



Homeland
Security

September 29, 2023

MEMORANDUM FOR: DHS Senior Executives Responsible for Paperwork Reduction Act
DHS Senior Executives Responsible for Customer Experience

FROM: Eric Hysen
Chief Information Officer

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Date: 2023.09.22 16:12:34
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SUBJECT: **DHS Fiscal Year 2024 Burden Reduction Plan**

On March 21, 2022, I issued a [memo](#) launching the first-ever DHS Burden Reduction Initiative. In response, DHS Components rose to the occasion, delivering a remarkable savings of over 21 million burden hours by May 30, 2023. As Secretary Mayorkas said, “Elevating the customer experience remains a paramount objective for our Department. Through the tireless efforts of our exceptional workforce, we have achieved significant progress.” To build upon this momentum transforming the public’s experience with DHS, I present the first annual Department of Homeland Security Burden Reduction Plan for Fiscal Year (FY) 2024.

Context

On December 13, 2021, the President issued Executive Order (EO) 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*, directing agencies to improve the overall experience for customers accessing government services and benefits. The EO requires federal agencies to reduce burden on customers, leading to more equitable, accessible and effective experiences. Burden as a measurement is currently recorded through the Paperwork Reduction Act (PRA) process, which governs how federal agencies collect information from the public. As Chief Information Officer, I am responsible for both PRA and Customer Experience EO implementation across DHS.¹

Since the launch of the Burden Reduction Initiative on March 21, 2022, we have demonstrated our ability to make a meaningful impact, and our leadership in burden reduction has inspired other agencies, including the Office of Management and Budget (OMB), to renew and strengthen focus on burden reduction programs government wide.

Burden reduction is not solely a Paperwork Reduction Act function, however. It is the duty and responsibility of all of DHS to put our customers at the center of our work and strive to improve their experiences interacting with the Department. The FY 2024 DHS Burden Reduction Plan will therefore be a cross-functional, cross-Component effort.

¹ Delegation No. 04000, “*Delegation to the Chief Information Officer*” and Delegation No. 04005, “*Delegation of Authority to the Chief Information Officer to Implement Executive Order 14058 Regarding Customer Experience*”

Initiative 1: Eliminate 10 Million additional burden hours placed on the public by September 30, 2024

[Lead Component: All Components]

Our objective for the upcoming year is to eliminate an additional 10 million burden hours placed on the public by September 30, 2024. To realize this goal, I am directing each Component Senior Executive responsible for Customer Experience and PRA to submit a comprehensive FY 2024 Burden Reduction Strategy to dhs.pra@dhs.gov by October 30, 2023².

Enclosed appendix “*DHS Highest Burden Information Collections*” provides the top 20 information collection requests across DHS, each of which currently exerts the greatest “time tax” on the public. While these serve as indicative targets, I emphasize that Components retain the flexibility to identify any information collection request as part of their individual FY 2024 Burden Reduction plan. I encourage Components to work together with the Customer Experience and Business Management Directorates to align this work to ongoing priorities and strategic initiatives in your own organizations.

Each Component must develop a burden reduction strategy that incorporates OMB’s implementation guidance for [M-22-10](#). Component-wide strategies shall delineate the specific information collections earmarked for burden reduction, provide anticipated burden hour reductions, and identify the approaches to be used to simplify processes. These approaches must include the best practices from the Paperwork Reduction Act Burden Reduction Initiative [memo](#) dated March 22, 2022, and reiterated below:

- Streamline procedures, introduce automatic renewals, and offer “short form” alternatives.
- Facilitate online submission for all relevant collections, where applicable.
- Accept digital or electronic signatures to expedite the process.
- Optimize online forms for seamless use on mobile devices.
- Conduct usability testing during the form creation and revision phases.
- Prefill forms with existing data and information.
- Communicate in plain language to enhance clarity.
- Reduce the frequency of information collection instances.
- Eliminate redundant or superfluous collections.

Usability testing is **required** for all information collections. Information Collection Requests must reflect that usability testing was conducted, what the main findings were, and how those findings will be addressed within the accompanying Supporting Statement. Information collection requests that do not follow these best practices will be rejected by my office unless an emergency circumstance merits an exception. For more information on user research that does not require PRA clearance, please refer to the following [web page](#).

² Components should consult their legal team prior to creating their burden reduction strategies to consider issues such as whether regulatory changes are necessary to implement an ICR change.

To support your efforts, Senior Counselor Cass Sunstein and I are actively engaging in dialogue with the Office of Information and Regulatory Affairs (OIRA) to explore avenues for accelerating the review process for information collection requests intended to alleviate burdens on the public.

If you have any questions regarding this initiative, please contact Robert Dorr, Executive Director, Business Management Directorate at robert.dorr@hq.dhs.gov.

Initiative 2: Redesign 75% of internal DHS Forms by September 30, 2024

[Lead Component: DHS/MGMT]

In addition to reducing burden hours in our public-facing information collections, I have directed the Customer Experience Directorate to establish common design standards for forms to ensure a consistent experience for our employees and customers. Upon delivery of these standards, all DHS headquarters forms will be required to comply. These standards will be applied to 90% of DHS headquarters forms by March 30, 2024.

By September 30, 2024, DHS will redesign and update 75% of Headquarters forms for both ease of use and compliance with the 21st Century Integrated Digital Experience Act (IDEA).

If you have any questions regarding this goal, please contact Dana Chisnell, Executive Director, Customer Experience Directorate at dana.chisnell@hq.dhs.gov.

Future Initiatives:

The Department will continue to build momentum beyond FY 2024 through increased collaboration and responsiveness to emerging guidance from the White House and the Secretary. DHS will create a habit of burden reduction by consistently working to reduce burden hours as a part of our normal operating procedure. For example, it is my expectation that future FY 2025-2028 annual initiatives will include additional reduction hour targets of at least five million burden hours per year, and the full redesign of all internal-facing forms in use across all individual DHS Components and Offices.

Thank you again for your dedication to greater efficiency and an enhanced customer experience.

Enclosure: Appendix, *DHS Highest Burden Information Collections*
Courtesy Copy: DHS Component Heads

Appendix - DHS Highest Burden Information Collections
As of August 31, 2023

#	Agency	OMB Control #	Title	Burden Hours	Expiration Date
1.	USCBP	1651-0117	Free Trade Agreements	9,402,120	8/31/2023
2.	FEMA	1660-0040	Standard Flood Hazard Determination Form	8,783,367	9/30/2023
3.	USCIS	1615-0052	Application for Naturalization	6,862,180	11/30/2025
4.	USCIS	1615-0023	Application to Register Permanent Residence or Adjust Status	5,835,454	2/28/2026
5.	USCBP	1651-0076	Customs and Border Protection Recordkeeping Requirements	5,677,360	2/28/2026
6.	USCBP	1651-0009	U.S. Customs Declaration	5,303,902	8/31/2025
7.	USCBP	1651-0024	Entry/Immediate Delivery Application and Simplified Entry	4,878,686	11/30/2025
8.	USCIS	1615-0075	Affidavit of Support Under Section 213A of the Act	3,445,839	12/31/2023
9.	USCIS	1615-0092	E-Verify Program	3,403,281	12/31/2024
10.	TSA	1652-0059	TSA Pre-Check Application Program	3,397,652	9/30/2024
11.	USCBP	1651-0090	Commercial Invoice	3,100,000	8/31/2025
12.	USCIS	1615-0105	Notice of Entry of Appearance as Atty or Accr. Representative; of Appearance of Foreign	3,062,645	8/31/2025
13.	USCBP	1651-0022	Entry Summary	2,695,195	3/31/2025
14.	USCIS	1615-0082	Application to Replace Permanent Resident Card	2,227,449	10/31/2025
15.	USCIS	1615-0033	Report of Medical Examination and Vaccination Record	2,001,000	3/31/2025
16.	USCIS	1615-0043	Application for Temporary Protected Status	1,974,294	8/31/2025
17.	TSA	1652-0002	Airport Security Part 1542	1,903,841	6/30/2025
18.	USCIS	1615-0101	Verification Request and Verification Request Supplement	1,653,111	4/30/2024
19.	DHS	1600-0005	Solicitation of Proposal Information for Award of Public Contract	1,358,512	5/31/2025
20.	FEMA	1660-0125	FEMA Preparedness Grants: Homeland Security Grant Program (HSGP)	866,988	6/30/2024