

Date July 17, 2007

From HRSA Reports Clearance Officer

Subject: Request for Approval of the New Freedom Initiative Customer Satisfaction Survey

To: Human Resources and Housing Branch  
Office of Information and Regulatory Affairs, OMB  
Through: HHS Reports Clearance Officer

The Health Resources and Services Administration (HRSA), is seeking approval under the generic clearance approval, OMB No. 0915-0212, for a customer satisfaction survey. HRSA analysts, whose comments regarding development, design, conduct, and analysis were incorporated, reviewed this survey.

The survey was developed by the New Freedom Initiative (NFI) Subcommittee on Caregiving, a federal-wide group under the direction of the Department of Health and Human Services (HHS). The survey instrument will obtain information regarding audience opinions on broadcast presentations provided by the NFI Subcommittee Workgroup to providers, caregivers, and partners. The survey will collect information on viewer opinions regarding the format of the broadcasts, topics for future presentations, and suggestions for improvement. The feedback instrument is quite brief and will take no more than 5 minutes to complete online following the broadcast. Descriptions of the background of the workgroup, the purpose for obtaining the feedback, and the survey instrument are provided in the Attachments.

The survey will help fulfill the requirements of:

Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector;

The March 3, 1998, White House Memorandum, "Conducting 'Conversations with America' to Further Improve Customer Service," which further directs Agencies to determine the kind and quality of service its customers want and their level of satisfaction with existing services.

This is the 1<sup>st</sup> submission under this approval for 2007, and the 7<sup>th</sup> overall since HRSA first obtained the generic approval. This project will impose an estimated annual total burden of 22.5 hours. The currently approved total burden hours in the OMB inventory for control number 0915-0212 is 5,075 hours.

Please contact Susan Queen on 301-443-1129 with any questions or for additional information

regarding this activity. Thank you for your assistance with this effort.

Susan G. Queen, Ph.D.