

# Memorandum

**Date:** December 5, 2008  
**From:** Cynthia Harvey-Pryor, VHA OMB Clearance Liaison (19E1)  
**Subj.:** Request for OMB Approval; Federal Recovery Coordination Program (FRCP)  
 Patient and Caregiver Satisfaction Surveys  
**To:** VA OMB clearance Officer (0051RB))

The FRCP requests permission to conduct two satisfaction surveys; one administered to veterans enrolled in the program and one administered to their primary caregiver.

- a. **POINT OF CONTACT** for the FRCP and these surveys is:

Karen Guice, MD, MPP  
 Executive Director, FRCP  
 202-461-4839

- b. **PURPOSE:** To assess awareness of the FRC program; measure the overall satisfaction with and effectiveness of the program, the FRC and the recovery plan; identify the specific reasons for which a veteran or caregiver seeks assistance from the FRC; and identify the ways in which veterans' and caregivers' interact with the FRC. The survey results will be used to: 1) identify measures for evaluating customer service; 2) improve communications; 3) identify common problem areas; 4) identify areas where additional information from VA would assist veteran and caregiver decisions.

- c. **BURDEN:**

Data Collection Activity	Number of Respondents	Response Frequency	Estimated Response Time	Estimated Annual Burden Hours
Veteran Survey	200	1	15 minutes (0.25 hours)	50 hours
Primary Caregiver Survey	200	1	15 minutes (0.25 hours)	50 hours
TOTAL				100 hours