

Supporting Statements for the Paperwork Reduction Act Submission

Agency: Office of Justice Programs, Office for Victims of Crime and Office of Juvenile Justice and Delinquency Prevention

Title: OVC TTAC and OJJDP NTTAC Feedback Form Package

Form(s): T-100, T-200, T-300, G-100, G-200, G-300 ; OJJDP NTTAC Participant Feedback Form, Requestor Feedback Form, Consultant Feedback Form, Participant Follow-up Interview protocol, User Feedback Form, Website Feedback form,

OMB No: 1121-0277

A. JUSTIFICATION

1. Necessity of Information Collection

The Office for Victims of Crime (OVC) and the Office of Juvenile Justice and Delinquency Prevention (OJJDP) are federal agencies within the Office of Justice Programs, U.S. Department of Justice. In 2006, the Office of Justice Programs combined the OVC Training and Technical Assistance Center (OVC TTAC) and the OJJDP National Training and Technical Assistance Center (OJJDP NTTAC) into one contract. In order to streamline data collection and reporting efforts, each of the existing evaluation forms for the OVC Training and Technical Assistance center was edited to serve the information collection needs of the OJJDP National Training and Technical Assistance Center. Therefore, this is a request for approval for revision of evaluation forms to serve the information needs of both centers under the Office of Justice Program contract.

Congress formally established OVC in 1988 through an amendment to the 1984 Victims of Crime Act (VOCA) to provide leadership and funding on behalf of crime victims. The mission of the Office for Victims of Crime is to enhance the nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices to promote justice and healing for victims of crime. As one part of its mission, the OVC is committed to provide victims of crime with access to comprehensive, quality services. One of the ways it does this is through its Technical Assistance, Publications and Information Resources Unit (TAPIR). The TAPIR develops and disseminates training, technical assistance (TA), and information resources that support victim service providers and allied professionals. To further the dissemination of these resources, TAPIR manages the OVC Resource Center (OVCRC), the OVC Training and Technical Assistance Center (OVC TTAC), education and outreach initiatives, and the publication and dissemination of OVC materials and grant products.

Authorized through the Juvenile Justice and Delinquency Prevention Act (1974), OJJDP supports programs and policies that serve children, families, and their communities, through grants to state and local governments and youth-serving organizations. They provide training and technical assistance, support research and evaluation, and disseminate information to help states and communities identify what works and find solutions to the challenges that confront our nation's children. They focus this work on delinquency prevention, child protection, public safety, and strengthening the juvenile justice system. OJJDP's mission is to provide national leadership, coordination, and resources to prevent and respond to juvenile delinquency and victimization. OJJDP supports states and communities in their efforts to develop and implement effective and coordinated prevention and intervention programs and to improve the juvenile justice system so that it protects public safety, holds offenders accountable, and provides treatment and rehabilitative services tailored to the needs of juveniles and their families.

Each agency's training and technical assistance center works to further the agency's mission through increasing access to resources in the field. OVC TTAC was created in 1998 to serve as a central access point for OVC's training and technical assistance (TTA) resources and to funnel resources to local, state, tribal, and federal agencies to strengthen their capacity to serve victims. OVC sponsors training on victim issues for service providers, law enforcement personnel, prosecutors, the judiciary, clergy, and medical and mental health professionals. OVC TTAC provides user-friendly, efficient, and cost-effective resources by training agencies and organizations on victim-related topics; providing technical assistance in areas such as policy and program development, management, and evaluation; operating a speaker's bureau for conferences, focus groups, and other meetings; and maintaining a consultant pool of experts to support OVC's initiatives nationwide. OVC TTAC does this through a process that includes needs assessment, analysis, service coordination, and follow-up. Secondly, OVC TTAC works collaboratively with the OVC training and TA provider consortium to help develop or enhance their service delivery capabilities. The level of OVC TTAC assistance in this area includes materials development, arranging topical training sessions, the delivery of specialized TA to support program development, and maintenance of an interactive Web site designed to cultivate communication across providers and to promote shared learning between the providers and the field at-large.

Established in 1995, OJJDP NTTAC is designed to assist practitioners and communities identify and implement evidence-based prevention and intervention programming with customized training and technical assistance that aims to significantly impact delinquency, substance abuse and the other co-occurring problems that confront youth in the juvenile justice system everyday. To do this, the OJJDP's NTTAC's information collection, cataloguing and dissemination efforts culminate into five key Service Areas: Prevention, Graduated Sanctions, Intervention/Rehabilitation, Re-entry and Capacity Building/Program Management. These

service areas are closely aligned with the Center for Substance Abuse Treatment's Juvenile Justice Planning Chart and includes OJJDP's Topics and the Juvenile Accountability Block Grant's 17 Purpose Areas. NTTAC has developed repositories of the latest training and technical assistance information on the providers, resources and publications and training calendar events in each of those five service areas. OJJDP's NTTAC believes that by categorizing all of its resources in one its five service areas it will assist practitioners navigate available training and technical assistance resources along the justice juvenile justice continuum from prevention programming, to intake/arrest, to adjudication and placement in intervention/rehabilitative programs with graduated sanctions and to community re-entry initiatives with intervention/rehabilitative programming and graduated sanctions. Lastly, since OJJDP aims to build capacity in the agencies that work to reduce juvenile delinquency and crime, NTTAC also has a repository of providers, publications and training events to assist juvenile justice practitioners and agencies with capacity building and program management. The primary activities of NTTAC include delivering customized training and technical assistance; identifying appropriate training and technical assistance subject matter experts, providers, and events that best meet the needs of the field; conduct ongoing needs assessments of the field; generating searchable directories of training and technical assistance providers, events, and resource materials; distributing individualized training and technical assistance packages, including "how to" guides, resource lists, and reference materials; and supporting efforts to evaluate and improve training and technical assistance delivery.

Both OVC TTAC and OJJDP NTTAC are interested in assessing the outcome and impact of the assistance provided. The previously approved OVC TTAC protocols were revised to reflect current OVC TTAC activities and then edited to meet the information needs of OJJDP NTTAC. The forms include six different feedback instruments that collectively form the OVC TTAC and OJJDP NTTAC Feedback Form Package. Each instrument has been designed to ensure the confidentiality of any individuals who choose to provide feedback. With the exception of the *Participant Feedback Form*, none of the feedback forms request personally identifiable information from respondents. The *Participant Feedback Form* allows respondents the option of providing their name, telephone number, and e-mail address in the event that they would like to participate in a follow-up interview. The procedures for sharing and protecting this personally-identifiable information are described in item 2 below. All information on the feedback forms is collected in accordance with the Privacy Act of 1974.

OVC TTAC has developed and will distribute an instrument for identifying the gaps in training needs among victim service providers and the emerging issues and trends within the victim services community. This instrument titled the OVC TTAC Needs Assessment Survey. In accordance with the Privacy Act of 1974, this instrument has been designed to ensure the

confidentiality of any individual who chooses to provide input on the above topics. None of the specified feedback forms request personally identifiable information from respondents.

2. Needs and Uses

This is the revision and extension of the previously approved OVC TTAC Feedback form package. The instruments requiring clearance are collectively titled the OVC TTAC and OJJDP NTTAC Feedback Form Package. The Feedback Form Package is designed specifically to monitor the effectiveness of OVC TTAC and OJJDP NTTAC's programming, ensuring accountability, and quality customer service. The Package is comprised of the following forms: TTAC Participant Feedback Form (T-100), TTAC Requester Feedback Form (T-200), TTAC Consultant Feedback Form (T-300), TTAC User Feedback Form (G-100), TTAC Web site Feedback Form (G-200), TTAC Resource Material Feedback Card (G-300), NTTAC Participant Feedback Form, NTTAC Requester Feedback Form, NTTAC Consultant Feedback Form, NTTAC User Feedback Form, NTTAC Web site Feedback Form, TTAC and NTTAC Participant Follow-up Interview Protocol, NTTAC Resource Material Feedback Card. Each form will be used to assess the outcome and impact of OVC TTAC and OJJDP NTTAC's training and technical assistance activities.

- The TTAC *Participant Feedback Form* (T-100) and NTTAC *Participant Feedback Form* will be completed by all individuals who receive training or technical assistance supported by OVC TTAC or OJJDP NTTAC. The form will be completed at the end of the TTA activity/event with duration of 2 or more hours. This form is intended to capture important feedback from participants about TTA events, including the performance of the instructor, the applicability of the TTA to the participant's job duties and their plans to incorporate what they learned into their work activities, and changes in knowledge, skills, attitudes, and/or behaviors. The *Participant Feedback Form* allows respondents the option of providing their name, telephone number, and e-mail address in the event that they would like to participate in a follow-up interview. This interview is designed to gather information on knowledge, skill and attitude changes among individuals who have received training. Both the individuals, who elect not to participate and provide their personally identifiable information and those who do, are guaranteed confidentiality.

First, the *Participant Feedback Form* is re-produced in hard copy paper format and is not available to participants or the public in electronic format. Second, pursuant to Title 28 of the Code of Federal Regulations, Part 22, OVC TTAC and OJJDP NTTAC has an obligation to those interviewed to protect their identities and the information they

provide. A statement ensuring the confidentiality of their personally identifiable information and their answers on the *Participant Feedback Form* appears just prior to the space where individuals are asked to provide personally identifiable information (i.e., name, telephone number, e-mail address).

Third, OVC TTAC and OJJDP NTTAC employ on-site procedures to further secure personally identifiable information. Each facilitator is provided sealed envelopes into which completed *Participant Feedback Forms* are placed when submitted by the individual who has completed the form. The sealed envelopes are sent directly to OVC TTAC and OJJDP NTTAC Needs Assessment and Evaluation team members, who have signed certificates of confidentiality. These certificates indicate that the identity of persons interviewed and related data are to remain confidential; that the removal of names or disclosure of identities and related information is strictly forbidden; and that the contents of interviews are not to be discussed with anyone except Needs Assessment and Evaluation team members. Finally, personally identifiable information is not maintained in any electronic databases. The information provided by the individual is the only source of identifying information, and this information is kept under lock and key within a secure location that is accessible only to members of the Needs Assessment and Evaluation team.

- The TTAC *Requester Feedback Form* (T-200) and NTTAC *Requestor Feedback Form* will be completed by every person requesting training and technical assistance through OVC TTAC or OJJDP NTTAC. The form is designed to gather information about the requester's satisfaction with the service received and with the consultant(s) assigned to deliver the request. This form does not request that the respondent provide personally-identifiable information.

- The TTAC *Consultant Feedback Form* (T-300) and NTTAC *Consultant Feedback Form* will be completed by any consultant providing training or technical assistance through OVC TTAC or OJJDP NTTAC. The form will be completed at the end of the TTA activity/event with duration of 2 or more hours. It is designed to gather information about the consultant's satisfaction with the assistance/support received and with his/her assessment of the effectiveness of the service s/he delivered (what worked and what did not work). Additionally, the consultant is asked to provide information on additional assistance necessary for participants who received service (especially for intensive TTA activities) and comments related to improving the consultant process. This form does not request that the respondent provide personally-identifiable information.

- The *TTAC User Feedback Form (G-100)* and *NTTAC User Feedback Form* will be completed on an annual basis by individuals who have used OVC TTAC or OJJDP NTTAC services through toll-free calls, emails, mail, and in-person contacts. The form will be administered on-line or by mail. The form is designed to gather information about the user's satisfaction with the quality, efficiency, resources, and other assistance/support provided by OVC TTAC or OJJDP NTTAC. This form does not request that the respondent provide personally-identifiable information.
- The *TTAC Web site Feedback Form (G-200)* and *NTTAC Web site Feedback Form* will be completed on a quarterly basis by users of the OVC TTAC Web site. The form will be administered on-line. The form is designed to gather information on the usability, appropriateness, and effectiveness of the Web site. This form does not request that the respondent provide personally-identifiable information.
- The *TTAC Resource Material Feedback Card (G-300)* and the *NTTAC Resource Materials Feedback Card* will be completed by all users of any training and technical assistance materials/products produced by OVC TTAC or OJJDP NTTAC. The form will be administered by mail. The form is designed to obtain user's satisfaction with the quality and usability of the materials/products provided by OVC TTAC. This form does not request that the respondent provide personally-identifiable information.
- The *TTAC Participant Follow-Up Interview Form* and the *NTTAC Participant Follow-Up Interview Form* will be distributed only to that are interested in participating in a follow-up assessment. The Participant Follow-Up Interview Form measures the extent to which participants change their attitudes, improve knowledge, and/or increase skills after having attended the TTA event. Participants also are asked to comment on the usability/applicability of information provided at the event to their work
- The *TTAC Needs Assessment Survey* is a new form being added to this active collection. This survey will be used to assess previous training and technical assistance (TTA) experiences and current and future TTA needs among victim service providers; to determine relevant training that will improve service delivery to victims of crime; to distinguish the training needs of victim service providers based on their position levels (i.e., line staff vs. administrator); to link improved job performance with position level; and, to assess the services received and the extent to which those services meet the needs of crime victims. Based on the information provided, OVC plans to develop relevant training opportunities for victim service providers, which we hope will improve service delivery to victims of crime. The *Needs Assessment Survey* will be open for completion on an annual basis by individuals who work in a program providing services to victims of

crime. The crime victim service agencies include criminal justice-based programs, medical and mental health professionals, faith communities, education officials, and other allied agencies with victim service components.

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3. **Efforts to Minimize Burden**

Data entry, analysis and report generation on the information collected using the OVC TTAC and OJJDP NTTAC Feedback Form Package will be conducted using the OVC TTAC Information System (OTIS). OTIS is a comprehensive, Web-based, information management system that will capture the data collected from the OVC TTAC Feedback Form Package and allow OVC TTAC to augment their training and technical assistance service delivery. OJJDP NTTAC is in the process of developing the NTTAC Resource Management System (NRMS) system to have similar capabilities. Noted below are those forms that will utilize additional technological collection techniques:

- Respondents will be given the option of returning completed the TTAC *Requester Feedback Form (T-200)*, NTTAC *Requestor Feedback Form*, TTAC *Consultant Feedback Form (T-300)*, and NTTAC *Consultant Feedback Form* via e-mail or fax. This is for the convenience of respondents.
- The TTAC *User Feedback Form (G-100)* and NTTAC *User Feedback Form* will be administered in hard copy form as well as an Internet-based form. The content of the Internet-based form is identical to the hard copy version. The decision to provide an Internet version of the form was intended to decrease the burden on respondents by reducing the time needed to complete and submit the survey. Additionally, if respondents prefer, a fax number will be provided for use in returning completed forms.
- The TTAC *Web site Feedback Form (G-200)* and NTTAC *Web site Feedback Form* will be an Internet-based form. Using an Internet-based form was intended to reduce the time required to complete and submit the form, and overall, for the convenience of respondents.
- The OVC TTAC Needs Assessment Survey will be Internet-based, which will allow OVC TTAC to distribute, collect and store data electronically. The decision to rely primarily on Internet-based versions of the survey was based on the desire to decrease the burden on respondents by reducing the time needed to complete and submit the survey. It is anticipated that the majority of the respondents will complete the survey online, a method that is both cost-efficient and will enable OVC to reach a wider audience more

effectively and efficiently. Additionally, the data gathered will be automatically stored in a format that will allow quick and easy exportation to other software for analyzing the data. The information collected from respondents using the Internet versions will be automatically entered into a database in a form that will expedite subsequent data analysis. In addition to the Internet-based version of the survey, individuals responding to this survey will have the option of replying by printing out hard copies from the Internet or by requesting hard copies of the survey.

4. Efforts to Identify Duplication

The information to be collected is only for the purposes of OVC TTAC and OJJDP NTTAC and is not available elsewhere.

5. Methods to Minimize Burden on Small Businesses

Small businesses or other small entities are not a specific target population for OVC TTAC or OJJDP NTTAC services. However, should members of this target population request services, their level of satisfaction with the services rendered will be requested. Furthermore, the amount of potential burden placed on respondents was considered when the OVC TTAC and OJJDP NTTAC Feedback Form Package was developed and every attempt was made to reduce the time and effort needed to complete the forms.

6. Consequences of Less Frequent Collection

The Feedback Form Package is designed specifically to monitor the effectiveness of OVC TTAC and OJJDP NTTAC's programming, ensuring accountability, and quality customer service. The data will then be used to advise OVC TTAC and OJJDP NTTAC on ways to improve the support provided to its users and the victim service and juvenile justice fields at-large. Without this information, OVC TTAC and OJJDP NTTAC will be at a disadvantage with regard to knowledge about the quality and effectiveness of services being rendered and user satisfaction.

Data using the Needs Assessment Survey will be collected on an annual basis, which will give OVC an opportunity to develop relevant training opportunities for victim service providers, which we hope will improve service delivery to victims of crime.

7. Special Circumstances Influencing Collection

- Respondents of the TTAC *Participant Feedback Form (T-100)* and NTTAC *Participant Feedback Form* are requested to complete the form immediately following the event. This is important to capture immediate feedback on the event and the content covered during the event before it is forgotten. Burden to the respondent is also reduced, as the forms are distributed directly to the respondents, and the respondents need not physically move or otherwise inconvenience themselves to complete the form. The TTAC *Requester Feedback Form (T-200)*, NTTAC *Requester Feedback For*, TTAC *Consultant Feedback Form (T-300)*, NTTAC *Consultant Feedback Form*, TTAC *User Feedback Form (G-100)*, NTTAC *User Feedback Form*, TTAC *Web site Feedback Form (G-200)*, NTTAC *Web site Feedback Form*, TTAC *Resource Material Feedback Card (G-300)*, and NTTAC *Resource Material Feedback Card* do not require respondents to prepare a written response in fewer than 30 days.
- Respondents are not required to submit any documents.
- Respondents are not required to maintain records for this data collection effort.
- A statistically based survey method is not being used.
- The pledge of confidentiality on the TTAC *Participant Feedback Form (T-100)* and NTTAC *Participant Feedback Form* conforms to the Privacy Act of 1974. A pledge of confidentiality is provided, but respondents are not asked to disclose sensitive or protected information on the TTAC *Requester Feedback Form (T-200)*, NTTAC *Requester Feedback For*, TTAC *Consultant Feedback Form (T-300)*, NTTAC *Consultant Feedback Form*, TTAC *User Feedback Form (G-100)*, NTTAC *User Feedback Form*, TTAC *Web site Feedback Form (G-200)*, NTTAC *Web site Feedback Form*, TTAC *Resource Material Feedback Card (G-300)*, and NTTAC *Resource Material Feedback Card*
- Respondents of the Needs Assessment Survey are not required to prepare a written response in fewer than 30 days. Respondents are not required to maintain records for this data collection effort. A statistically based survey method is not being used.

8. Public Comment and Consultation

A 60- and 30-day notice has been published in the Federal Register to solicit public comments in accordance with the Paperwork Reduction Act requirements. If we receive comments, those comments will be summarized and actions taken by OVC TTAC OJJDP NTTAC described herein. Moreover, experts in the field of training and technical assistance have been consulted in the creation of the OVC TTAC and NTTAC Feedback Form Package and the TTAC Needs Assessment survey. These experts have helped to refine the forms to ensure that they are comprehensive yet not overly burdensome for respondents.

9. Payment or Gift to Respondents

The purpose of this OVC TTAC and OJJDP NTTAC Feedback Form Package is to assess the outcome and impact of the OVC TTAC and OJJDP NTTAC’s training and technical assistance activities. No payments or gifts will be provided to respondents for completing any of the forms. Participation is voluntary.

The purpose of the Needs Assessment Survey is to identify gaps in training needs among victim service providers. No payments or gifts will be provided to respondents for completing the survey. Participation is voluntary.

10. Assurance of Confidentiality

All information on the feedback forms is collected in accordance with the Privacy Act of 1974. Any release of information will conform to the stipulations of the Privacy Act and the guidelines of the Institutional Review Board (IRB) as determined by Title 45 Part 46 of the Code of Federal Regulations. Only those who are required to review and process the forms will have access to the forms. Once the information from each form has been entered into an electronic database, only those persons with a valid identification, password, and permissions will have access to the information. No personally-identifiable information will be contained within the electronic database. The physical forms will be maintained in a safe location with limited access.

11. Justification for Sensitive Questions

There are no questions of a sensitive nature. The OVC TTAC and OJJDP NTTAC Feedback Form Package was reviewed by an Institutional Review Board (IRB), which was established to ensure that research is conducted in compliance with Federal regulations, particularly Title 45 Code of Federal Regulations, Part 46, which is the general IRB rule applicable to federally sponsored research. The primary purpose of the IRB is to protect the welfare of human research subjects and to ensure that physical, psychological and social risks to them are minimized.

A “Determination of IRB Status” was completed for the OVC TTAC and OJJDP NTTAC Feedback Form Package and it was determined that the Package is exempt from review. Policies requiring IRB review are applicable to research activities as stated in 45

CFR §46.101(a). However, all of the protocols contained in the OVC TTAC Feedback Form Package do not constitute “research” as it is defined in 45 CFR §46.102(d). The OVC TTAC and OJJDP NTTAC Feedback Form Package is not a “means of systematic investigation, including research development, testing and evaluation, designed to develop or contribute to generalizable knowledge” (45 CFR §46.102(d)). On the contrary, the OVC TTAC and OJJDP NTTAC Feedback Form Package was determined to be non-research activities for the purpose of obtaining customer feedback regarding technical assistance and training services provided by and through OVC TTAC and OJJDP NTTAC.

There are no questions of a sensitive nature for the OVC TTAC Needs Assessment Survey.

12. Estimates of Hour Burden

The OVC TTAC and OJJDP NTTAC Feedback Form Package contains forms that will require varying levels of burden hours to complete. For this reason, we have outlined the estimated annual burden hours for each form as well as aggregated estimated burden hours for the entire Package.

The *Participant Feedback Form (T-100)* will be completed by all individuals who receive TTA at the conclusion of an activity/event. The form will contain pre-printed information identifying the specific TTA activity/event and instructor(s) facilitating the event. The document contains a total of 31 questions that include short closed-ended questions that require the respondent to provide their answers using simple rating scales and 5 open-ended questions to include the collection of general non-personally identifiable demographic information. We anticipate that this form will take approximately 0.08 hours to complete. Approximately 7,092 individuals are expected to complete the *Participant Feedback Form* at least once on an annual basis for an estimated total annual burden of 567 hours.

Number of Respondents (annually): 7,092
Frequency of Response: Once
Average Burden Hours Per Response: 0.08 hours
Estimated Total Annual Burden Hours: 567

The *Requester Feedback Form (T-200)* will be completed by every person requesting training and technical assistance through OVC TTAC and through OJJDP NTTAC. The

form will contain pre-printed information identifying the specific TTA activity/event details, instructor(s) facilitating the event, a description of the activity and expected outcomes. The document contains a total of 23 questions that are evenly divided into short closed-ended questions that require the respondent to provide their answers using simple rating scales and open-ended questions requiring short qualitative answers. We anticipate that this form will take approximately 0.08 hours to complete. Approximately 180 individuals are expected to complete the *Requester Feedback Form* at least once on an annual basis for an estimated total annual burden of 14 hours.

Number of Respondents (annually): 180
Frequency of Response: Once
Average Burden Hours Per Response: 0.08 hours
Estimated Total Annual Burden Hours: 14

The *Consultant Feedback Form (T-300)* is a document that will be completed by consultants providing training or technical assistance through OVC TTAC and OJJDP NTTAC with duration of 2 or more hours. The form will contain pre-printed information identifying the specific TTA activity/event, instructor(s) facilitating the event, a description of the activity and expected outcomes. The document contains a total of 20 questions that include both short closed-ended questions that require the respondent to provide their answers using simple rating scales and open-ended questions requiring short qualitative answers. We anticipate that this form will take approximately 0.08 hours to complete. Approximately 145 individuals are expected to complete the *Consultant Feedback Form* at least once on an annual basis for an estimated total annual burden of 11 hours.

Number of Respondents (annually): 145
Frequency of Response: Once
Average Burden Hours Per Response: 0.08 hours
Estimated Total Annual Burden Hours: 11

The *User Feedback Form (G-100)* will be completed on an annual basis by individuals who have used OVC TTAC or OJJDP NTTAC services through toll-free calls, emails, mail, and in-person contacts. The population of users of OVC TTAC and OJJDP NTTAC services also include participants, requesters, and consultants, whose numbers are reflected in the estimated number of respondents for this Feedback Form. The form will be administered on-line or by mail. The on-line version of the form will be the same as the hard copy version. The document contains a total of 16 items, which takes

approximately 0.08 hours to complete. Approximately 1,200 individuals are expected to complete the *User Feedback Form* at least once on an annual basis for an estimated total annual burden of 96 hours.

Number of Respondents (annually): 1,200

Frequency of Response: Once

Average Burden Hours Per Response: 0.08 hours

Estimated Total Annual Burden Hours: 96

The *Web site Feedback Form (G-200)* will be completed on an annual basis by users of the OVC TTAC and the OJJDP NTTAC Web site. The form will be administered online. The document contains a total of 15 items, which takes approximately 0.08 hours to complete. Approximately 2,400 individuals are expected to complete the *Web site Feedback Form* for an estimated total annual burden of 192 hours.

Number of Respondents (annually): 2,400

Average Burden Hours Per Response: 0.08 hours

Estimated Total Annual Burden Hours: 192

The *Resource Material Feedback Card (G-300)* will be completed by all users of any training and technical assistance materials/products produced by OVC TTAC and OJJDP NTTAC. The document contains a total of 7 items, which takes approximately 0.05 hours to complete. Approximately 5,500 individuals are expected to complete the *Resource Material Feedback Card* on an annual basis for an estimated annual burden of 275 hours.

Number of Respondents (annually): 5,500

Frequency of Response: Once

Average Burden Hours Per Response: 0.05 hours

Estimated Total Annual Burden Hours: 275

The *Participant Follow-Up Interview Form* will be completed by those participants that are interested in participating in a follow-up assessment. The *Participant Follow-Up Interview* The document contains a total of 11 items, which take approximately 0.08 hours to complete. Approximately 1,773 individuals are expected to complete the *Participant Follow-Up Interview Form* for an estimated annual burden of 141 hours.

Number of Respondents (annually): 1,773

Frequency of Response: Once
Average Burden Hours Per Response: 0.08 hours
Estimated Total Annual Burden Hours: 141

The new form we are adding: **The OVC TTAC Needs Assessment Survey** will be completed on an annual basis by individuals who work in an administrative, management, line staff or voluntary capacity in a program providing services to victims of crime. The crime victim service agencies include criminal justice-based programs, medical and mental health professionals, faith communities, education officials, and other allied agencies with victim service components. The survey will consist of a maximum of 10 closed- and open-ended questions designed to gather baseline information about the type of agencies and organizations working with victims, their geographic and organizational settings (urban, rural, Tribal or State-level), the target populations they served, primary roles of the respondents, and their years of service delivery. The Survey also requests information on training and technical assistance experiences of service providers, problems or challenges with providing services (e.g., limited resources, staff turnover, barriers to access, lack of collaboration, etc.), and support needs (e.g., type, method of delivery, content, etc.). Approximately 1,400 individuals are expected to complete the survey at least once on an annual basis for an estimated total annual burden of 630 hours.

Number of Respondents (annually): 1,400
Frequency of Response: Once
Average Burden Hours Per Response: 0.45 hours
Estimated Total Annual Burden Hours: 630

Participant Feedback Form (T-100): 7,092 respondents x 0.08 average burden hours per response = 567 estimated total annual burden hours.

Requester Feedback Form (T-200): 180 respondents x 0.08 average burden hours per response = 14 estimated total annual burden hours.

Consultant Feedback Form (T-300): 145 respondents x 0.08 average burden hours per response = 11 estimated total annual burden hours.

User Feedback Form (G-100): 1,200 respondents x 0.08 average burden hours per response = 96 estimated total annual burden hours.

Web site Feedback Form (G-200): 2,400 respondents x 0.08 average burden hours per response = 192 estimated total annual burden hours.

Resource Material Feedback Card (G-300): 5,500 respondents x 0.05 average annual burden hours per response = 275 estimated total annual burden hours.

Participant Follow-up Interview Form: 1,773 respondents x 0.08 average burden hours per response = 141 estimated total annual burden hours.

The OVC TTAC Needs Assessment Survey: 1,400 respondents x 0.45 burden hours per response = 630 estimated total annual burden hours.

Aggregated number of respondent/responses: 19,690

Aggregated annual hour burdens for entire Package: 1,926`

13. Estimate of Cost Burden

The **estimated total annual cost burden** to respondents resulting from the collection of information as part of the OVC TTAC Feedback Form Package is \$44,730.25. The Package contains six forms that will require varying levels of burden hours to complete, which will affect the estimated cost burden. The estimates of annualized cost to respondents are based on appropriate wage rate categories and annual salaries for position types in which respondents serve.

Participant Feedback Form (T-100): 7,092 respondents x \$3.47 per response = \$24,609.24.

Requester Feedback Form (T-200): 180 respondents x \$3.47 per response = \$624.60.

Consultant Feedback Form (T-300): 145 respondents x \$9.38 per response = \$1,360.10.

User Feedback Form (G-100): 1,200 respondents x \$1.74 per response = \$2,088.

Web site Feedback Form (G-200): 2400 respondents x \$1.74 per response = \$4,176.00.

Resource Material Feedback Card (G-300): 5,500 respondents x \$1.04 per response = \$5,720.

Participant Follow-Up Interview Form: 1,773 respondents x \$3.47 per response = \$6,152.31.

The **estimated total annual cost burden** to respondents resulting from the collection of information as part of the OVC TTAC Needs Assessment Survey Package is \$10,410. The estimates of annualized cost to respondents are based on appropriate wage rate categories and annual salaries for position types in which respondents serve.

14. Estimated Annualized Cost to Federal Government

We estimate the **annualized cost to the Federal government** to be \$129,774.34. This cost estimate is based on the task order of work projected for completion under the contract for this training and technical assistance effort. As outlined below, the estimated annual Federal costs associated with the OVC TTAC and OJJDP NTTAC Feedback Form Package include the capital/startup and operating and maintenance costs necessary for this information collection to include: the quantification of hours for managerial and support staff to administer the Feedback Form Package process; the acquisition or development of automated, electronic, mechanical, or other technological collection techniques; and operational expenses (e.g., equipment, overhead, printing, etc.) for the three years for which this approval is sought.

- Capital/Startup costs: \$47,563.78. This amount includes instrument design and development. This amount also includes the use and maintenance of information technology to store, generate, and assist in distributing and collecting the data necessary for carrying out this effort.
- Operating and Maintenance costs: \$82,210.56. This amount reflects the **total annual costs** for operating and maintaining any automated, electronic, mechanical or technological collection techniques, as well as, the labor necessary to implement, analyze and report on this effort.

We estimate the **annualized cost to the Federal government** to be \$21,000. This cost estimate is based on the task order of work projected for completion under the contract for this training and technical assistance effort. As outlined below, the estimated annual Federal costs associated with the OVC Needs Assessment Survey include the capital/startup and operating and maintenance costs necessary for this information collection to include: the quantification of hours for managerial and support staff to administer the Needs Assessment Survey process; the acquisition or development of automated, electronic, mechanical, or other technological collection techniques; and operational expenses (e.g., equipment, overhead, printing, etc.) for the three years for which this approval is sought.

- Capital/Startup costs: \$16,000. This amount includes instrument design and development. This amount also includes the use and maintenance of information technology to store, generate, and assist in distributing and collecting the data necessary for carrying out this effort.
- Operating and Maintenance costs: \$5,000. This amount reflects the total annual costs for operating and maintaining any automated, electronic, mechanical or technological

collection techniques, as well as, the labor necessary to implement, analyze and report on this effort.

15. Reasons for Program Changes

Due to agency action, this information collection revision and extension is the result of OJP's decision to combine the OVC TTAC and OJJDP NTTAC into one contract. Additionally, it is the result of OVC and OJJDP's decision to monitor how the TTAC and NTTAC are fulfilling their respective missions.

For the Needs Assessment Survey, due to agency action, this information collection is the result of OVC's decision to monitor how it is fulfilling its mission to provide victims of crime with access to comprehensive, quality services. OVC will use this comprehensive assessment of the trends, challenges, gaps and needs of victim service providers in a formal, consistent and ongoing basis in order to develop TTA approaches that continuously meet the evolving needs of the field.

16. Plans for Publication

There are no plans for publication. The Feedback Form Package is designed specifically to monitor the effectiveness of OVC TTAC and OJJDP NTTAC's programming, accountability, and customer service activities. OVC and OJJDP intend to review the results for internal program management purposes. There are no plans for publication of the needs assessment survey. OVC intends to review the results for program planning and development purposes.

17. Expiration Date Approval

OVC TTAC, OJJDP NTTAC and the OVC Needs Assessment surveys will display the OMB control number and expiration date.

18. Exceptions to Certification Statement

There are no exceptions to Item 19 of OMB form 83-I.

B. STATISTICAL METHODS

We will not be employing statistical methods in this information collection. Therefore, items one through five (1-5) of section B are not addressed.