phone	FF-104-FY-21-102	5,336	1	5,336	20 Minutes (0.33)	1,761	\$39.52	\$69,595
Survey - Long-Term Recovery Survey Reconstruction I: 12 months - Electronic	FF-104-FY-21-103	3,864	1	3,864	20 Minutes (0.33)	1,275	\$39.52	\$50,388
Survey - Long-Term Recovery Survey Reconstruction I: 18 months - Phone	FF-104-FY-21-104	2,209	1	2,209	20 Minutes (0.33)	729	\$39.52	\$28,810
Survey - Long-Term Recovery Survey Reconstruction I: 18 months - Electronic	FF-104-FY-21-105	1,599	1	1,599	20 Minutes (0.33)	528	\$39.52	\$20,867
Survey - Long-Term Recovery Survey Reconstruction II: 24 months – Phone	FF-104-FY-21-106	928	1	928	15 Minutes (0.25)	232	\$39.52	\$9,169
Survey - Long-Term Recovery Survey Reconstruction II: 24 months - Electronic	FF-104-FY-21-107	672	1	672	15 Minutes (0.25)	168	\$39.52	\$6,639
<b>Total</b>		<b>36,208</b>		<b>36,208</b>		<b>11,821</b>		<b>\$467,167</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1,035,929

**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?

The sampling plan consists of disaster survivors who registered for FEMA assistance. The sample will be based on each disasters' total registrations. The applicant's name, contact information, and other related applicant information is retrieved from FEMA's Individual Assistance (IA) Information Technology (IT) System, i.e. Enterprise Data Warehouse (EDW), in order to initiate contact with the applicant to conduct the survey.

The sample will be contacted every 6 months within a 24-month timeframe, which consists of surveying the same respondents 4 times. Respondents can opt-out of the study at any point in time.

The sample is created to provide a target completion of 400 respondents at the end of the 4-phase study. This is based on an initial 19% response rate for Phase 1, and follow-ups response rates of 42% for Phases 2,3, and 4, based on historical results from previous longitudinal surveys.

This sampling plan will be tested and may change to an optimal plan before a full clearance is filed.

**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

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period that is necessary to achieve a specific objective.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** *Provide an estimate of the Number of Respondents.*

**Participation Time:** *Provide an estimate of the amount of time (in minutes) required for a respondent to participate (e.g. fill out a survey or participate in a focus group)*

**Burden:** *Provide the Annual burden hours: Multiply the Number of Respondents and the Participation Time then divide by 60.*

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

**Submit all instruments, instructions, and scripts are submitted with the request.**