

SUPPORTING STATEMENT FOR PAPERWORK REDUCTION ACT
SUBMISSION

Public Information Collection requirements Submitted for Public Comments and Recommendations: Women, Infants, and Children Overseas Participant Satisfaction Survey

A. JUSTIFICATION

1. Need and Use

The information collection requirement is necessary to obtain the participant satisfaction levels with the services provided by the Women, Infants, and Children (WIC) overseas staff and the overall program. The findings from these surveys will be used to determine the success of the WIC overseas program and if improvements are necessary.

2. Purpose and users of the information

This collection instrument is used by the government staff managing the WIC overseas program and the contractors working in the WIC overseas offices. The information collected is used to determine the success of the WIC overseas supplemental foods and nutrition education services. The WIC overseas program provides special supplemental food and nutrition education services to eligible families overseas whose members have been determined to be at nutritional risk. The benefit is similar to the benefit provided under the domestic WIC program.

3. Information Collection Techniques

The information is collected in paper form. Participants are given a satisfaction survey to complete at the end of their office visit. Participants can complete the survey while still in the office or they can take it with them and fill it out at a later date.

4. Duplication and Similar Information

There is no duplication of data collection.

5. Small Business

This collection of information does not involve small businesses or other small entities.

6. Less Frequent Collections

The survey is done two times per year. Only participants with WIC overseas appointments during the period the survey is conducted will be given a survey.

7. Special Circumstances

There are no special circumstances for the collection of information for this program.

8. Federal Register Notice/Consultations

The Federal Register Notice for this collection of information was published on (Tuesday, December 29, 2009/Vol. 74, No. 248). No comments received.

9. Payment/Gift to Respondents

None.

10. Confidentiality

There is no identifiable information on the survey.

11. Sensitive Questions

There are no sensitive questions on the survey.

12. Burden Estimated (hour)

The total annual hour burden for the respondents of 38 hours is based on an annual projected use of 150 individuals. The burden is based on an estimated 15 minutes for a participant to fill out and return the survey.

13. Cost to Respondents

None.

14. Cost to the Federal Government

The annualized cost to the Federal government is based on the total number of surveys given out and completed (currently 75 surveys twice in a 12 month period).

The cost is as follows:

a. WIC Overseas Contractors Average Administrative Cost per request for benefits: $\$0.33 \text{ per survey} \times 150 = \49.50 .

15. Change in Burden

None

16. Publication/Tabulation

There are no plans to publish or tabulate the information collected.

17. Expiration Date

Approval is not sought for avoiding display of the expiration date.

18. Exceptions to the Certification Statement

No exceptions to the certification statement are being sought.

B. Collection of Information Employing Statistical Methods

1. Respondent Universe and Sampling.

Analysis of the results requires the use of descriptive statistics. The purpose of the survey is to assess WIC overseas participant satisfaction levels with the service provided by the WIC overseas staff and the overall program as a requirement of the current contract. The survey includes questions regarding site access, customer service, quality of health information and overall program satisfaction. At the end of the semi annual survey period, raw survey results will be tabulated and summary reports will be prepared. The summary reports will be submitted to TRICARE Management Activity. The findings from these survey reports will be used to determine the success of the WIC overseas program, contractor performance, and if improvements are necessary. The survey is not meant to cover all aspects of program satisfaction and contractor performance; rather it is the simplest way to see how the participants view the program and current contractor's performance.

2. Procedures for Collecting Information.

The information is collected in a paper form. Participants who have a WIC overseas appointment during the semi annual survey period will be given a satisfaction survey to complete at the end of their office visit. Participants can complete the survey while in the office or they can take it with them and send it back to the WIC overseas Program Manger. The survey does not request any identifiable information and will not be associated with any individual person.

3. Methods to Increase Response Rate.

The return rate is 92.65% for the most recent survey done in November 2010. A total of 1836 surveys were given out and 1701 were returned. The response rate tends to be high because participants can fill out the survey onsite and drop it in a box at the office if they chose to.

4. Point of Contact.

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