TACKLING THE TIME TAX

How the Federal Government Is Reducing Burdens to Accessing Critical Benefits and Services

Appendix A: Agency Burden Reduction Initiatives

Information Collection Budget of FY 2022

OFFICE OF MANAGEMENT AND BUDGET
OFFICE OF INFORMATION AND REGULATORY AFFAIRS

Appendix A: Burden Reduction Initiatives

On February 15, 2023, the Office of Information and Regulatory Affairs (OIRA) in the Office of Management and Budget (OMB) published the FY 2022 Information Collection Budget (ICB) data call requesting agencies submit their most significant burden reduction initiatives, consistent with the guidance issued in OMB Memorandum M-22-10.[1] Returning to historical practice, OIRA asked both Executive and Independent agencies to submit initiatives. Specifically, OIRA asked agencies to submit initiatives anticipated to (1) yield systematic, rather than one-time, burden reductions; (2) affect a large population of individuals who are eligible or likely eligible for benefits and services; (3) affect traditionally underserved communities, especially communities facing multiple or compounding disadvantages; and (4) produce insights that could be scaled, replicated, or applied to other programs.

Below, we summarize 101 burden reduction initiatives from 20 agencies.

[1] The request was limited to agencies that currently impose more than 10 million hours of paperwork burden. The United States Agency for International Development is below this threshold, but their initiative, as featured in the report, has been included below.

Department of Agriculture	
Community Eligibility Provision (CEP) Expansion: Increasing Options for Schools	
Description	**Strategy**
The U.S. Department of Agriculture (USDA) Food and Nutrition Service's (FNS') proposed rule would expand access to the Community Eligibility Provision (CEP) by lowering the minimum identified student percentage participation threshold from 40 percent to 25 percent, which would give States and schools greater flexibility to choose to invest non-Federal funds to offer no-cost meals to all enrolled students. More students, families, and schools would have an opportunity to experience the benefits of the CEP, including access to meals at no cost, eliminating unpaid meal charges, minimizing stigma, reducing paperwork for school nutrition staff and families, and streamlining meal service operations. When all students have access to healthy school meals, participation tends to increase, and more children can experience nutritional benefits that fuel their learning, growth, and development. This proposed rule would also support State and local choices to expand the availability of free school meals for all through programs supported by State or local funding. Lowering the eligibility threshold would allow States and local educational agencies (LEAs) to optimize use of the CEP, helping them to support school meals in a more streamlined manner. The CEP is an option for eligible schools to offer no-cost meals to all enrolled students without collecting household applications. It is a reimbursement alternative for eligible LEAs and schools participating in both the National School Lunch Program (NSLP) and School Breakfast Program (SBP). CEP aims to combat child hunger in high poverty areas, while reducing administrative burden and increasing program efficiency by using current, readily available data to offer school meals to all students at no cost. CEP eliminates the need for schools to collect household income applications by sharing eligibility data between specific Federal assistance programs; thus, reducing administrative burden for schools and families while intending to ensure that hunger is not a barrier to students' academic success.	Reducing redemption/use costs. To be eligible for CEP, an individual school, group of schools, or school district must meet or exceed the established identified student percentage (ISP) threshold in the school year prior to implementing CEP. The ISP is the percentage of enrolled students who are certified for free school meals without submitting a household application, such as those directly certified through the Supplemental Nutrition Assistance Program (SNAP). Under current regulations, the minimum ISP is 40 percent; therefore, to be eligible for CEP, an individual school, group of schools, or school district must have an ISP greater than, or equal to, 40 percent in the school year prior to implementing CEP. USDA has the discretion to establish an ISP threshold that is lower than 40 percent. FNS' strategy is to propose to establish a 25 percent ISP threshold for LEAs, schools, or groups of schools to elect CEP. If finalized, this threshold would provide the opportunity for more LEAs located in high poverty areas to elect CEP. The lower threshold would allow these LEAs, especially those with non-Federal funds available to support school meals, to consider CEP and its numerous benefits. The results of studies and stakeholder engagement contributed to the FNS/USDA strategy.
Impacted Population	**Estimated Reduction**
State agencies, eligible schools, school districts, eligible local educational agencies (LEAs) participating in National School Lunch Program (NSLP) & School Breakfast Program (SBP) who met	Based on the data for the proposed rule, there would be a reduction of approximately 277,450 responses, 13,530 burden hours and 77,947 respondents. The reduction is due to expected decreases in the number of

ISP threshold in school year prior to implementing CEP. Individuals and households using NSLP and SBP services.	respondents who will need to respond to various requirements, based on the changes proposed in the rule. These proposals would not impact the time that it takes respondents to complete these requirements, so the time estimates remain unchanged for existing respondents.

Department of Agriculture	
Loan Assistance Tool	
Description	**Strategy**
A new online tool to help farmers and ranchers better navigate the Farm Loan application process. The online application will empower farmers and ranchers by providing the flexibility to submit loan applications at their convenience.	This reduces learning and information costs. Farm Loan Programs experiences a high rate of incomplete or withdrawn applications, particularly among underserved customers, due in part to a challenging and lengthy paper-based application process. The Loan Assistance Tool is available 24/7 and gives customers an online step-by-step guide that supplements the support they receive when working in person with a FSA employee, providing materials that helps a customer understand the kinds of loan products available, eligibility requirements, and may help an applicant prepare their loan application.
Impacted Population	**Estimated Reduction**
Individual households; non-profits or other community-based organizations (private sectors and farms); state, territorial, Tribal, or local governments.	Time reduction of approximately 25 percent because the design of the online application will make it easier to provide the information and submit a complete and correct application. This reduction will accumulate across any farmer applying for a loan.

<table>
<tr><th colspan="2">Department of Agriculture</th></tr>
<tr><th colspan="2">Online Direct Loan Application</th></tr>
<tr><th>Description</th><th>Strategy</th></tr>
<tr><td>A new Online Direct Loan application that will allow completion and submission of direct loan applications 24/7.</td><td>This reduces learning and information costs.
Farm Loan Programs experiences a high rate of incomplete or withdrawn applications, particularly among underserved customers, due in part to a challenging and lengthy paper-based application process. Used in conjunction with the Loan Assistance Tool, the online application will empower farmers and ranchers by providing the flexibility to submit loan applications at their convenience.</td></tr>
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Department of Agriculture	
Online Ordering and Transactions and Food Delivery Revisions to Meet the Needs of a Modern, Data-Driven Program Proposed Rule	
Description	**Strategy**
USDA Food and Nutrition Service's (FNS) proposed rule affects the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Program, which safeguards the health of low-income pregnant, breastfeeding, and non-breastfeeding postpartum individuals, and infants and children up to age five who are found to be at nutritional risk. This proposed rule would impact the burden associated with reporting requirements for State agencies, individuals and households, and vendors, as well as the burden associated with recordkeeping requirements for State agencies. The Department is proposing to increase the maximum length of vendor agreements and the minimum frequency that State agencies must accept and process applications from three to five years. Proposed changes to the definition of "vendor" would remove the requirement that State agencies determine a vendor applicant's business structure, decreasing the amount of time it takes a State agency to review a vendor application. These two changes would result in a net decrease of State agencies' reporting burden. In recognition of the efficiency of using electronic benefit transfer (EBT) data to analyze the prices vendors charge for supplemental foods, the proposed rule would remove the requirement that State agencies with access to EBT data collect shelf prices from vendors on a biannual basis or seek an exemption from FNS. Removing the shelf price collection requirement for State agencies with access to EBT data would significantly decrease the reporting burden for WIC State agencies and WIC-authorized vendors. The proposed rule would encourage State agencies to issue electronic benefits remotely and mail EBT cards to participants to reduce the number of clinic visits households make to receive benefits which will decrease the burden on individuals and households associated with picking up food instruments and cash-value vouchers outside of a certification clinic visit, allowing individuals and households to obtain their benefits more easily and efficiently.	This reduces: (1) learning and information costs; (2) compliance costs; (3) psychological costs and stigma; and (4) redemption or use costs. There are a number of specific burdens targeted by this proposed rule, and if finalized, the changes proposed would lead to the ultimate reduction in burden for State agencies, vendors, and individuals and households. For example, by extending the length of the vendor agreement from three to five years and changing the definition of vendor, the frequency and type of collection requirements were reduced, leading to an overall decrease in record keeping burden for State agencies and vendors. In changing the requirement so that State agencies with access to EBT data do not have to collect shelf prices from vendors every six months or seek an exemption from FNS, the reporting burden would significantly decrease for WIC State agencies and WIC authorized vendors. By encouraging that State agencies remotely issue electronic benefits the burden on individuals and households is reduced significantly as they will not have to pick up their benefits in person.
Impacted Population	**Estimated Reduction**
Within the broad group of WIC State agencies, we don't expect any subgroups to be disproportionately impacted by the above mentioned changes. We believe all State agencies will have a reduced burden with the	The following total estimated change in burden hours, per impacted group, reflects all of the changes proposed in the WIC: Online Ordering and Transactions and Food Delivery Revisions to Meet the

flexibilities proposed by the rule. However, smaller State agencies with fewer staff to support the current reporting requirements may feel the reduced burden to a greater effect. Within the broad group of individuals and households, we expect the subgroup of individuals with disabilities, households headed by a single parent, low-income houses, rural households, and households without convenient access to transportation would all be positively impacted by the proposed changes. The changes would make WIC more convenient and accessible to these subgroups especially by encouraging State agencies to remotely issue electronic benefits and mail EBT cards whenever possible, potentially reducing the number of clinic visits that WIC participants are required to make. Within the broad group of retail vendors, we don't expect any subgroups to be disproportionately impacted by the above mentioned changes. We believe all retail vendors would have a reduced burden with the flexibilities proposed by the rule. However, small, rural, or Tribally owned vendors with fewer staff or resources to support the current reporting requirements may feel the proposed changes to a greater effect.	Needs of a Modern, Data-Driven Program proposed rule. For state agencies, the current burden hours under OMB approval #0584-0043 is 287,157 and the total estimated reduction in burden hours is 159,355. For individuals and households, the current burden hours under 0584-0043 is approximately 1,505,252 and the total estimated reduction in burden hours is 143,400.

Department of Agriculture	
Rural Development Grants Initiative	
Description	**Strategy**
USDA Rural Development (RD) will streamline and standardize grant processing activities. Our goals are to simplify tasks to reduce applicant frustration, reduce FTE hours needed to provide grant services and refocus energies on other mission-critical work, and streamline programs to provide a better customer experience. The team will consist of both national office and field staff.	This reduces: (1) learning and information costs and (2) redemption or use costs. Our team will begin by gathering employee input and customer feedback. Our field staff members have a wealth of knowledge on how our grant applications are cumbersome and are excellent sources of possible solutions. Next, we will conduct tribal consultations, focus groups, and surveys to gather measurable customer data. Once we have fully identified the pain points within our grant applications, we will work with stakeholders across RD program areas to propose solutions and determine their feasibility and an implementation strategy, with the input of OMB. Finally, we will adhere to that strategy to streamline and improve our grant applications to benefit both applicants and staff.
Impacted Population	**Estimated Reduction**
All eligible rural communities, businesses, non-profits, and individuals.	No quantified estimate at this time.

Department of Agriculture	
Electronic Information Collection for the Animal & Plant Health Inspection Service (APHIS)	
Description	**Strategy**
Between 2018-2020, USDA APHIS moved to using its eFile online application as a standard approach for collecting and maintaining information and records electronically. This subsequently allowed respondents to submit reports online, as well as applications and other activities. Further, in 2021, APHIS began using its DocuSign system for licensing and registration processes. DocuSign allows respondents to complete fillable forms and submit them electronically, to be subsequently migrated into eFile by APHIS personnel. There are other activities or records that a regulated entity may be required to submit to APHIS, or maintain for review on inspection, that can be stored or submitted electronically to APHIS by email.	This reduces redemption or use costs, via electronic submission of information.
Impacted Population	**Estimated Reduction**
Businesses, non-profits, individuals, state and other Federal agencies.	35,500 hours.

Department of Commerce	
Facilitating Grant Forms	
Description	**Strategy**
The National Telecommunications and Information Administration's (NTIA) initiative to facilitate grant forms came in the wake of the Consolidated Appropriations Act, 2021 broadband grant programs. As a result of not having used structured application forms for these programs, heavy burden costs were incurred by both applicants and reviewers in attempting to gather all of the necessary programmatic and project data required to adequately assess an application. Many of these applicants included Tribal governments and other entities associated with underprivileged communities. Consequently, NTIA developed structured application and reporting forms for future grant programs and implemented whole-scale strategies to provide technical assistance and outreach to guide applicants through these forms.	The initiative aims to lower learning, psychological, and compliance costs associated with understanding and completing highly-technical application and reporting requirements, especially for entities from marginalized communities. The agency does this by employing the use of structured forms, creating an online grant application portal, and providing extensive technical assistance. NTIA's Grant Portal made application forms more accessible and easier to navigate, while use of technical assistance allowed applicants/recipients to better understand the material being asked within the structured forms. Examples of technical assistance include written instruction materials, webinar outreach, instruction videos, sample forms, and dedicated points of contact for questions. The materials continue to be generated and made widely available to the public on NTIA's Internet for All website.
Impacted Population	**Estimated Reduction**
Non-profits or other community-based organizations; state, territorial, Tribal, or local governments; and businesses.	No quantified estimate at this time.

Department of Commerce	
Discounted Rate Fee Adjustment for the United States Patent and Trademark Office (USPTO)	
Description	**Strategy**
The USPTO is lowering the discount rate for small and micro business as provided in the Unleashing American Innovators Act of 2023. Overall, 194 fees have been reduced. A small entity is generally defined as a business which, including affiliates, has fewer than 500 employees, a qualifying nonprofit organization, or an individual who has not assigned, licensed or otherwise conveyed or promised to convey an interest in the invention to a non-small entity. To be a small entity applicant, USPTO requires all parties holding rights in the invention qualify for small entity status. A micro entity must meet the criteria of a small entity, but also qualify for micro entity status, either on a gross income basis or on a basis of higher education, where the applicant must be obtaining the majority of their income from a United States institution of higher education. An additional requirement when filing for micro entity status based on gross income is that neither the applicant nor the inventor has been named as an inventor on more than four previously filed applications.	This initiative targets cost burdens associated with submitting Patent applications to USPTO.
Impacted Population	**Estimated Reduction**
Small and micro businesses filing applications.	The estimated burden reduction is over $100,000,000.

Department of Commerce	
Request for Extension of Examination (USPTO)	
Description	**Strategy**
Without an examination-extension mechanism, applicants to the Patent Bar who do not schedule and sit for their examination before the given deadline are required to reapply for admission. Reapplication results in applicants having to again pay a $210 examination fee and $110 application fee, in addition to any fee imposed by the testing center. The examination-extension mechanism eliminates the paperwork associated with reapplying and avoids re-imposition of the examination and application fees. In sum, the examination-extension mechanism reduces cost and paperwork burdens on applicants.	USPTO is targeting cost burdens associated with admission to the Patent Bar.
Impacted Population	**Estimated Reduction**
Individuals and Households.	The difference between paying the extension and reapplying is $205 dollars. USPTO estimated that 120 individuals would benefit from this change resulting in a reduction in burden of more than $24,000 and 60 hours.

Department of Commerce	
Trademark Application System	
Description	**Strategy**
The USPTO is working to upgrade and modernize the application systems for submitted Trademark registrations.	USPTO is seeking to streamline the Trademark application process and reuse customer information for the completion of forms.
Impacted Population	**Estimated Reduction**
Members of the public submitting applications.	No quantified estimate at this time.

Department of Commerce	
Re-use already collected data on Export.gov	
Description	**Strategy**
By capturing the client information collected and storing it in export.gov, the sponsor will be able to access pre-populate information without having the clients to re-enter it. This will reduce both the client's and the sponsor's burden and allow for more customized and efficient services.	This approach is expected to reduce learning and information costs and psychological costs expended by the public.
Impacted Population	**Estimated Reduction**
Private sector users of export.gov.	5,000 hours per year (3 minutes reduction for entering contact information X 100,000 requests).

Department of Commerce	
Evaluate Revisions to Alaska Region Fishing Industry Information Collections	
Description	**Strategy**
The National Oceanic and Atmospheric Administration (NOAA) will review the information collections of the Alaska Region Fishing Industry to remove unnecessary data fields on all forms.	Burden reduction is expected for the annual time burden. The removal of unnecessary data fields will reduce learning and information costs by limiting the information that must be provided and reduce psychological costs and stigma by reducing the information collected and maintained by the Federal government on an individual or organization.
Impacted Population	**Estimated Reduction**
Individual households; non-profits or other community-based organizations; state, territorial, Tribal, or local governments; and businesses that complete forms related to the fishing industry.	No quantified estimate at this time.

Department of Education	
Free Application for Federal Student Aid (FAFSA)	
Description	**Strategy**
The Free Application for Federal Student Aid is used to determine the need and eligibility of a student for financial assistance.	With the implementation of the FAFSA Simplification and Future Act provisions, the Department will provide an enhanced role-based experience using customer-centric design principles to deliver a more interactive, intuitive, and tailored FAFSA form. The IRS direct data exchange will allow the Department to directly transfer the FAFSA user's Federal tax information, with their express consent, into the application and eliminates the need for the user to link, authenticate, and transfer their tax information from the IRS website. With these improvements and other changes, the Department is anticipating a reduction in the amount of time required to file a FAFSA application or perform any corrections to the initial application.
Impacted Population	**Estimated Reduction**
Households.	The Department is projecting a burden decrease of 427,252 hours. The burden reduction will be realized in the 2024-25 school year.

Department of Education	
Income Driven Repayment (IDR) Plan Request for the William D. Ford Federal Direct Loan (Direct Loan) Program and Federal Family Education Loan (FFEL) Program	
Description	**Strategy**
The Income-Driven Repayment (IDR) plan request form is for borrowers who obtained Federal student loans through the DL and FFEL Programs. The IDR plan request form incorporates the Revised Pay As You Earn (REPAYE), Pay As You Earn (PAYE), Income-Based Repayment (IBR), and Income-Contingent Repayment (ICR) plans.	With the change to an automatic annual recertification of income through information sharing with the Internal Revenue Service (IRS), FSA is anticipating a reduction in the overall burden assessed participants in the Income Driven Repayment Plan who will no longer have to recertify their income annually. FSA also anticipates improved data to recalculate the monthly payment as it is shared directly from the IRS.
Impacted Population	**Estimated Reduction**
Individuals.	The updated ICR is under development. Based on prior use of the IRS data retrieval tool, the Department estimates at least 3.2 million borrowers will consent to auto-recertification and no longer need to report income annually.

Department of Education	
Integrated Postsecondary Education Data System (IPEDS)	
Description	**Strategy**
IPEDS collects data from close to 6,000 postsecondary institutions in the United States and the other jurisdictions that are eligible to participate in Title IV Federal financial aid programs.	One initiative focuses on small and ongoing refinements to instrument design and support to prevent respondents needing to break off their response efforts in order to make help desk calls. Those refinements include: additional in-system checks to data entered; improved and rewritten instruction; new and enhanced FAQs; on-demand video tutorials; increased screening questions, so that respondents only see sections most relevant to their required reporting; and clustering "groups" of respondents to help funnel only relevant questions to respondents. Additional burden reduction efforts focus on more fundamental issues to the data collection including: developing a working group on school finance to revise the financial collection instruments; working with the National Postsecondary Education Cooperative to better align three IPEDS measures to make the data easier to collect in a uniform way; and ongoing work and discussion about the continued necessity of some components of IPEDS.
Impacted Population	**Estimated Reduction**
Institutions of Higher Education.	This has not yet been quantified as the next ICR for IPEDS 2025-2028 has not yet begun development.

Department of Education	
Public Service Loan Forgiveness (PSLF)	
Description	**Strategy**
The Public Service Loan Forgiveness program provides forgiveness of the outstanding balance of a borrower's William D. Ford Federal Direct Loan (Direct Loan) Program loan(s) after the borrower has made 120 on-time, monthly payments under a qualifying repayment plan	Through the increased use of the electronic PSLF Help Tool available at studentaid.gov applicants can determine the eligibility of their employer faster and utilize a streamlined application process. FSA is anticipating a reduction in overall burden with this streamlined process. The increased use of the PSLF Help Tool will allow for increased use of electronic signatures as well.
Impacted Population	**Estimated Reduction**
Individuals.	Individual's burden applying for public service loan forgiveness decreased. However, the overall burden rose by 56,226 hours because of an increase in the number of respondents due to a temporary waiver resulting from loan consolidation, increased numbers of eligible recipients caused by regulatory changes, and a greater awareness of the PSLF program.

Department of Health and Human Services	
Eligibility Determinations for Head Start	
Description	**Strategy**
On April 21, 2022, the Administration for Children and Families (ACF) issued an Information Memorandum that expanded the interpretation of "public assistance" to include the Supplemental Nutrition Assistance Program (SNAP) in addition to Temporary Assistance for Needy Families (TANF) and Supplemental Security Income (SSI) as a means of categorically establishing Head Start eligibility.	This change helps eliminate barriers to families who are already eligible for, and in many cases already enrolled in, Head Start services by providing a streamlined way for such families to demonstrate eligibility.
Impacted Population	**Estimated Reduction**
Low-income families with children eligible for Head Start.	Program feedback has been overwhelmingly positive on this change to facilitate enrolling eligible families in need of program services.

Department of Health and Human Services	
Medicare Advantage Part C/D Final Rule	
Description	**Strategy**
The Medicare Advantage rule finalized policies to streamline prior authorization requirements and reduce disruptions for enrollees. For example, the rule requires that a granted prior authorization approval remains valid for as long as medically necessary to avoid disruptions in care, that Medicare Advantage plans annually review utilization management policies, and that denials of coverage based on medical necessity be reviewed by health care professionals with relevant expertise before a denial can be issued. These changes would work with the reforms in the Advancing Interoperability and Improving Prior Authorization proposed rule to enhance transparency for providers and patients.	These reforms advance timely access to medically necessary care for patients and enable clinicians to focus on direct patient care instead of administrative processes.
Impacted Population	**Estimated Reduction**
Patients and health care providers.	No quantified estimate at this time.

Department of Health and Human Services	
Centers for Medicare and Medicaid Services (CMS) Advancing Interoperability and Improving Prior Authorization Proposed Rule	
Description	**Strategy**
The Advancing Interoperability and Improving Prior Authorization Processes proposed rule would improve patient and provider access to health information and streamline processes related to prior authorization for medical items and services. CMS proposed to modernize the health care system by requiring certain payers to implement an electronic prior authorization process, shorten the time frames for certain payers to respond to prior authorization requests, and establish policies to make the prior authorization process more efficient and transparent. These proposed requirements would generally apply to Medicare Advantage (MA) organizations, state Medicaid and Children's Health Insurance Program (CHIP) agencies, Medicaid managed care plans, CHIP managed care entities, and Qualified Health Plan (QHP) issuers on the Federally-facilitated Exchanges (FFEs), promoting alignment across coverage types.	If finalized, these reforms would advance timely access to medically necessary care and health information for patients and enable clinicians to focus on direct patient care instead of administrative processes.
Impacted Population	**Estimated Reduction**
Patients, health care providers, and payers.	CMS estimates that efficiencies introduced through these policies would save physician practices and hospitals over $15 billion over a 10-year period.

Department of Health and Human Services	
CMS Adoption of Standards for Health Care Attachments Transactions and Electronic Signatures Proposed Rule	
Description	**Strategy**
The Adoption of Standards for Health Care Attachments Transactions and Electronic Signatures, and Modification to Referral Certification and Authorization Transaction Standard proposed rule would adopt standards for "health care attachments" transactions, such as medical charts, x-rays, and provider notes that document physician referrals, and office or telemedicine visits. The modifications to the adopted Health Insurance Portability and Accountability Act of 1996 (HIPAA) transactions would support both health care claims and prior authorization transactions, standards for electronic signatures to be used in conjunction with health care attachments transactions, and a modification to the standard for the referral certification and authorization transaction. The rule would help make the process of submitting and adjudicating health care claims more efficient by providing structured, standardized electronic data to payers. The proposed adoption of a modification to the standard for the referral certification and authorization transaction would also reduce potential barriers to adopting value-based payments and significantly ease unnecessary administrative costs and burdens on providers and health plans.	If finalized, adoption of these standards would reduce paperwork burdens, empower health care providers to focus on direct patient care, and streamline the care experience for patients, providers, and health plans.
Impacted Population	**Estimated Reduction**
Patients and HIPAA-covered health plans and health care providers.	CMS estimates $454 million annually in administrative costs.

Department of Health and Human Services	
Notice of Funding Opportunity (NOFO) Simplification	
Description	**Strategy**
The Notice of Funding Opportunity (NOFO) Simplification initiative seeks to reduce burden on those applying for HHS awards. NOFOs guide the information applicants submit in applying for funding. Making NOFOs easier to read and understand and decreasing the complexity of what applicants must complete in preparing and submitting applications will improve outcomes and reduce burden for organizations seeking awards under HHS discretionary programs, including those serving underserved communities. As of June 27, 2023, HHS completed and published three prototype NOFOs. In FY24 a minimum of 100 NOFOs will be in the simplified format and further implementation and adoption in FY25.	(1) Learning and information costs: Seeks to make NOFOs and their requirements easier to read and understand, lowering the time spent trying to understand requirements and seeking answers from Federal contacts; (2) Compliance costs: Seeks to understand customers' needs through an interview-based study of diverse groups; (3) Psychological costs and stigma: Simplifying NOFOs in plain language and using more intuitive formats seeks to lower the stress and anxiety of completing an application and increase trust in HHS; and (4) Redemption or use costs: NOFO simplification reduces the time and effort needed to understand the specific requirements of applying for funds and completing the needed steps, forms, and narratives.
Impacted Population	**Estimated Reduction**
All applicants for HHS discretionary programs will be impacted, including non-profits and community-based organizations; Tribal governments, and small and local governments.	No quantified estimate at this time.

Department of Health and Human Services	
Countermeasures Injury Compensation Program (CICP) Online Submission Portal	
Description	**Strategy**
The Countermeasures Injury Compensation Program (CICP) provides benefits to individuals who sustain a covered serious physical injury as the direct result of the administration or use of covered countermeasures identified in and administered or used under a Public Readiness and Emergency Preparedness Act declaration.	Previously, the CICP required claims to be filed hardcopy and sent via mail. This online portal permitted individuals to complete forms and file CICP claims electronically.
Impacted Population	**Estimated Reduction**
Individuals filing CICP claims.	The online portal is available but continues to undergo enhancements, and thus, there is no quantified estimate at this time.

Department of Homeland Security	
Minimum Standards for Driver's Licenses and Identification Cards Acceptable by Federal Agencies for Official Purposes; Temporary Waiver for Mobile Driver's Licenses	
Description	**Strategy**
The proposed rule would, among other provisions, allow Federal agencies to continue to accept mobile Driver's Licenses (mDLs) for official purposes when REAL ID enforcement begins. TSA estimates there will be approximately 2.3 million mDL holders in the first year, with an increasing mDL adoption rate over time	If finalized, this DHS rule would enable Federal agencies to continue to accept mDLs in the period between full enforcement of REAL ID requirements (set to begin May 3, 2023), and DHS issuance of a subsequent rule setting comprehensive regulatory requirements for mDLs. The experience and insight learned through the mDL waiver process could also be used to inform future standards and rulemaking.
Impacted Population	**Estimated Reduction**
Members of the US public using mDLs.	If finalized. the ability to automate the ID verification process is expected to mitigate risks while helping move passengers more quickly.

Department of Homeland Security	
Temporary Increase of the Automatic Extension Period of Employment Authorization and Documentation for Certain Renewal Applicants	
Description	**Strategy**
On May 4, 2022, DHS published a temporary final rule that prevented employment authorization for certain individuals from lapsing due to processing backlogs.	The rule increased the automatic extension period applicable to expiring employment authorization documents for certain renewal applicants from 180 to 540 days.
Impacted Population	**Estimated Reduction**
Certain Employment Authorization and Documentation renewal applicants and their U.S. employers.	Prevented loss of employment authorization.

Department of Homeland Security	
Arrival and Departure Record and Electronic System for Travel Authorization (ESTA)	
Description	**Strategy**
The Arrival and Departure Record and Electronic System for Travel Authorization (ESTA) allows travelers to submit forms electronically and save partially completed forms for later completion. Total time to completion was reduced by 10 minutes per traveler using form simplification methods during modernization.	CBP enabled online submission of the 1-94 for more populations of travelers, reducing completion times and overall burden hours, to save taxpayers an estimated $4,985,750 per year.
Impacted Population	**Estimated Reduction**
Travelers.	2,500,000 hours.

Department of Homeland Security	
Optional Alternative to the Physical Examination Associated with Employment Eligibility Verification (Form I-9)	
Description	**Strategy**
On August 18, 2022, DHS published a proposed rule that would allow the Secretary to authorize alternative procedures under certain circumstances, or as part of a pilot, for some or all employers to examine identity and employment authorization documents for completion of the Form I-9. DHS is finalizing the rule and accompanying Federal Register notices.	If finalized, the rule would allow for an alternative procedure to the physical inspection of the identity and employment authorization documents that prospective employees must present to their employers for the completion of the Form I-9.
Impacted Population	**Estimated Reduction**
Employers and prospective employees.	Savings to employers and employees from reduced travel and improved operational and administrative efficiencies

Department of Homeland Security	
National Flood Insurance Program: Standard Flood Insurance Policy, Homeowner Flood Form	
Description	**Strategy**
Revisions to Collection: FEMA recently updated its current collection of National Flood Insurance Program (NFIP) Policy Forms (1660-0006) to remove unnecessary questions, eliminate unnecessary collections and enable online submissions, saving flood victims 10,568 burden hours. Rulemaking: FEMA's rule would improve homeowners' experience with the NFIP by revising the Standard Flood Insurance Policy to create a new Homeowner Flood Form, which would more closely align with property and casualty homeowners insurance and provide increased options and coverage in a more user-friendly and comprehensible format.	Revisions to Collection: saved $2,304,791 by removing unnecessary questions, eliminating unnecessary collections and enabling online submission. Rulemaking: would simplify coverage terms, reduce complexity, offer more customizable coverage options to policyholders, and offer default coverage choices to direct policyholders toward the more appropriate coverage to insure against their risk.
Impacted Population	**Estimated Reduction**
NFIP policyholders.	Revisions to Collection: 10,568 hours.

Department of Homeland Security	
Prepopulate forms and reuse existing known data and information	
Description	**Strategy**
On the Student and Exchange Visitor Information System (SEVIS) Forms I-17 & I-20 Immigration and Customs Enforcement (ICE) was able to prepopulate forms and reuse existing data to reduce 1,859,098 burden hours.	By using SEVIS, the projected annual savings resulting from the reduction in burden of hours to certified schools is $69,693,694. System modernization and enabling online submission of related forms through SEVIS contributed to reducing this burden.
Impacted Population	**Estimated Reduction**
Participants in the Student and Exchange Visitor Program.	1,859,098 hours

Department of Homeland Security	
Conduct usability testing during the creation and revision process for all forms	
Description	**Strategy**
National Fire Incident Reporting System (NFIRS) Version 5.0. FEMA conducted usability testing and improved its electronic submission methods to reduce 2,805,900 burden hours.	This revised submission's decrease of $120,064,461 in burden cost resulted from improvements to the web-based application in the October 2020 modernization effort. The stand-alone software was decommissioned, and the interface of the electronic, web-based application improved with type ahead features.
Impacted Population	**Estimated Reduction**
Fire departments.	2,805,900 hours.

Department of Homeland Security	
Enable online submission of all forms, where appropriate	
Description	**Strategy**
• ICE enabled online submission of the Training Plan for STEM Optional Training (OPT) Students (Form I-983), including automating payment transfer.	ICE took the steps to incorporate the submission of the Form I-983 into the Student and Exchange Visitor Information System (SEVIS) through the new Student and Exchange Visitor Program (SEVP) Portal. ICE anticipates a reduction in designated school official burden during the next 3 years as the new SEVP portal is more fully deployed.
Impacted Population	**Estimated Reduction**
Students and school officials completing these forms.	1,106,200 hours.

Department of Homeland Security	
Transportation Worker Identification Credential (TWIC) Online Renewals	
Description	**Strategy**
The Transportation Worker Identification Credential (TWIC) is a fee funded program that affects all applicants who require credentials. Burden reduction realized by enabling online renewals, rather than requiring in-person visits. Renewals fees also reduced, saving applicants up to $32 if they currently hold a comparable credential that requires a Secure Threat Assessment.	• Prioritization of capability requirements by TSA with other planned information technology systems' enhancements and planned solutions. • Prioritization of capability requirements by TSA's enrollment vendor with other change requests and requirements from TSA. • TWIC is a fee funded program. Review and evaluation of the TWIC fee structure will be required to validate fee structure for applicants who opt to renew online. • Conduct and completion of usability testing and phased testing of the capability prior to Full Operating Capability release.
Impacted Population	**Estimated Reduction**
Individual applicants to TWIC.	308,432 hours.

Department of Homeland Security	
Setting a Department-Wide Burden Reduction Target	
Description	**Strategy**
DHS set a Department-wide burden reduction target of 20 million burden hours by May 2023, along with corresponding sub-component targets. Sub-components were then charged with developing a burden reduction plan incorporating best practices identified by the Department's CX team.	DHS sub-components were encouraged to adopt best practices, including the following: (1) developing simplification of forms, automatic renewals, and short form options; (2) enabling online submission of all forms, where appropriate; (3) accepting electronic or digital signatures; (4) ensuring that online forms are optimized for mobile devices; (5) conducting usability testing during the creation and revision process for all forms; (6) prepopulating forms and reusing existing known data and information; (7) using plain language; (8) reducing the frequency of information collections; and (9) eliminating redundant or unnecessary collections.
Impacted Population	**Estimated Reduction**
DHS sub-components and the members of the public they interact with.	20 million burden hours.

<table>
<tr><th colspan="2">Department of Homeland Security</th></tr>
<tr><th colspan="2">Discontinuation of unnecessary forms and information collections</th></tr>
<tr><th>Description</th><th>Strategy</th></tr>
<tr><td>Discontinuation of:
1. Alien Change of Address Card
2. Monthly Report on Naturalization Papers
3. Application for Regional Center Under the Immigrant Investor Pilot Program
4. COLLECTION INSTRUMENT(S): AABB accredited laboratory testing; Rapid DNA prototype Accelerated Nuclear DNA Equipment (ANDE) by NetBio; Rapid DNA prototype RapidHIT200 by IntegenX
5. Surface Transportation Stakeholder Survey
6. Affidavit in Lieu of Lost Receipt of United States ICE for Collateral Accepted As Security
7. Manufactured Housing Operations Forms
8. Letter of Attestation regarding Export of Certain Scarce or Threatened Medical Resources</td><td>Thorough review of all DHS Collections, to determine those that are no longer required or deemed unnecessary.</td></tr>
<tr><th>Impacted Population</th><th>Estimated Reduction</th></tr>
<tr><td>Members of the public completing these forms.</td><td>1. 191,842 hours.
2. 960 hours.
3. 35,620 hours.
4. 468 hours.
5. 1,282 hours.
6. 1,750 hours.
7. 4,170 hours.
8. 84 hours.</td></tr>
</table>

Department of Housing and Urban Development	
Housing Opportunity Through Modernization Act (HOTMA) Final Rule	
Description	**Strategy**
The rule updates HUD regulations for various programs to conform to sections 102, 103, and 104 of the Housing Opportunity Through Modernization Act of 2016 (HOTMA) by listing specific criteria for triggering family income reviews, providing methods for calculating family income, revising the definition of income and adjusted income, setting a limit on the amount and type of assets that assisted families may have, revising the definition of net family assets, and requiring that applicants for and recipients of assistance provide authorization to Public Housing Authorities (PHAs) to obtain financial records.	This final rule revises HUD regulations in certain ways that will reduce burden or provide flexibility for PHAs and owners and other housing providers. The final rule provides specific events that trigger an interim reexamination of family income, whereas current regulations provide that families may request reexaminations at any time. The final rule provides methods for calculating family income, but also provides a safe harbor for PHAs and owners who determine a family's income based on other forms of means-tested Federal public assistance. This final rule also provides that applicants and recipients of assistance must provide authorization for PHAs to obtain financial records in order to verify family income.
Impacted Population	**Estimated Reduction**
Tenants and prospective tenants in HUD-assisted housing. PHAs, owners, and other housing providers.	HUD estimates HOTMA implementation will save PHAs and owners about $23 to $27 million annually in compliance costs. Reducing consent forms from annual to a one-time process will return at least 750,000 hours of annual "time tax" to American families every year.

Department of Housing and Urban Development	
National Standards for the Physical Inspection of Real Estate (NSPIRE) Final Rule	
Description	**Strategy**
NSPIRE – the National Standards for the Physical Inspection of Real Estate – is a proposed rule establishing new physical inspection model designed to promote HUD's goal of reducing health and safety hazards in the home. To achieve this goal, NSPIRE would prioritize the condition of residents' homes. NSPIRE would align multiple HUD programs to a single set of inspection standards so that the same expectations of housing quality can be achieved across HUD programs.	If finalized, this rule would align the existing inspection models that exist across most HUD programs and allow the implementation of a single inspection standard. The purpose of NSPIRE is to reduce regulatory burden and improve HUD oversight through the alignment and consolidation of the inspection regulations used to evaluate HUD housing across multiple programs, which are currently evaluating housing quality through differing standards, protocols, and frequencies. This proposed rule intends to apply an aligned standard; reduce the current inspectable areas for physical condition standards for covered housing programs from five to three; implement a new annual self-inspection and reporting requirement for certain HUD housing; establish an administrative process for the treatment of health and safety deficiencies; incorporate provisions of the Economic Growth and Recovery, Regulatory Relief and Consumer Protection Act that will reduce administrative burden on small rural Public Housing Authorities (PHAs); and lay the groundwork for the later implementation of specific NSPIRE standards, scoring and processes through future Federal Register notices.
Impacted Population	**Estimated Reduction**
Owners, tenants, and prospective tenants.	One standard and practice applicable across most inspections of HUD properties; Frequency reduced from annual to every three years for small, rural PHAs and high-performing properties.

Department of Housing and Urban Development	
Sharing Income Data for Housing Assistance	
Description	**Strategy**
HUD is exploring opportunities to partner with other Federal agencies to encourage agencies administering other means-tested programs (e.g., state food assistance agencies) to share income data with Public Housing Authorities (PHAs). The objective is to make it easier for PHAs to use the Housing Opportunity Through Modernization Act (HOTMA) option that allows them to rely on income data from other programs.	Address compliance burden, freeing up time PHAs can use to improve service to tenants in low income housing.
Impacted Population	**Estimated Reduction**
Owners, tenants, and prospective tenants.	Tenants or applicants need one or no appointments to demonstrate continued eligibility.

Department of Housing and Urban Development	
Homelessness and Verification of Eligibility	
Description	**Strategy**
HUD will move forward with proposed and final rules for the Continuum of Care (CoC) and Emergency Solutions Grant (ESG) programs to simplify documentation and streamline access to assistance for people experiencing or at risk of homelessness.	If finalized, rulemaking would reduce compliance and redemption costs in the CoC and ESG programs.
Impacted Population	**Estimated Reduction**
People experiencing and at-risk of homelessness.	No quantified estimate at this time.

Department of Housing and Urban Development	
Modernization of Engagement with Mortgagors in Default	
Description	**Strategy**
HUD’s regulations require that mortgagees of Federal Housing Administration (FHA) insured single family mortgages (mortgagees) meet in person, or make a reasonable effort to meet in person, with mortgagors who are in default on their mortgage payments. This rule proposes to modernize this requirement by updating HUD’s regulation to better align with advances in electronic communication technology and mortgagor engagement preferences, while preserving consumer protections. Specifically, this rule proposes to replace HUD’s current in-person, face-to-face meeting requirements by instead requiring mortgagees to utilize electronic communication methods, such as telephone calls or video calling services, to meet with mortgagors who are in default on their mortgage payments. This proposed rule would also expand the meeting requirement to all mortgagors in default, including mortgagors who do not reside in the mortgaged property and those with a mortgaged property not within 200 miles of their mortgagee, its servicer, or a branch office of either.	Proposed rulemaking to reduce compliance burden.
Impacted Population	**Estimated Reduction**
Mortgagees and mortgagors of FHA insured single family mortgages.	No quantified estimate at this time.

Department of Housing and Urban Development	
Burden Reduction Request for Information (RFI)	
Description	**Strategy**
HUD will publish a Request For Information (RFI) about ways to reduce burden in HUD's programs and activities.	Soliciting public comment about ways HUD can address public burden in all domains.
Impacted Population	**Estimated Reduction**
All grantees, beneficiaries, and stakeholders of HUD programs and services.	Responses to RFI will inform future burden reduction initiatives.

Department of Housing and Urban Development	
Updated web presence for HUD disaster information	
Description	**Strategy**
Incorporated Human Centered Design principles into updated web page for disaster survivors seeking information about HUD programs.	Reduce learning costs.
Impacted Population	**Estimated Reduction**
Disaster survivors accessing HUD programs.	No quantified estimate at this time.

Department of Housing and Urban Development	
Green and Resilient Retrofit Program lookup of Environmental Protection Agency data	
Description	**Strategy**
Allow owners/property managers to input data once when accessing Green and Resilient Retrofit Program (GRRP) funding. HUD’s Integrated Real Estate Management System will query EPA data.	Reduce compliance burden to encourage uptake of this opportunity to rehabilitate multifamily housing for low-income households.
Impacted Population	**Estimated Reduction**
Low-Income, Elderly, and Persons with Disabilities in HUD’s Section 8, Section 202, and Section 811 Housing.	50% reduction anticipated for the data elements that will be accessed via the interface to EPA.

Department of Interior	
Technology Development and Transfer	
Description	**Strategy**
The Office of Surface Mining Reclamation and Enforcement (OSMRE) has capability to provide a wide range of technical assistance and technological support. Many states and Tribes cannot maintain the full complement of technologies required to regulate active mining operations while reclaiming Abandoned Mine Land legacy sites.	Minimize the burden of environmental compliance using advanced technological tools such as electronic permitting, digital mapping, and Lidar for inspection and enforcement.
Impacted Population	**Estimated Reduction**
Landowners, state and Tribes, regulators.	250,000 annual hours.

Department of Interior	
Migratory Bird Surveys, 50 CFR 20.20	
Description	**Strategy**
DOI revised OMB Control No. 1018-0023 to transition from paper harvest surveys to the new online survey system, which reduces burden on respondents.	The current renewal of OMB Control No. 1018-0023 reflects a burden reduction reflective of the transition from paper harvest surveys to the online system. This change, along with a change to agency estimates for this information collection, would result in an overall burden reduction for this information collection.
Impacted Population	**Estimated Reduction**
Individuals and households completing the surveys.	28,576 fewer annual responses and 16,498 fewer annual burden hours.

Department of Interior	
Permits for Incidental Take of Eagles (RIN 1018-BE70) and Eagle Nests	
Description	**Strategy**
The Service proposes a new subpart E within 50 CFR part 22 for eagle permit regulations authorizing take that is necessary for the protection of other interests in any particular locality (eagle take for other interests). This proposed new subpart would include revised provisions for processing specific permits (sometimes called individual permits) and add a general-permit alternative for qualifying activities. The current permit framework places an administrative burden on the public and the Service that is not commensurate with what is required to effectively preserve bald eagles.	Currently, we have a specific permit and are working to create a more efficient path to compliance when the risk of eagle take is lower. Thus, the proposed creation of general permits would reduce burden on those needing coverage for potential eagle take. (General eagle permits (proposed § 22.210) – Incidental eagle take permits would be issued for activities that we have tentatively determined require no application-specific review or analysis to comply with the Eagle Act's preservation standard. Such permits would be characterized by standard nationwide or regional permit conditions which must be accepted by the applicant in order for a permit to be issued.)
Impacted Population	**Estimated Reduction**
Individuals, businesses, state/local/Tribal governments involved in the permit framework.	Interior's current estimations (proposed rule stage): A decrease of 2,284 annual burden hours due to new streamlined general permit process.

Department of Justice	
Improving Language Access	
Description	**Strategy**
The Department of Justice continues to prioritize efforts to reduce burdens for individuals with limited English Proficiency (LEP) in accessing Federal government services and resources in their language. Last year, the Office for Access to Justice reconvened the DOJ-wide Language Access Working Group which has advanced the following efforts among others: (1) expanding access to telephonic interpreting services; (2) increasing awareness about language assistance services available to DOJ components; (3) translating DOJ public-facing content that is most relevant to communities with LEP; and (4) providing training and technical assistance to components on best practices including when conducting outreach and engaging with communities with LEP in non-English languages.	The Office for Access to Justice is planning to launch a Language Access One-Stop-Shop (internal webpage hub) to centralize language access tools and information. Additionally, in response to the Memorandum issued by Attorney General Merrick B. Garland in November 2022, the Department's Civil Rights Division (CRT) hosted convenings including a community listening session to discuss language access planning, protocols and best practices across Federal agencies. More than 40 Federal agencies attended and several have submitted their updated language access plans to the Department for review, as required by the Memorandum.
Impacted Population	**Estimated Reduction**
As one example, over 90% of the overall population of noncitizens in EOIR proceedings identified a language other than English as their first language.	Quantified estimated to be determined. Burden on respondents and EOIR is reduced in that the translation of the instructions will be accurate for those filling out the form.

Department of Justice	
Simplifying Pardon and Clemency Application Processes	
Description	**Strategy**
DOJ's Office of the Pardon Attorney is simplifying application forms and processes for those seeking to avail themselves of the executive clemency process, including requests for pardon after completion of sentence, commutation (reduction) of sentence, and remission of criminal financial penalties. This effort commenced in March 2023, in response to the October 6, 2022 Presidential Proclamation that pardons Federal and D.C. Code convictions for simple marijuana possession offenses.	To help recipients of this type of pardon obtain proof of the clemency grant, the Office of the Pardon Attorney launched an online application for a Certificate of Pardon for Simple Possession of Marijuana on its website. The online form created a streamlined process for eligible recipients to submit applications while also providing helpful instructions to those who prefer to apply by mail or email. The Office of the Pardon Attorney plans to create similar online applications for both commutation and pardon and to develop a separate application for requests for remission. In anticipation of developing additional online forms, the Office of the Pardon Attorney has already begun to revise each of its applications to increase accessibility while decreasing the burden on the people applying for clemency.
Impacted Population	**Estimated Reduction**
All applicants seeking Federal executive clemency. Nearly all people convicted for Federal offenses are eligible to apply for clemency.	Quantified estimate to be determined. Clearer instructions and a simplified form will reduce the burden on respondents in the initial application submission and on the Office of the Pardon Attorney by requiring less follow-up communication with individual applicants.

Department of Justice	
e-fillable EOIR-33 Change of Address form	
Description	**Strategy**
Respondent Access effort to include the Executive Office for Immigrant Review (EOIR)-33 Change of Address form in an e-fillable format and the ability for Pro Se respondents to submit the form online. This initiative covers filing in the immigration court and Board of Immigration Appeals.	Reduced compliance costs by permitting Pro Se respondents to use an online, e-fillable form instead of a paper form.
Impacted Population	**Estimated Reduction**
Pro Se noncitizens in removal proceedings.	Online filing of EOIR-33 allows for quicker notice to EOIR that the respondent moved addresses and reduced the risk of sending hearing notices and other court paperwork to an incorrect address.

Department of Justice	
Plain Language Tie to Translating Digital Content	
Description	**Strategy**
Executive Office for Immigrant Review (EOIR) Language Access Working Group initiative to review all EOIR forms to put them into more easy to understand plain language.	Based on OMB form reauthorization schedules, will reduce learning and compliance costs through the use of plain language.
Impacted Population	**Estimated Reduction**
All respondents in removal proceedings.	If the forms and instructions are plain and clear, it reduces the cost of translation and is time saving in removal proceedings and on appeal.

Department of Justice	
EOIR Legal Access Programs Orientation Programs (Assistance to Pro Se respondents in removal proceedings)	
Description	**Strategy**
As part of the Executive Office for Immigrant Review (EOIR) Legal Access Programs Orientation Programs, this initiative provides assistance to Pro Se respondents in removal proceedings with filling out EOIR forms required in removal proceedings. Two common examples of this initiative and the types of assistance provided are assistance with completing Form EOIR-33 (change of address) and assistance with translating and transcribing answers onto the Form I-589, Application for Asylum and for Withholding of Removal and Protection under the Convention Against Torture.	Already implemented through the EOIR Legal Access Programs Orientation Programs and will address learning and compliance costs by making it easier for Pro Se respondents to complete forms.
Impacted Population	**Estimated Reduction**
Pro Se noncitizens in immigration removal proceedings.	Assisted pro se respondents have a better understanding of the application requirements and are able to submit as required completed forms in English in order to apply for the relief they are seeking in immigration removal proceedings or notify the Immigration Court of the administrative changes that they wish (change of address or change or venue).

Department of Labor	
Unemployment Insurance Equity Grants	
Description	**Strategy**
The U.S. Department of Labor (DOL) has approved equity grants to 41 states and jurisdictions, which have used the funds to launch more than 124 projects to promote equitable access to unemployment compensation (or unemployment insurance, UI) programs. The grant program gave the states significant flexibility, resulting in efforts to address operational, programmatic, or technological issues.	Providing states with grant resources to address underlying equity barriers for specific populations that they identify themselves.
Impacted Population	**Estimated Reduction**
Individuals with disabilities, speakers of languages other than English, rural residents, African-Americans.	No quantified estimate at this time.

Department of Labor	
Unemployment Insurance Navigator Grants	
Description	**Strategy**
DOL has awarded $18 million in UI Navigator Grants to help states work with community and worker organizations to improve their UI systems, ensuring all workers have access to unemployment benefits, building on the important role that many worker organizations, especially unions, have played both before and during the pandemic in helping unemployed workers access benefits.	Partnering with organizations that have demonstrated experience working with people in their communities to help workers access UI benefits or other Federal benefits to reach underserved communities.
Impacted Population	**Estimated Reduction**
Groups that are historically underserved, marginalized, and adversely affected by persistent poverty and inequality.	No quantified estimate at this time.

Department of Labor	
Identify and Address Barriers to Unemployment Insurance Access	
Description	**Strategy**
Examples include the need for plain language in UI forms and notices, publishing a lexicon of plain language terms for common UI terms (https://www.dol.gov/agencies/eta/ui-modernization/language-portfolio), and measuring customer experience in the UI program and using those assessment to drive change (https://www.dol.gov/agencies/eta/ui-modernization/blogs/survey-design).	Identify barriers to UI access, and use that information to inform changes to program administration; Measure customer experience in the UI program and use that to drive change.
Impacted Population	**Estimated Reduction**
All UI claimants in states - 5.8 million unique individuals estimated in FY 24.	No quantified estimate at this time.

Department of Labor	
Language Access Initiative	
Description	**Strategy**
The Department established a Centralized Office of Language Assistance (COLA), that will be managed by the Civil Rights Center (CRC). Their initial analysis indicates that DOL agencies encounter 80 unique languages and interact with 11 languages on average. Also, multiple agencies encounter Limited English Proficiency (LEP) stakeholders daily. The Department has launched a comprehensive language access plan, including contract vehicles to support greater language access as one component.	The Department's forthcoming (now draft) language access plan has a number of important components. For example, CRC has identified funding to support agencies as they launch broad new language access activities. In addition, CRC helped the Department establish two Department-wide vehicles for Professional Language Assistance Services and for Translation, Interpretation, and Transcription Services, respectively. CRC has also built quality control measures into these vehicles. Together, these vehicles will directly support the Department's efforts to improve access to DOL-conducted programs and activities for LEP individuals. These will allow agencies to tap into high-quality supports for more individuals to access the Department's services.
Impacted Population	**Estimated Reduction**
According to the latest data available, there are approximately 168.3 million individuals in the U.S. labor force, with approximately 6.7 million being LEP adults, accounting for 3.97% of the labor force.	No quantified estimate at this time.

Department of Labor	
Federal options for identity verification	
Description	**Strategy**
Evidence-based identity verification is the best way for states to ensure that the person filing for UI benefits is who they say they are. We are working to provide states with Federal options for identity verification that reduce the burden of this needed step in the process.	A United States Postal Service (USPS) Office of Inspector General (OIG) analysis showed that 70.6 percent of Americans live within a 15-minute drive of the nearest USPS Passport Acceptance location. Only 0.8 percent of Americans live more than 60 minutes from the nearest of these locations. Using this network for in-person identity validation could reduce the burden of identity verification. US DOL OIG has raised concerns about the additional equity burdens related to facial recognition technologies and new Federal platforms provide an alternative to private solutions that rely on facial recognition.
Impacted Population	**Estimated Reduction**
All UI claimants in states - 5.8 million unique individuals estimated in FY 24.	No quantified estimate at this time.

Department of Labor	
Plain language in Unemployment Insurance	
Description	**Strategy**
Plain language is central to a good unemployment insurance (UI) experience -- for states, claimants, and employers. Our team has developed a suite of resources states can draw on to craft clearer content for the entire UI experience (at present, we're focused on the claimant experience). Our program's goal is to help states build capacity to provide understandable, actionable, and welcoming content to claimants that allows claimants to quickly and confidently move through the UI application and certification processes.	DOL's Office of Unemployment Insurance Modernization (OUIM) has developed a three-pronged plain language strategy designed to meet states where they are and offer the type(s) of help that will best help them build their capacity. Our three service layers are as follows: • Passive support: Via our passive support layer, states can access our repository of plain language documents (notices, letters, etc.) and use these artifacts as a jumping-off point as they work to revise and write their own content. The OUIM team is available for ad hoc calls and working sessions with states and can provide additional insight regarding how states might optimally customize our template materials. • Tactical support: Our tactical support layer provides states with hands-on help in rewriting selected, high-impact pieces of content in plain language. Additionally, our team will meet with state teams to provide high-level guidance on how to continue this plain-language work. States engaging at the tactical support layer also have access to our document repository, and can choose to participate in our content-focused workshops. • Strategic support: Beyond providing states with the resources available via the other two layers, strategic support involves helping states create content roadmaps, conduct inventories/audits of their current content, develop governance structures, and more holistically consider their content strategy moving forward.
Impacted Population	**Estimated Reduction**
State workforce agencies, unemployment insurance claimants.	No quantified estimate at this time.

Department of Labor	
Contractor Portal	
Description	**Strategy**
DOL's Office of Federal Contract Compliance Programs (OFCCP) developed the Contractor Portal to optimize the compliance review process by creating a tool for scheduled contractors to upload their Affirmative Action Program certification (AAP) electronically for OFCCP's review.	Reduction in compliance costs - Contractors will no longer need to spend money and resources gathering paper documentation to send in the mail to respond to a compliance review scheduling letter.
Impacted Population	**Estimated Reduction**
Businesses contracting with the Federal government.	Requiring use of the Contractor Portal to submit AAPs will eliminate the cost burden associated with filing necessary documentation.

Department of Labor	
Complaint Intake Process	
Description	**Strategy**
Currently, DOL's Office of Federal Contract Compliance Programs (OFCCP) has one form that applicants and employees of contractors, authorized representatives, or third parties ("submitters") can use to file a complaint (Form CC-4). In fiscal year 2022, OFCCP received 2,075 complaints, and assigned only 4.9% of these complaints for investigation. OFCCP is proposing a new two-step intake process where OFCCP could assess the allegations at the pre-complaint inquiry stage (prior to the filing of a complaint) to help determine whether OFCCP is the right Federal agency to handle the matter and to notify employers only when a complaint is filed. As a first step, a submitter would submit a pre-complaint inquiry providing basic information on their allegation(s) and contact information. If OFCCP determines it would likely investigate the matter, OFCCP would provide the submitter with information on filing a complaint (Form CC-4), including information on the anti-retaliation protections under the authorities the agency enforces. The two-step intake process would benefit workers because it allows individuals to contact OFCCP about their concerns prior to filing a complaint. This provides an opportunity for OFCCP to explain to the potential complainant whether the allegations are timely and covered by the authorities the agency enforces, make clear that the employer will only be notified of the complaint once it is filed, and reassure complainants that they have protections from retaliation. In addition, the two-step process would result in a decrease in total reporting burden because completing the pre-complaint inquiry (15 mins) is less burdensome than completing the formal complaint (1 hour).	Reduction in learning and information costs - Submitters would be able to submit a pre-complaint inquiry (15 mins) and receive feedback from OFCCP prior to spending the time filing a formal complaint (1 hour). This would give the submitter the opportunity to provide basic information and allow OFCCP to determine the applicability of the submitter's particular circumstances to help determine whether OFCCP is the right Federal agency to handle the matter. Since OFCCP only assigned 4.9% of complaints for investigation, it would be saving the majority of submitters (approximately 95%) 45 minutes since they wouldn't have to complete the Form CC-4 before OFCCP determines if their complaint will be assigned for investigation.
Impacted Population	**Estimated Reduction**
Individual submitters of potential complaints (applicants and employees of contractors, authorized representatives, or third parties); businesses.	Decrease of 45 minutes for complaints that aren't assigned for investigation; Decrease of 392 total burden hours from current authorization (897 total burden hours).

Department of Labor	
HISP (High-Impact Service Provider) Project	
Description	**Strategy**
To improve the overall customer experience DOL is updating its website to meet current needs of the Employee Benefits Security Administration's (EBSA) diverse audience. Materials for EBSA's website, publications, and assistance will be produced in a variety of formats and languages. Accessibility in both form and delivery is a priority. The goal is to ensure inclusion of all communities while incorporating new features for an improved user experience.	The agency will monitor the use of its website with such metrics as: average time on page, number of pages visited during a single browser session, entrance/exit metrics, content download metrics and number of email subscribers. The agency will also collect data on customer experience metrics including satisfaction, trust or confidence, effectiveness, ease, efficiency, and transparency.
Impacted Population	**Estimated Reduction**
Individual members of the public, workers, researchers, employers, advisors, Federal and state workers, etc.	No quantified estimate at this time.

Department of State	
Online Passport Renewal	
Description	**Strategy**
Allowing passport renewals in an online, digital format, for simple passport renewals (no biographical changes, passport expired or expiring within one year, fully-valid passport, U.S. Mailing Address).	Moving from a paper-based application form that requires mailing by the customer and processing through a lockbox location to a fully digital application that allows customers to apply at their convenience, where they will be able to upload a digital photograph, and make online payment through pay.gov. This digital application will immediately be transferred to the State Department for processing.
Impacted Population	**Estimated Reduction**
Adult U.S. Citizen Passport-holders.	Reduction of 1-to-2 weeks of mailing/handling time prior to receipt by Passport Services.

Department of State	
Digital Visa Authorization	
Description	**Strategy**
Developments to allow visa applicants to upload their passport scan with the submission of the online digital DS 160 and DS 260 applications.	As we move from paper visa foils to digital visa authorization, applicants will be able to upload a digital copy of their passport data page. For interview waiver cases, this will eliminate the burden of mailing in passports separately.
Impacted Population	**Estimated Reduction**
Nonimmigrant and immigrant visa applicants.	One hour per applicant to prepare and send a passport, as well as a reduction in the 1-2 weeks of waiting for the passport return.

Department of the Treasury	
Emergency Rental Assistance	
Description	**Strategy**
Treasury's Emergency Rental Assistance (ERA) program has provided communities over $46 billion to support housing stability primarily through financial support with rent and utilities in response to the COVID-19 pandemic. The funds are provided directly to states, U.S. territories, local governments, and Indian tribes. These grantees across the United States have some flexibility to develop their rental assistance programs to suit the needs of their local communities, while complying with requirements outlined in the ERA financial assistance agreement, the ERA statute, and Treasury's guidance. Treasury's policy guidance establishes certain flexibilities that support streamlined eligibility documentation strategies, including the use of income documentation proxies and the strategic use of self-attestation. Allowing programs various eligibility documentation strategies provided programs with critical flexibility to accelerate efforts to prevent harmful evictions for vulnerable low-income families.	Treasury published multiple resources to encourage grantees to employ well-validated strategies to implement Emergency Rental Assistance programs, including (1) using self-attestation of eligibility and fact-specific proxies for eligibility—for instance, using the fact that an applicant lived in a high-poverty area or received state or Federal assistance as evidence of income eligibility without the need for additional burdensome documentation; (2) ensuring that applications were available in multiple forms (including by phone, in person, and online); (3) comparing applications to local data to drive and course-correct outreach strategies throughout the life of the program (4) partnering with trusted community-based organizations to increase awareness of rental assistance benefits and help support applicants' needs; and (5) ensuring applications were available in Spanish and other locally relevant languages. Treasury did this by posting model state and local applications incorporating these practices on its website, and a number of grantees have adopted these practices. In addition, Treasury is evaluating these burden reductions to examine their effects on the receipt of rental assistance.
Impacted Population	**Estimated Reduction**
Low income renters who have experienced COVID-related financial hardships and housing instability.	No quantified estimate at this time.

Department of the Treasury	
Modernizing the Taxpayer Experience	
Description	**Strategy**
As part of a broader transformation plan over the next eight years that is supported by the Inflation Reduction Act, the IRS has proposed a number of additional steps to improve IRS technology and deliver a modernized taxpayer experience that incorporates a number of burden reduction practices. These new services include introducing new options for taxpayers to engage with the IRS online (including through digital forms and self-service activities); exploring a new free, voluntary IRS-run electronic filing system (also called Direct File); providing greater legal certainty upfront through guidance; making payments easier to deliver to the IRS; proactively evaluating and addressing barriers that taxpayers encounter when filing online; and creating new status-tracking tools for taxpayers to see real-time options, next steps, and estimated time to processing submitted documents.	Modernization will accomplish many goals, including streamlining processes and reducing compliance costs.
Impacted Population	**Estimated Reduction**
Any taxpayer that interacts with the IRS.	An estimated reduction in burden is not available. However, this initiative will have a major impact to more than 175 million individual/estate and trust taxpayers who will have expanded opportunities to interact with the IRS through expanded service channels. It also will have a major impact to approximately 25 million business taxpayers and 60 million additional entities who interact with the IRS.

Department of the Treasury	
FixERS	
Description	**Strategy**
FixERS is an automated tool that assists with processing returns that are otherwise expected to fall out of processing due to incorrect information input by the taxpayer. Under FixERS, the system automatically corrects the return so that it can continue to be processed, rather than kick it out of processing for further review and error correction. In January 2022, Integrated Automation Technologies (IAT) developed FixERS to address 5 regularly-seen errors (using error codes) relating to taxpayer claims for the earned income credit, the refundable child tax credit, the recovery rebate credit, and the refundable child and dependent care credit. For 2023, IAT and Submission Processing are partnering to expand the list of errors covered by FixERS from 5 to 21.	FixERS reduces compliance costs (by allowing errors to be automatically corrected and returns to be processed faster) and psychological costs (that an extended processing time could create). Also, consistent with OMB Memorandum M-22-10, FixERS streamlines processes and minimizes documentation costs. It also saves a significant number of full-time employee (FTE) hours that would otherwise be necessary to fix these errors.
Impacted Population	**Estimated Reduction**
Any taxpayers who have returns where one of the above error codes is relevant.	An estimated reduction in burden is not available. However, for 2022, approximately 13.46 million returns were corrected using FixERS. As of June 23, 2023, for 2023, approximately 2.15 million returns have been corrected using the tool. The tool will continue to be used as long as it continues to produce substantive results.

Department of the Treasury	
Document Upload Tool (DUT)	
Description	**Strategy**
The Document Upload Tool enables taxpayers and their representatives to upload documents requested during a correspondence exam audit to irs.gov instead of mailing or faxing the documents. Uploaded documents are retrieved from the DUT and assigned to a tax examiner to review.	The DUT reduces compliance costs (by reducing the costs to comply with information requests) and psychological costs (that could result from not knowing if the documentation was properly received and sorted). Also consistent with OMB Memorandum M-22-10, the DUT streamlines processes by eliminating the need to make copies of potentially voluminous documentation, and minimizes documentation costs, such as the cost to mail or fax documents to the IRS. Documents updated to the DUT get to the IRS sooner than they would by mail. Users receive an immediate confirmation when documents are successfully submitted. By receiving electronic documentation, the IRS does not have to open, sort and route incoming paper mail to the correspondence exam operation, which eliminates the need to establish and store paper case files.
Impacted Population	**Estimated Reduction**
Exact numbers are unknown. The DUT is currently used in five processes. Any taxpayers whose IRS correspondence indicates that DUT is an option for response are in the impacted population.	An estimated reduction in burden is not available.

Department of the Treasury	
Information Returns Intake System (IRIS)	
Description	**Strategy**
The Information Returns Intake System (IRIS) is a modernized taxpayer portal platform that provides a no cost online method for customers to electronically complete and file forms in the Form 1099 series. Through IRIS, customers enter data to create a form in the Form 1099 series by either keying in the information or uploading a comma-separated value (CSV) file. Currently, taxpayers using IRIS can (1) easily complete and file Forms 1099; (2) submit up to 100 records per upload with CSV templates; (3) file corrected Forms 1099; (4) manage issuer information; and (5) request automatic extensions to file Forms 1099.	IRIS reduces learning and information costs (by operating as one-stop for completing and filing these returns), reduces compliance costs (since it is free), and reduces psychological costs (by operating as one-stop, taxpayers do not have to toggle from system to system to complete and file these returns). Also consistent with OMB Memorandum M-22-10, IRIS reduces complexity, minimizes documentation costs, and streamlines processes.
Impacted Population	**Estimated Reduction**
At this time, any person or entity that wants to electronically file Forms 1099 with the IRS, can do so through IRIS. This population includes individuals and small businesses, large businesses, tax exempt organizations, government agencies, transmitters, software developers, and third party filers.	An estimated reduction in burden is not available.

Department of the Treasury	
Improved Customer Service	
Description	**Strategy**
The IRS continues to strive to improve customer service through easier and more convenient interactions for taxpayers and tax professionals by providing them with the data and tools they need to interact quickly via their preferred communications channels and enabling them to more easily, accurately and securely file their taxes and receive the incentives for which they are eligible. Numerous initiatives are contributing to the goal. To highlight three of them: (1) The IRS has recently hired over 5,000 customer service representatives and initiated a staffing plan which has expanded face to face services and outreach to underserved communities. 2) The use of chat and voice bots. The IRS has launched artificial intelligence-powered bots to assist taxpayers with a number of issues, including but not limited to setting up or modifying existing payment agreements, requesting account transcripts, and receiving current balance due and general information. 3) Online self-service payment plans. This initiative allows certain taxpayers to create or modify existing agreements to pay their liabilities over time without the need to communicate with an IRS employee by phone, by mail, or in person.	All of these initiatives reduce information and learning costs, and reduce psychological costs. The initiatives also increase education and positive experience factors for taxpayers. Also, consistent with OMB Memorandum M-22-10, they improve communications, improve comprehensibility, streamline processes, and reduce compliance costs. Higher staffing allows individuals to speak to an IRS employee on the telephone to get their questions answered quickly. Flexible communications and payment options allow taxpayers to more easily pay their liabilities and/or get basic assistance without having to speak to an IRS employee.
Impacted Population	**Estimated Reduction**
Any taxpayer could be affected by the overall goal of improving customer service.	An estimated reduction in burden is not available. However, the use of non-telephone options has saved thousands of hours for taxpayers and IRS employees from phone calls, correspondence, and in-person appointments that were avoided as a result of the service.

Department of Transportation	
State Data Transfer	
Description	**Strategy**
The State Data Transfer (SDT) program is a voluntary collection of motor vehicle crash data. All respondents to this information collection effort will be State governments. It has two component protocols: 1. The State Data System (SDS) protocol obtains crash data from States that submit data on an annual basis to NCSA via electronic media. 2. The Electronic Data Transfer (EDT) protocol obtains crash data, crash reports, and crash images from participating State crash systems through an electronic data transfer.	Incentivizing more States to provide their motor vehicle crash data using the electronic data transfer protocol via a new Bipartisan Infrastructure Law (BIL) funded grant program. Having more States use the EDT protocol will initially increase burden hours but once implemented, the overall burden will be reduced and both States and National Highway Traffic Safety Administration (NHTSA) will see increased data collection efficiencies. The initial additional burden hours would be assumed by State agencies implementing the EDT protocol.
Impacted Population	**Estimated Reduction**
State governments.	NHTSA anticipates that the overall burden hours for SDT collection will increase initially because about 10 more States will participate in SDT/EDT but the overall burden hours for our primary data collections will be reduced by 10 percent in the following collections: Fatality Analysis Reporting System (FARS) from 107,209 to about 96,5000; Crash Report Sampling System (CRSS) information collection requests from 42,680 to 38,500; and Investigation-Based Crash Data Studies from 12,063 to about 11,000.

Department of Transportation	
Electronic Submission Rule	
Description	**Strategy**
This rule will update Federal Railroad Administration (FRA)'s railroad safety enforcement procedures and rules of practice to require electronic service of documents. This rule will establish procedures to implement new authority regarding civil penalties for alleged Federal railroad safety violations. Finally, this rule will make other necessary administrative updates, such as correcting addresses in FRA's regulations. Specifically, this rule modernizes 49 CFR part 209's provisions and other FRA procedures regarding service to require service through electronic methods of transmission. For example, with respect to updating FRA's rules of practice to require electronic service of documents, this rule will remove the certified mail requirements in 49 CFR part 222 and allow electronic submission of documents to FRA and other affected parties (such as railroads and State agencies).	FRA has prepared regulatory language in a draft final rule that would require service through electronic methods of transmission, remove the certified mail requirements from 49 CFR part 222, and allow for electronic service of required documents to FRA and other affected parties (such as railroads and State agencies).
Impacted Population	**Estimated Reduction**
U.S. railroad industry and public authorities.	This rule will reduce the certified mailed cost by $5,000 annually. Additionally, this rule will decrease the burden hours by 47 hours, reducing the current inventory's 7,254 hours to 7,207 hours in the requesting inventory.

Department of Transportation	
Elimination of Unnecessary Reporting	
Description	**Strategy**
The proposed initiative would require the review and consolidation of two collections affecting beneficiaries of American Fisheries Act (AFA) programs (i.e., 2133-0530 (Eligibility of U.S.-flag Vessels 100 feet or Greater in Registered Length to Obtain a Fishery Endorsement) and 2133-0012 (Requirements for Establishing U.S. Citizenship). Both collections affect a similar respondent pool (i.e., vessel owners, charterers, managers, corporate officials etc.), requiring them to provide proof of citizenship using the existing applicable affidavits of citizenship templates and other supporting documents, to either obtain a fishery endorsement or show compliance with AFA statutes respectively. This consolidation effort is contingent on the approval and implementation of a proposed rulemaking that is intended to streamline the citizenship requirement for the AFA and eliminate the collection of personally identifiable information from program beneficiaries. The consolidation of both collections would also eliminate two separate collections and the time taken for respondents to prepare and submit duplicate information to obtain AFA endorsements or comply with existing statutes. This effort would also maximize the reuse of already collected information.	Learning, information, and compliance costs: If both collections are combined respondents would spend less time, effort, and money duplicating information used for the two separate collections. Psychological costs: Consolidating two collections would remove the stress associated with duplicating previously submitted data; if the proposed rulemaking for the citizenship process is approved, respondents would no longer have to deal with the additional anxiety of providing sensitive personally identifiable information twice to receive program benefits.
Impacted Population	**Estimated Reduction**
Individuals or households; vessel owners, financial institutions, and professional trusts.	Total respondents: · 550 (reduction by 500 duplicate respondents and responses) · Burden Hours: 2,950 (reduced by 2,750 hours).

Department of Transportation	
Conversion to Web-based Survey to Replace Paper Survey	
Description	**Strategy**
Transition to a web-based survey platform to replace the traditional paper-based survey is intended to increase the response rate of respondents (i.e., mariners), who comprise the Ready Reserve Force (RRF) Program. Respondents will be able to complete and submit their responses to this simple web-based survey electronically, either using a computer or mobile device at a time and place convenient for them. This ease of access contrasts with the paper survey that must be manually completed and resubmitted for processing, and often yielded low response rates. The web-based survey system will also allow easy compilation and analysis of survey results in real time and provide valuable data that will impact mariner training and RRF training policy. This system will replace the manual compilation and analysis of survey results, which require a lot of time and effort by Maritime Administration employees.	Learning, information, and compliance costs: Respondents can easily access and complete the short and simple survey through an emailed or texted link, using either a computer or mobile device, at a time and place convenient to them.
Impacted Population	**Estimated Reduction**
Individuals or households.	Total respondents: · 1,523 (expected increase by 1,323 respondents and responses since the switch to the web-based survey) · Time taken for the survey: 4.8 minutes (reduction by .2 minutes).

Department of Transportation	
Noise Compliant Initiative (NCI)	
Description	**Strategy**
The Federal Aviation Administration (FAA) Noise Portal provides: (1) a clear point of entry for the public to submit FAA related noise complaints and inquiries; (2) instructions and specific web-based fields to ensure the public provides the necessary information for FAA to address their complaint or inquiry; and (3) an agency-wide tracking system that automates the process to improve efficiency and consistency.	The FAA Regional Administrators' Offices and the FAA Noise Ombudsman use the information voluntarily reported, on the occasion of a complaint, by the public in the FAA Noise Portal to prepare responses to their noise complaints or inquiries. The required FAA Noise Portal fields represent the minimum amount of information the FAA needs to address the public's noise complaint or question and includes: name, email, address or cross street and a description of the noise complaint or inquiry.
Impacted Population	**Estimated Reduction**
The FAA Regional Administrators' Offices and the FAA Noise Ombudsman use the information voluntarily submitted by the public in the FAA Noise Portal to prepare responses to their noise complaints or inquiries.	Based on the response time rates, the FAA's Noise Portal has improved efficiencies for FAA employees responding to noise complaints by 57 percent. In addition, newly established FAA websites now direct the public to airport-sponsored noise complaint systems when appropriate. As a result, the FAA estimates that the Portal saves approximately 160 hours per month of employee time.

Department of Transportation	
Student Information System (SIS)	
Description	**Strategy**
SIS is a fully electronic fillable and fileable application system that will affect the admissions program for the U.S. Merchant Marine Academy (USMMA). The system is also being designed to store and maintain the entire lifecycle of USMMA student records from recruitment to post graduation, replacing paper records and time-consuming manual tasks in the admissions process. The respondents are applicants (prospective students) who will use SIS to complete an application for admission to the USMMA, instead of using paper forms. School officials such as reference(s) of the applicant can also upload recommendations and transcripts directly to SIS, instead of mailing paper recommendations and transcripts. Admissions staff and members of the Candidate Evaluation Board will also have access to SIS to review applications and make recommendations for candidate selections to the USMMA. They can also use SIS to electronically request additional information from the applicants, without mailing letters for updates.	Learning, information, and compliance costs: The implementation of a short, simple, and free online “request for information” allows applicants to create a SIS account to obtain information about the USMMA and the admissions process; using SIS will allow applicants to prepare and submit documentation electronically for admissions to the USMMA, while eliminating the use of paper applications. Applicants can easily check the progress and status of their application on SIS logging into their account at any time using any electronic device, instead of waiting for status letters mailed from the USMMA; Applicants can easily update their information and upload additional documentation for their application on SIS without cost, instead of mailing updated materials; and Applicants can contact SIS support staff to resolve technical difficulties and can email admissions staff with questions about the application process. The hourly burden is expected to continue to reduce overtime as improvements and enhancements are made to the SIS based on user feedback. Psychological Costs: SIS is accessible and will enable students with disabilities to fully participate in the admissions process using assistive technology; SIS also reduces the anxiety of applicants awaiting the status of their application by mail, since they can easily receive updates online. SIS also reduces the stress on admissions team who have an increased workload when trying to review submitted documentation to identify talented and suitable candidates for acceptance to the USMMA. Specifically, SIS allows them easy access to each candidate’s application package, while reducing the time spent to complete the evaluation processes which are done manually.
Impacted Population	**Estimated Reduction**
Individuals or households completing the application.	Student Burden Hours per Application: 3 hours (reduction by .5 hours).

Department of Veterans Affairs	
Short Form 10-10EZ Health Care Application	
Description	**Strategy**
For Veterans who are more than 50% service connected, bypass the service and income information sections of the application.	The health care application form on VA.gov will allow Veterans who are 50% more service-connected to bypass the income and service information portions of the application to help reduce respondent burden and negate a negative user experience. For authenticated users, disability rating information is pulled automatically if available.
Impacted Population	**Estimated Reduction**
Veterans; employees completing or processing the application.	Impact is still being measured; but VA estimates that 26% of applications coming in can be on the shortened version of the form.

Department of Veterans Affairs	
Forms CX	
Description	**Strategy**
Take all Veteran facing forms currently only available in a PDF format and convert them for online digital submission in order to reduce the number of steps, context switches, and repeated identical inputs across multiple forms.	Complete an audit of all forms with a focus on Veteran facing forms that cannot be submitted digital today. Once done, put the forms with the highest frequency of use and the lowest complexity onto VA.gov. Then, determine how to handle small changes across many forms once they are available on VA.gov.
Impacted Population	**Estimated Reduction**
Veterans/family members completing the forms.	We are unsure of the exact estimated reduction yet. Burden is in aggregate but reduction will be one form at a time as they get digitized.

Department of Veterans Affairs	
Reduce Required Program Forms	
Description	**Strategy**
Reduce number of forms required for applications, eligibility determinations, compliance reports, and agreements for Providers of Veterans Health Administration (VHA) programs establishing critical services for Veterans, such as housing, legal services, and mental health/counseling/suicide prevention - as well as information collections from users of these services.	The number and frequency of forms required to apply for, and maintain compliance with, VA-funded critical services for Veterans programs varies by program - and VHA will look to establish more uniformity in required forms and reduce any unnecessary or redundant information collections. For example, VHA will explore whether compliance reports may be submitted annually or semi-annually, rather than quarterly; whether Veteran participant assessments/questionnaires may be requested less frequently; and if applicant eligibility forms may be reduced. Also, programs may have Agreements among their forms; however, Agreements that collect only basic contact information and a signature have been determined to be exempt from PRA requirements and may be eliminated from those program collections. VHA understands that some program information collections are mandated by law. However, VHA will assess each program and determine where unnecessary, redundant, or non-PRA controlled information collections may be removed from the program collections, thereby resulting in a reduction of the burden hours. This burden reduction effort targets compliance and redemption/use costs.
Impacted Population	**Estimated Reduction**
Broad groups impacted include individuals, households, non-profits or other community-based organizations.	10-30% time reduction.

Department of Veterans Affairs	
Questionnaires tailored to the stakeholder type: Development of Outward-facing, Online portal	
Description	**Strategy**
We are developing an outward-facing, online portal that will allow stakeholders to make submissions online. It will include stakeholder specific content about our program.	The portal will allow VA Office of General Counsel (OGC) to channel saved administrative resources regarding intake-processing into more substantive areas. This will benefit stakeholders because it will improve tracking of matters, allow faster resolution/decision-making by VA, and potentially allow stakeholders to readily see the status of matters. The portal is also intended to improve stakeholder communication by having separate entries for each type of stakeholder. This will improve upon our current online presence where information is directed at particular audiences as clearly as possible but not necessarily compartmentalized based on the type of stakeholder.
Impacted Population	**Estimated Reduction**
Individuals and non-profit organizations.	Will not necessarily reduce compliance costs but may reduce psychological costs and informational and learning costs as described in M-22-10.

Department of Veterans Affairs	
VA EDU Service Forms Revisions and Electronic Submission	
Description	**Strategy**
"My Education Benefits" (MEB) is a new electronic portal that allows eligible Veterans and their dependents to apply for education benefits through va.gov. Many of the adjudicative decisions are fully automated, providing an immediate eligibility determination. Claimants can readily check the status of their benefits, including enrollment and payment history. The system also provides students a real-time way to verify monthly school enrollment required by law to release the previous month's housing allowance. MEB serves as an additional monthly verification method to existing text, telephone, or email options.	VA has identified additional Education forms for streamlining by eliminating questions deemed unnecessary to determine eligibility. Once revised, these forms will be added to the MEB system in a manner that guides the claimant toward completion. A benefit of an electronic application is that certain sections and/or questions on the form can be bypassed based on the responses provided. For example, an applicant indicating Veteran status doesn't see questions asked to someone on active duty. The MEB system prefills the form with data known to VA for the applicant who has been verified through a multi-factor authentication process, further reducing the time needed to complete the application. The system utilizes mostly radial click responses to enhance the applicant's experience. Education Services' goal in the coming months/years is to review all VA forms used for Education to determine those which can be simplified. These forms will then be added to MEB so Veterans and their dependents can complete and submit them electronically. Doing so eliminates the need to submit paper forms which curtails both the response/respondent and associated burden time costs while increasing the customer's experience.
Impacted Population	**Estimated Reduction**
VA and VA field offices, students, Veterans, spouses, dependents, schools.	We have reduced the burden time for completing the VA Form 22-5490 from 45 minutes to 25 minutes to complete. As more forms are added we expect similar reductions in those as well.

Department of Veterans Affairs	
Loan Origination Transformation (API Initiative)	
Description	**Strategy**
The VA Loan Guaranty Service (LGY) is undergoing a loan origination modernization effort that will result in reduced public collection-related burdens and the elimination of manual processes.	LGY intends to release a series of Application Programming Interfaces (APIs) that will allow a lender to transmit data pertaining to guaranteed loans directly to VA without leaving their own Loan Origination Systems and without manually uploading or entering data into VA's systems.
Impacted Population	**Estimated Reduction**
Lenders.	LGY estimates an overall burden reduction of over 13,700 hours.

Environmental Protection Agency	
Pollution Prevention Grantee Data Collection in Standard Electronic Format	
Description	**Strategy**
This form presents EPA's estimates for the burden and costs associated with the information collection activities related to pollution prevention grant programs and the collection of activity and results data from the grantees via a standard electronic format. Pollution prevention means reducing or eliminating pollutants from entering any waste stream or otherwise being released into the environment prior to recycling, treatment, or disposal. EPA's pollution prevention program operates three grant programs and is developing two new grant programs. The two new grant programs under development will be supported by the 2021 Infrastructure Investment and Jobs Act (IIJA), also referred to as the Bipartisan Infrastructure Law (BIL), funding and do not require grantee matching funds as the existing grants do.	The templates are designed for two types of pollution prevention and Source Reduction Assistance projects: one for projects providing technical assistance to businesses and industry and one for projects supporting recognition programs, leadership programs, outreach, tool development, research projects and/or demonstration projects. The completed templates will be collected annually by regional grant administrators, who will be responsible for reviewing the data prior to database upload. When the database is complete, grantees will be required use it to submit their data directly rather than through the templates. EPA is in the process of completing similar templates for the two new grant programs and anticipates the reporting burden will be similar to the existing grant programs.
Impacted Population	**Estimated Reduction**
States and Tribal entities.	No quantified estimate at this time.

Environmental Protection Agency	
Workshops for Tribal TAS Applicants	
Description	**Strategy**
Conduct pre-application workshops to assist Tribal governments seeking TAS* authority to administer water quality standards programs. [*Section 518 of the Clean Water Act authorizes EPA to treat eligible Indian Tribes with reservations in a similar manner similar as states (TAS) for a variety of programs, including administering water quality standards.]	Use periodic national workshops to introduce Tribal staff to the TAS* concept, reduce learning time, and broaden communication channels to reduce perceived barriers to applying. (* Section 518 of the Clean Water Act (CWA) authorizes EPA to treat eligible Indian Tribes with reservations in a manner similar to states (TAS) for a variety of purposes, including administering each of the principal CWA regulatory programs and receiving grants under several CWA authorities.)
Impacted Population	**Estimated Reduction**
Tribal governments that could potentially apply for TAS to administer water quality standards under the Clean Water Act.	Potential reduction of 10% to 40% (approximately 161 to 644 hours per respondent) in individual respondent burden. Potential increase in number of annual responses.

Environmental Protection Agency	
Air Emissions Reporting Requirements (AERR) Rule & Combined Air Emissions Reporting System (CAERS)	
Description	**Strategy**
The AERR collection results in the National Emissions Inventory (NEI), which is a resource for the public, industry, states, and EPA to understand air emissions in the United States. Other inventory collection efforts by states and EPA cause some aspects of duplicative burden for emissions reporting. For example, some states require reporting of hazardous air pollutants (HAP) and the EPA's Toxics Release Inventory (TRI) program also collects that data. As a result, the regulated community may need to report HAP emissions to both the state (which gets voluntarily passed to EPA for the NEI) and to the TRI. The Combined Air Emissions Reporting System (CAERS) project seeks to find ways to reduce or eliminate such duplicative burden through voluntary use (by states and industry) of CAERS and its features.	The burden of the state and local data systems is the primary burden for which quantified estimates of burden reduction are available. While these state and local data systems are not developed exclusively to meet AERR requirements, they are used to comply with the AERR. Providing CAERS as an alternative collection approach allows for reduction in compliance costs. Because CAERS additionally facilitates burden reduction for industry to comply with multiple emissions reporting approaches, industry burden is also expected to be reduced, but at this stage in the rulemaking effort these burden reductions have yet to be quantified.
Impacted Population	**Estimated Reduction**
States, Local Governments, Businesses.	Using phase-in assumptions for CAERS for states and local governments adopting CAERS, EPA estimates a burden reduction for compliance costs of $2.1 million/year for 2024-2026 and $8.6 million/year for 2027-2029. These estimates depend on assumptions about the degree to which states will adopt CAERS, the ways they implement CAERS adoption, and when they do so.

Small Business Administration	
VetCert	
Description	**Strategy**
On January 1, 2023, the certification of Veteran owned small businesses and service-disabled Veteran small businesses transferred from the Department of Veterans Affair's (VA) Center for Verification and Evaluation to Small Business Administration's (SBA) Veteran Small Business Certification program. The transfer included approximately 10,000 firms participating in VA's program as well as potentially 25,000 firms that would be required to apply to SBA within one year. To meet this challenge, SBA leveraged technology for its application platform and database of certified firms at Veteran Small Business Certification (https://veterans.certify.sba.gov/). The platform serves as a "one-stop shop" for applicants, program participants, SBA staff, and contracting officials for the entire VetCert process.	While developing the program, SBA engaged the Veteran community and used this feedback to create policies that were less burdensome on program participants. For example, many existing VA participants were concerned that the transition would affect their eligibility. In response, those firms were grandfathered into VetCert and to facilitate the transfer, were automatically granted an additional year of eligibility. Additionally, all VA user data was migrated to SBA so that participants simply had to create an account on SBA's application platform and claim their firm's profile. SBA also developed a regulatory scheme to reduce burden on program participants. SBA revised its sometimes-onerous "control" regulations to make them less restrictive and more consistent with other contracting programs, and, where applicable, VetCert offers reciprocity to current participants in SBA's other contracting programs. SBA also eliminated existing eligibility requirements for "good character" such as an applicant's status as incarcerated or on parole/probation. Similarly, SBA identified that requiring a firm to be small in its primary North American Industry Classification System code (NAICS) was an impediment to both the applicant and the agency processing the application. Instead, SBA chose to require that a firm is small in at least one of the NAICS codes in which it does business, thereby making it easier for the firm to apply and the agency to review. As a result, SBA was able to remove unnecessary documentation requirements such as tax returns and other financial documents.
Impacted Population	**Estimated Reduction**
Veterans, Small Business Owners, and SBA Lending Partners.	SBA reduced the burden to small business owners through its VetCert program by removing unnecessary documentation requirements and, where applicable, offering reciprocity to current participants in SBA's other contracting programs.

Small Business Administration	
MySBA	
Description	**Strategy**
The platform that SBA launched for the VetCert program is one of the first digital products that is part of the MySBA initiative. MySBA will transform the agency to better support consistency, improve customer experience across SBA programs and harmonize SBA processes to reduce duplication of effort and increase efficiency. This will be accomplished by leveraging contemporary technology and applying human centered design practices across SBA program operations.	MySBA will include a single-sign-on tool and dashboard where customers may access SBA programs and view customer interactions across agency programs. An enterprise-wide Customer Relationship Management (CRM) tool and unified data layer will support data sharing across SBA programs, reducing the information that customers submit and decreasing SBA processing timeframes. MySBA will also provide targeted, user-friendly customer support through multiple SBA touchpoints. MySBA is a transformative agency initiative that prioritizes the customer experience while improving access to all SBA programs and services.
Impacted Population	**Estimated Reduction**
Small Business Owners, borrowers of SBA guaranteed and disaster lending programs, and SBA Lending Partners.	MySBA is expected to simplify access to SBA's programs, reducing the amount of information customers submit and decreasing SBA processing timeframes.

Small Business Administration	
Community Navigators	
Description	**Strategy**
The Community Navigators Pilot Program (CNPP) was established in order for SBA and its partners to provide outreach, education, and technical assistance to small businesses in order to increase awareness of, and participation in, programs of the Small Business Administration, other Federal Agencies, and state and local agencies. The pilot program provides an efficient and effective way for small businesses to find out about relevant programs. The CNPP Period of Performance is December 1, 2021 through November 30, 2023. For 15 months covering Dec 1, 2021 through Feb 28, 2023, the total number of clients served in the Community Navigators Pilot is 259,869 with the breakdown of services provided being 39% COVID-related, 17% Other SBA funding, and 44% Other source (including other Federal Agencies, State and Local, and private).	The pilot program was designed to reach small businesses in areas and communities that have been underserved by SBA, both in demographics and geography. The pilot program lowers the burden for small businesses by having SBA partners provide training, counseling, and referrals. This provides a resource hub for small businesses so that they do not need to do their own research to determine what programs may be useful for them.
Impacted Population	**Estimated Reduction**
Small business owners.	SBA lowered the learning and information costs necessary for small businesses to access SBA's programs by increasing available information through training, counseling, and referrals and decreasing the need of small businesses to conduct independent research on programs.

Small Business Administration	
Unified Lending Platform	
Description	**Strategy**
The SBA analyzed its operations to identify improvements to its operations, and successfully completed a reorganization to merge all lending programs under the Office of Capital Access (OCA). These changes will help SBA expand available services and better support America's small business community. Consolidating lending programs ensures better Agency coordination so that financial relief reaches borrowers as efficiently as possible. This single technology will serve as the foundation for all SBA customer-facing programs and will improve customer experience while creating operational and cost efficiencies for the agency.	There are three core objectives of the Unified Platform approach: 1) Streamlining access to SBA programs for small business owners. An SBA customer will access SBA programs through a single portal, unique to the small business owner, that contains their business information and documents. 2) Empowering SBA personnel to better serve small business owners. SBA personnel will see all of a business owner's interactions with the agency and its programs. The platform will include tools to improve customer service and outreach, including standard customer relationship management (CRM) functionality. 3) Leveraging shared services to improve operational efficiency. With program data unified, SBA will create and leverage shared services models for customer service and application processing.
Impacted Population	**Estimated Reduction**
Small business owners and SBA lending partners.	The Unified Lending Platform will decrease learning and information costs as well as compliance costs for small business owners seeking loans.

Small Business Administration	
8(a) Application, Annual Review, and Compliance	
Description	**Strategy**
Over the past year, the Office of Business Development, in collaboration with the Office of Field Operations, has initiated burden-reduction efforts: • As procurement requirements continue to expand in magnitude and complexity, 8(a) Program Participants are increasingly forming joint ventures to leverage the capabilities, past performance and experience of their approved mentors and other strategic partners. The SBA's revised procedures improve services to 8(a) firms and deliver timely customer service to Federal agencies seeking to fulfill their procurement requirements through the 8(a) Business Development program. • Promoting technical capabilities of 8(a) Program Participants: To maximize marketing assistance and promote technical capabilities for 8(a) firms, the SBA created instantaneous access for Federal agencies to retrieve the firm's capability statements. Every month, the SBA shares the list of 8(a) certified firms to SBA's Office of Policy, Planning and Liaison (OPPL) Collaboration page at MAX.gov. The site allows thousands of buyers and purchasers across the Federal government to access a firm's capability statement. This is a valuable tool to promote the technical capabilities of 8(a) certified firms to Federal agencies to help increase the share of contract dollars awarded to 8(a) firms. • Implemented the Mentor Protégé application and annual evaluation business processes in an IT system to make the application and annual evaluation processes seamless and improve customer service. This system included functionality where applicants can now check the status of their applications, annual evaluations, and other changes submitted to the Mentor Protégé Program for review. • Digitized the entity benefits reporting in Certify.sba.gov. These changes were designed to reduce document upload burdens of the entity-owned firms and allow direct data entry that SBA can easily retrieve from the system for reporting purposes.	(1) learning and information costs; (2) compliance costs.
Impacted Population	**Estimated Reduction**
Small business owners.	1. The SBA streamlined the Joint Venture business process, including eligibility determinations, by reducing duplicative document development and review requirements and reduced the average turnaround time from 60+ days to 10 business days or less. 2. Improving the 8(a)-application process, reducing touchpoints by more than 50%.

	3. Streamlining the 8(a) annual review process, reducing touchpoints by more than 80%.

Small Business Administration	
8(a) Business Development Service Delivery Evaluation	
Description	**Strategy**
The SBA is conducting a process evaluation of service delivery within the 8(a) Business Development Program. This evaluation emphasizes the SBA's goal to ensure equitable and customer-centric design and delivery of programs to support small businesses. In addition to documenting the processes used to tailor business development services to deliver high-quality business development services to 8(a) firms, the evaluation seeks opportunities to eliminate waste, streamline delivery, and reduce burden, which affords the increased time and attention to value-added business development activities.	(1) learning and information costs; (2) compliance costs.
Impacted Population	**Estimated Reduction**
Small business owners.	No quantified estimate at this time.

Small Business Administration	
Government Contracting Programs Customer Feedback	
Description	**Strategy**
In Spring 2022, the SBA launched new customer satisfaction surveys for HUBZone, WOSB, and the 8(a) Business Development programs. In addition to collecting data to inform customer experience, the surveys collect data on the online certification platform technology experience, the ease of filling out applications, including the application systems, and the application and recertification processes. Data collected is being used to strengthen and improve SBA's online certification platforms, certification and recertification processes, and overall customer service. Burden reduction, ease of understanding, and document preparation simplification are the primary goals of this continuous improvement initiative.	(1) learning and information costs; (2) compliance costs.
Impacted Population	**Estimated Reduction**
Small business owners.	No quantified estimate at this time.

Consumer Financial Protection Bureau	
User Testing SB 1071 form	
Description	**Strategy**
The Bureau user tested forms to make them more psychologically user friendly (i.e. easier, less burdensome to use).	The Bureau recognized that completion of this form is voluntary, and those most at risk of discrimination may be reluctant to self-identify. Therefore the Bureau conducted extensive testing of the form itself and the public messaging regarding the form in order to make the form as easy as possible to complete and to reassure potential respondents that they would face no negative repercussions for doing so.
Impacted Population	**Estimated Reduction**
Businesses or other for-profit organizations; individuals and households completing the form.	The user testing reduced the psychological and emotional cost of completing the form.

Consumer Financial Protection Bureau	
Terms of Credit Card Plans Survey Revision	
Description	**Strategy**
The Bureau revised the Terms of Credit Card Plans survey to enhance clarity and transparency to the college/university credit card market.	The collection method was revised to a web-based system rather than the previous method (an emailed spreadsheet for the respondent to complete).
Impacted Population	**Estimated Reduction**
State, local, territorial, or Tribal governments completing the survey.	No quantified estimate at this time.

Equal Employment Opportunity Commission	
Deployment of Message Center for EEO-1 Component 1, EEO-3, and EEO-5 Data Collections	
Description	**Strategy**
For decades, the EEOC has effectively used the workforce demographic data collected through its Equal Employment Opportunity (EEO) data collections (i.e., EEO-1 Component 1 (private employers and Federal contractors); EEO-3 (local referral unions); EEO-4 (state and local governments); EEO-5 (public elementary and secondary school systems and districts)) to help execute its mission by enhancing its enforcement efforts, generating public reports, encouraging employer self-assessment and conducting outreach and training. When consistent with the agency's confidentiality duties, these data are also used by numerous external stakeholders, including, for example, Federal, state and local agencies, advocacy groups, employers, researchers, and the media. In May 2018, the EEOC created the Office of Enterprise Data and Analytics (OEDA) with the goal of creating a 21st century data and analytics organization at the agency. Since its creation, OEDA, which administers the agency's EEO data collections has undertaken several efforts to modernize the collections and improve the quality of data collected. OEDA has also streamlined functions through automation and self-service options. As part of these ongoing modernization efforts, OEDA continues to identify additional measures to reduce the burden on employers when collecting workforce demographic data. In FY 2022, the EEOC implemented a new filer support Message Center application for EEO-1 Component 1, EEO-3, and EEO-5 filers with questions about the collections and requests for assistance with their mandatory filing obligations. Prior to the rollout of the Message Center for the 2021 EEO-1 Component 1, 2022 EEO-3 and 2022 EEO-5 data collection cycles, filers contacted the Filer Support Team (i.e., "help desk") via email, telephone and/or post. Unfortunately, these multiple modes of contact resulted in filers contacting the help desk multiple times through multiple modes for a single issue. This, in turn, led to an exponential increase in the number of help desk tickets, particularly for the EEO-1 Component 1, which had to be processed and resolved for a single issue involving the same filer, thus slowing response times and creating a backlog of tickets. Given these delays, the EEOC worked with its data	The EEOC sought to reduce the time, cost, and stress on filers that arose from seeking assistance with their filings. The Message Center was deployed during FY 2022 for the 2021 EEO-1 Component 1, 2022 EEO-3, and 2022 EEO-5 data collection cycles and made available to filers upon log in to each collection's Online Filing System (OFS) (i.e., EEO-1 Component 1 OFS, EEO-3 OFS, EEO-5 OFS). Because the Message Center is available within the OFS, it automatically captures detailed information on the filer (e.g., point of contact information, employer name), an improvement on prior methods of filer support which did not allow for the systematic collection of filer details (e.g., EEO-1 Component 1 filers would often forget to mention their company name when leaving a voicemail). The Message Center also allows filers to use drop down menus to identify the subject of their inquiry. Based on the topic selected, filers are immediately presented with potentially helpful responses to quickly connect them to relevant materials addressing their issues. If the presented responses are not sufficient, the filer can easily type a message to the Filer Support Team, who can use the selected topic to better triage inquiries. The Message Center allows filers to update requests with new information, terminate requests, and track the status of requests to the help desk. The deployment of the centralized Message Center greatly reduced the number of contacts with the help desk. For example, the rollout of the Message Center significantly reduced the number of contacts for the 2021 EEO-1 Component 1 data collection cycle compared to the 2019/2020 data cycle. This, in turn, significantly reduced filer response time by the Filer Support Team staff while also creating a much more comprehensive history of issues encountered by filers.

collection contractor to develop a more efficient, centralized system for handling help desk inquiries which at the same time would result in improved customer service.	
Impacted Population	**Estimated Reduction**
EEO-1 Component 1: Private employers with 100 or more employees and certain Federal contractors that have 50 or more employees and meet certain criteria. EEO-3: Local referral unions with 100 or more members. EEO-5: Public elementary and secondary school districts and systems with 100 or more employees.	Reduced time and cost for filers (i.e., employers, referral unions) to submit their data. Improved response time and filer support resulting in less stress for filers and improved data quality.

Equal Employment Opportunity Commission	
Planning for Message Center for EEO-4 Data Collection	
Description	**Strategy**
In FY 2023, the EEOC is planning to deploy the filer support Message Center application, currently in use for EEO-1 Component 1, EEO-3, and EEO-5 filers, for the 2023 EEO-4 data collection (i.e., state and local government employers).	The EEOC seeks to reduce the time, cost, and stress on state and local government employers that arise from seeking assistance with their EEO-4 filings. The Message Center was deployed during FY 2022 for the 2021 EEO-1 Component 1, 2022 EEO-3, and 2022 EEO-5 data collection cycles and made available to filers upon log in to each collection's OFS (see Initiative #1). The centralized Message Center greatly reduced the number of contacts with the help desk. By deploying the same model for the upcoming 2023 EEO-4 data collection, the EEOC hopes to achieve the same results for state and local government employers required to file an EEO-4 report.
Impacted Population	**Estimated Reduction**
EEO-4: State and local governments with 100 or more employees.	Reduced time and cost for filers (i.e., employers) to submit their data. Improved response time and filer support resulting in less stress for filers and improved data quality.

Equal Employment Opportunity Commission	
Deployment of Automated Help Desk Assistance for the EEO-5 Data Collection	
Description	**Strategy**
During the 2020 EEO-5 data collection, filers seeking additional assistance would either have to (1) reach out to the Filer Support Team via the EEO-5 Message Center sand await a response or, (2) search through various online written materials for assistance. During the 2022 EEO-5 data collection, EEOC deployed a “chat bot” which allowed users to enter their questions and receive immediate responses to commonly asked questions. Upon receiving a response, filers were asked to give a “thumbs up” or "thumbs down" to whether the response assisted them (if a response could be supplied) or were directed to the EEO-5 Message Center (if a response could not be supplied). Data on automated responses receiving “thumbs down” filer responses were continuously analyzed to refine responses over time. Early data analysis shows that the use of the “chat bot” had a direct impact on reducing the number of tickets received by the EEO-5 Message Center, implying that the “chat bot” was able to quickly respond to filers’ questions without human intervention. This allowed them to proceed with filing versus having to await a response from the EEO-5 Filer Support Team and/or search the EEO-5 online written materials.	The EEOC sought to reduce the time, cost, and stress on public elementary and secondary school systems and district employers that arose from seeking assistance with their filings. The Automated Help Desk Assistance for the EEO-5 Data Collection was deployed during FY 2022 for the 2022 EEO-5 data collection cycle. It was made available to filers upon log in to the EEO-5 Online Filing System (OFS), in which filers could enter questions into a “chat window.” If the question was known to the “chat bot” filers would receive an immediate response. If it was not known, they would be pointed to the EEO-5 Message Center (Initiative #1) for further assistance. The implementation of the Automated Help Desk Assistance for the EEO-5 Data Collection greatly increased the speed at which filers could get answers to their questions, thus reducing the number of contacts with the EEO-5 Message Center. This, in turn, significantly reduced the overall time necessary to complete the EEO-5 data collection, as filers did not need to await human intervention.
Impacted Population	**Estimated Reduction**
EEO-5: Public elementary and secondary school districts and systems with 100 or more employees.	Reduced time and cost for filers (i.e., employers) to submit their data. Improved response time and filer support resulting in less stress for filers and improved data quality.

Equal Employment Opportunity Commission	
Design and Build of Automated Help Desk Assistance for the EEO-4 Data Collection	
Description	**Strategy**
Similar to the assistance requested by filers during the 2020 EEO-5 data collection (see Initiative #3), filers wanting additional assistance during the 2020 EEO-4 data collection either had to (1) reach out to the Filer Support Team via the EEO-4 Message Center (Initiative 2) and await a response or, (2) search through various online written materials for assistance. The goal of this initiative is to reduce the number of tickets received by the EEO-4 Message Center, allowing filers to proceed with filing vs. having to await a response from the Filer Support Team and/or search the EEO-4 online written materials.	The EEOC seeks to reduce the time, cost, and stress on state and local government employers that arose from seeking assistance with their filings. Following the successful deployment of the Automated Help Desk Assistance for the EEO-5 Data Collection (Initiative #3), the EEOC hopes that using the same model for the upcoming 2023 EEO-4 data collection will achieve the same results for state and local government employers required to file an EEO-4 Report.
Impacted Population	**Estimated Reduction**
EEO-4: State and local governments with 100 or more employees.	Reduced time and cost for filers (i.e., employers) to submit their data. Improved response time and filer support resulting in less stress for filers and improved data quality.

Federal Communications Commission	
Submarine Cable Outages	
Description	**Strategy**
In 2019, the Commission adopted modified reporting requirements for licensees/operators of submarine cables. Whereas submarine cable operators previously reported outage of a certain duration/magnitude to the Commission on a case-by-case basis via a PDF filing, the new rules provide for (mandatory) streamlined web-based form filings in an existing outage system, utilizing pre-filled or drop down fields (the Network Outage Reporting System), allowed single filings on behalf of coalitions operating cables, and exempted outage reports for planned maintenance events. The rules became effective on October 28, 2021.	Provide for streamlined engagement for submarine cable outage reporting to minimize burdens on industry while retaining vital information for national security purposes.
Impacted Population	**Estimated Reduction**
Submarine Cable licensees/operators.	12,044 hours.

Federal Communications Commission	
Communications Assistance for Law Enforcement Act (CALEA)	
Description	**Strategy**
The FCC's Public Safety and Homeland Security Bureau (PSHSB) has announced the availability of the new Communications Assistance for Law Enforcement Act (CALEA) Electronic Filing System (CEFS). Entities subject to CALEA may now voluntarily submit their System Security and Integrity (SSI) Plans electronically. All providers subject to CALEA must file their SSI Plans prior to commencing service, and re-file updated SSI Plans within 90 days of any changes to the information filed. The FCC currently requires entities to file SSI Plans by paper and announced in June of 2022 the upcoming launch of the CEFS for voluntary filings. The CEFS platform links to the Commission Registration System (CORES) to reduce the need for filers to re-enter basic information. The system also allows users to log back in to view or retrieve the filing. The FCC expects to announce mandatory filing of SSI plans in CEFS, thus eliminating the time burden associated with paper filings.	To reduce the burden on telecommunications carriers and FCC staff associated with filing and recordkeeping, the CALEA Electronic Filing System now will lower those burdens by eliminating paper collection requirements and creating an online platform for telecommunications carriers to submit and retrieve filings.
Impacted Population	**Estimated Reduction**
Telecommunications carriers.	1,250 hours.

Social Security Administration	
Continuing Disability Review Report (i454)	
Description	**Strategy**
Disability recipients use the Continuing Disability Review (CDR) Report to submit the information the Social Security Administration (SSA) needs to determine if disability recipients continue to qualify for disability payments. Specifically, SSA uses the Continuing Disability Review Report to obtain information on disability recipients' medical conditions; sources of medical treatment; participation in vocational rehabilitation programs (if any); attempts to work (if any); and recipients' assessments if or when they believe their conditions improved. The i454 represents a new modality that allows disability recipients to submit CDR information through a mobile-accessible, electronic application for the first time, offering a platform that is more accessible than a paper form or field office interaction. The i454 automatically submits the information to SSA, which reduces the burden of mailing a paper form or visiting a local Social Security office.	By offering a new electronic CDR experience that refines and modernizes the form for an enhanced customer experience, we are increasing the ease of use, promoting the collection of more complete information, and eliminating the manual workload for the respondents associated with paper cases (such as rekeying duplicative information, reducing mailing burdens, and requiring a field office visit). The i454 also allows for some medical data propagation into the application, reducing the amount of information the disability recipient needs to provide. We believe that this new system will also alleviate some of the psychological costs for those respondents who find it difficult to travel to a field office.
Impacted Population	**Estimated Reduction**
Current recipients of Social Security disability payments who SSA selects for a Continuing Disability Review.	73,035 hours, which reflects a reduction in the time burden for the i454 respondents, as they do not need to wait in a field office, or travel to a field office to complete the SSA-454-BK via interview. As we complete further enhancements more respondents will be able to take advantage of the i454 online. We plan to finish functionality to include all adult users and representative payees, then shift the project scope to include child beneficiaries and the third parties who represent them. We estimate the current users eligible based on the initial phase 1 functionality is approximately 22% of all users. As we expand to other user populations with future enhancements, we expect to increase the percentage of eligible users.

Social Security Administration	
eSubmit	
Description	**Strategy**
SSA is creating eSubmit, a mobile-accessible, electronic document upload and submission platform that individuals can use to send evidence and forms to SSA online. Specifically, any individual applying for or receiving services from SSA can upload forms, documentation, evidence, or correspondence associated with their transaction without the need for service-specific tools or travel to a field office. This will make the document submission process faster, easier, and more automated for claimants, beneficiaries, and others by providing a single, easy-to-use platform for submitting diverse types of information. We will roll out the new application in several phases. The first phase will allow first-party respondents to provide select documents (evidence that does not need to be certified or which the agency does not require to be an original, also known collectively as "non original documentation," and first-party forms that do not require a signature) to SSA electronically. The second phase will expand eSubmit to allow respondents to electronically sign and submit certain SSA forms that require a signature. We will start this phase with a limited number of electronically signed forms and gradually expand it to include more forms in future phases.	Through the creation of this online submission platform, we will reduce the need for the first party respondents to submit their evidence and forms to us in person or via mail, thereby removing the mailing or travel burden for the submission of evidence. Starting with the second release, respondents will be able to electronically sign and submit forms and documents to SSA. We believe that this new system will also alleviate some of the psychological costs for those respondents who find it difficult to travel to a field office.
Impacted Population	**Estimated Reduction**
For the first phase, we expect eSubmit will impact SSA first party respondents, both benefit recipients and individuals who do not currently receive benefits or payments from SSA. These include individuals that need to do business with SSA and choose to do so online. For later phases, we expect eSubmit will affect all respondents who choose to do business with SSA online (including third parties).	553,829 hours (Note: this estimate shows a reduction in travel time for the phase 1 respondents, as they will not need to travel to a field office if using eSubmit to send evidence or submit forms to SSA. The current burden, noted previously, does not include the time travel burden.)

Social Security Administration	
Supplemental Security Income (SSI) Simplification	
Description	**Strategy**
The Supplemental Security Income (SSI) Program, Title XVI of the Social Security Act, helps people with limited income and resources. The SSI Simplification initiative will reduce burdens and barriers to applying for SSI. SSA expects to add an Internet service channel that will include simplified SSI questions and intelligent pathing. SSA will update the currently complex and lengthy SSI application to a user friendly, plain language, self-help application that respondents can complete at home. For a better customer experience, the new, simplified SSI eligibility application will only collect necessary eligibility information up front, using human-centered design tested screens. While we expect the first phase of this new Internet design will require follow up questions from SSA technicians, we believe simplifying the application and its related process is important to increasing the accessibility to our SSI program. This application will provide a simplified, electronic alternative to form SSA 8000-BK (OMB No. 0960-0229).	We will implement SSI Simplification through an iterative, phased approach using the agile methodology to expand the modalities we use to collect this information. We currently only collect the information through a long, personal interview. We expect the SSI Simplification initiative will reduce public burden for the time it takes to read the instructions, collect initial information, and answer the questions through use of intelligent pathing on the screens for the new Internet modality. SSA's system and technicians will provide guidance throughout the Internet experience. The simplified online SSI application will collect information limited to establishing potential eligibility and be available to the public as a self-help application. Additionally, SSA will expand the Internet service delivery channel allowing the public to start the application for SSI payments without waiting for an appointment or interview with the SSA field offices. While we expect we will need follow up contact with the respondents after they submit the initial simplified SSI application, we hope to tailor the follow up contact to make it easier for the respondents to engage with SSA in the SSI application process. We believe that this new system will also alleviate some of the psychological costs for those respondents who find it difficult to travel to a field office.
Impacted Population	**Estimated Reduction**
For phase 1, the impacted population are SSI disability respondents only who may come from low-income households or underserved populations, and their third-party advocates and others who help the adult disability respondents to complete information collections. This may include smaller businesses, or individuals from low-income families, or traditionally underserved populations. For future phases, we will also include SSI respondents who are children or aged, who also may come from low-income households, or underserved populations, and their representatives who may include businesses, attorneys, legal guardians, etc.	As we are still in the planning phases, we do not have an estimate for total burden reduction for phase 1 yet. However, we expect the simplified, self-help screens will reduce the time burden on the public for reading and understanding the instructions, gathering the data and documents needed, as well as answering the questions and completing the information collection instrument. We also anticipate a decrease in the burden for travel time to a field office for completing the SSA-8000 or SSA-8001, as the respondents who will use the new screens, will be able to do so remotely. Until we have finalized our plans for implementation, we cannot estimate the overall burden reduction for any phase of this initiative.

Social Security Administration	
Enterprise Scheduling System (ESS)	
Description	**Strategy**
The Enterprise Scheduling System (ESS) allows the public to self-schedule appointments with SSA. Specifically, the first ESS release allows the public to self-schedule with SSA for enumeration services after they complete an online Social Security Number Application Program (oSSNAP) transaction. Respondents use ESS to select a date and time for an appointment at an SSA field office (FO) to provide the documentation necessary to obtain a replacement or original SSN card. Respondents can either complete the online collection themselves or contact SSA's 800 Number to schedule the appointment through a technician. Prior to ESS, SSA did not offer a self-scheduling option for enumeration appointments. Previously oSSNAP users would either mail in their documents or visit a field office with no scheduled appointment. ESS respondent self scheduling and technician scheduling allows the public to receive faster service, alleviating the field office wait time which occurs for unscheduled visits. We expect ESS subsequent releases will expand self-scheduling services for other appointment needs.	ESS allows customers who have completed an online Social Security Number Application Program (oSSNAP) transaction to schedule an appointment to complete their Social Security Card application at a local field office. This reduces the burden of long wait times for service and increases convenience for the customer. For future releases, respondents will be able to self-schedule appointments beyond enumeration (e.g., for claims or other SSA services), and through additional service channels (e.g., phone/video). We believe this new system will also alleviate some of the time and psychological costs for those respondents who find it difficult to call the national 800# and experience extended wait times on the phone or in our offices.
Impacted Population	**Estimated Reduction**
For the first phase, we included all customers who have completed an oSSNAP application, this includes all oSSNAP respondents nationwide. In addition to the functionality of the first release, phase 2 will focus on functionality for customers who need appointments for Post Entitlement (PE) actions and/or Initial Claims (IC). Initially, technicians will assist with the scheduling for these phase 2 customers (PE and IC respondents); however, respondents will also be able to access ESS electronically to modify or cancel an appointment. For later phases, we plan to include self scheduling options for PE and IC appointments.	52,500 hours (representing the removal of the average wait time for field offices and teleservice centers, as the respondents who use the Internet ESS will have no wait time). We are currently planning which appointment types we will include in future phases. We will provide estimates on burden reduction volumes at a later date. Numbers will depend on types of appointments offered, and the number of appointments customers require per year.

United States Agency for International Development	
Reducing Internal Burden	
Description	**Strategy**
USAID is reducing bureaucratic processes that are low-value, overly time-consuming, outdated, or unproductive. Ultimately, through our Burden Reduction Program, we intend to save the Agency three million hours of time within a year—the equivalent to saving every member of the USAID workforce an average of one hour per day. Rather than engage in a one-time effort to reduce bureaucracy, we will institutionalize a culture of burden reduction by updating staff skills and competencies to emphasize continuous process improvements, encouraging staff at all levels and staffing mechanisms to reduce burdens, and resourcing positions to coordinate and support these improvements across the Agency.	USAID is streamlining operations and decision-making so staff throughout the agency can focus on activities that most directly contribute to our mission. USAID has eliminated the Senior Obligation Alignment Review (SOAR) process for large activities, instead incorporating leadership engagement and thorough senior leadership review on awards above $100 million during the design process; automated onboarding of all U.S. direct hire staff; and simplified the process for employing the Complex Crises Fund, which will reduce the time from project proposal to funding from 142 to 66 days.
Impacted Population	**Estimated Reduction**
USAID partners.	Efforts are ongoing and total burden reduction is unquantified at this time.