

Supporting Statement: Part B
Request for Clearance for National Medicare Training Program
Training Needs Assessment Survey

1. For this survey, the sample will be drawn from lists of individuals who utilize CMS NMTP training products and resources. These lists consist of representatives of the State Health Insurance Assistance Program (SHIP), and individuals who partner with CMS Regional Offices to conduct Medicare beneficiary outreach and education activities. To ensure individuals receive only one initial survey invitation, duplicate information will be removed once the lists have been merged. The final, merged and cleaned sample list will include approximately 5,000 individuals from which we aim to achieve an 80% response rate, resulting in 4,000 completed surveys. This number of completed surveys will allow statistically significant ($p < 0.05$) comparisons between various partner segments. A large sample is necessary since not all partners will have used all of the training materials offered. Descriptive analysis techniques, as well as t-tests, chi-square tests, and analysis of variance (ANOVA) will be used to compare findings from traditional and non-traditional partner segments. Pacific Consulting Group's leverage analysis technique will also be used to identify issues that have high priority for respondents.

2. The sample to be provided by CMS will include partner email addresses with individual contact and organization names, as well as phone numbers. We expect that as stakeholders with an interest in improving the resources they rely on, the partner audience will be willing to take the time to provide their input. Initial survey invitations will emphasize the importance of their feedback to CMS. These survey invitations will be sent via email and will include a link to the web survey. Those not responding to the initial email invitation will be sent up to two reminders via email. After the two reminder notices have been issued (within three weeks of the start of the field period), the data collection subcontractor will begin conducting follow-up phone calls with non-respondents. The fielding period will be six weeks. In our experience, few additional surveys are completed beyond that point to merit further postponement of the analysis effort.

3. Using the following methods, we will aim to achieve an 80% response rate:

- Survey invitation emails will be sent from a CMS address and will include a link to the survey.
- The survey follow-up emails will denote that the survey is being conducted under the auspices of CMS.
- The survey invitation will have the signature of a CMS executive to add credibility to the request.
- Up to two email reminders will be sent to participants and each will include a link to the survey.
- Mid-way through the fielding period non-responders will be contacted by phone to obtain their participation. They will be encouraged to complete the survey over the phone with the interviewer at that time or at another time that is more convenient for them. If they would prefer to complete the survey online they will still have that option. Respondents who indicate that they would like to complete the survey online and fail to do so within a couple days will receive another reminder call.

4. A pre-test of the survey will be conducted with nine partners representing different organizations. These partners will be randomly selected from the sample list. This pre-test will serve as a means to improve the questionnaire and minimize burden on respondents. Web surveys have been shown to be an effective means of obtaining input from organizations who work with consumers while placing minimal burden on the respondents.

5. For questions regarding the study, questionnaire design, or statistical methodology, contact:

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