Supporting Statement
Regional Extension Center Cooperative Agreement Program and Customer Relations Management (CRM) Tool

A. **Justification**

1. Circumstances Making the Collection of Information Necessary

The Office of National Coordinator for Health Information Technology (ONC) is requesting an approval by the Office of Management and Budget. ONC is requesting expedited procedures for this application because this information is needed immediately to assure that ARRA funds are used timely and effectively.

The American Recovery and Reinvestment Act, under section 3012 of the Public Health Service Act (PHSA) authorizes "a Health Information Technology Extension Program… to furnish assistance, defined as education, outreach, and technical assistance, to help providers in their geographic service areas select, successfully implement, and meaningfully use certified EHR technology to improve the quality and value of healthcare." Regional Centers are expected to demonstrate their effectiveness by reporting on three program milestones: (1) providers sign-up and recruitment to the Regional Center; (2) Provider demonstrates 'go-live' status on an ONC-certified EHR and (3) provider certification of meaningful use.

2. Purpose and Use of Information Collection

The ultimate measure of this program's effectiveness will be measured via the achievement of the Program's three milestones and ultimately, the number of providers certified of achieving meaningful use of EHRs. It is expected that by the end of the two year project period, collectively all of the Regional Centers participating in the program, will bring 100,000 priority primary care providers to meaningful use of electronic health record systems. To work toward this goal, the funding opportunity is designed to provide cooperative agreements with multiple Regional Centers, covering the entire continental United States and U.S. territories.

The data collection will be used by ONC to evaluate program performance of each Regional Extension Center and track monetary draw downs for Core funding Direct Assistance allocation. Each Regional Center will have a proposed target number for priority primary care providers that they will help with EHR adoption and eventually meaningful use within their service area. Regional Centers are required to report on key activities, track milestone progress, training, and expenditures for each provider signed-up during the designated project period.

The CRM Tool will assist ONC in monitoring and assessing REC program performance, satisfy quarterly reporting requirements to the White House, conduct quality control between Regional Center reports on ONC monthly and quarterly reports and ARRA quarterly reports. Information from the CRM Tool will also be used to update Operations plan, cooperative agreements between ONC and the awardees that are selected to implement the program, and coordination between the Regional Centers and other ONC-funded programs. 60 Regional Centers, targeting over 130,000 providers, are participating in the Regional Extension Center Cooperative Agreement Program.

3. **Use of Improved Information Technology and Burden Reduction**

All documents for the information collection will be submitted electronically using the Salesforce Customer Relationship Management (CRM) tool. ONC staff will analyze the data electronically and communicate with the practices using email. Additionally, data collected will help satisfy ONC quarterly and ARRA quarterly reporting requirements.

4. **Efforts to Identify Duplication and Use of Similar Information**

Since this is a new program that was created through ARRA the information that will be collect has never been collected before by the federal government.

5. **Impact on Small Businesses or Other Small Entities**

No impact on small business.

6. **Consequences of Collecting the Information Less Frequent Collection**

The CRM Tool allows for Regional Centers to use the tool as a data repository for performance measures and data collection required for ONC quarterly reporting requirements, ARRA reporting requirements, audit reports, and other ad hoc reporting requirements. The tool allows Regional Centers to generate reports based on data collected over a specific time period and use the information to satisfy the various reporting requirements.

There are no legal obstacles to reduce the burden.

7. **Special Circumstances Relating to the Guidelines of 5 CFR 1320.5**

No special circumstances are required for use of the CRM Tool. Data collection via the CRM tool complies with federal statues and regulations.

8. **Comments in Response to the Federal Register Notice/Outside Consultation**

The original publication date for the CRM tool was June 30th 2010, Vol. 75, No. 125.

The REC program received commentary from the workforce development program regarding the inclusion of the Workforce Community College program's measures in the tool. The CCC program is also using the same CRM Tool for data collection and collaboration with the REC program. The REC program responded to the commentator, indicating that these measures would be incorporated into the CRM tool, pending PRA clearance, given that it would not incur additional burden hours of REC awardees; however, the Community College Consortia awardees would be responsible for collecting the workforce program measures.

9. Explanation of any Payment/Gift to Respondents

Not applicable.

10. Assurance of Confidentiality Provided to Respondents

No personal health information will be collected. All grant information will be kept confidential pursuit to application laws/regulations. Log into the CRM tool requires a username and password. For password and username resets, Regional Centers must contact internal ONC/REC Cooperative Agreement Program staff.

11. Justification for Sensitive Questions

No sensitive information will be collected.

12. Estimates of Annualized Burden Hours (Total Hours & Wages)

To satisfy quarterly reporting requirements, each Regional Center is required to report on program milestone achievements, summary of key activities, Operations plan updates, and draw down of monetary funds. They will be required to: develop REC goals and objectives, activities both to internal audiences and external stakeholders, document explicit activity parameters and assumptions about program direction and priorities, report on milestones and metrics used for tracking performance throughout the duration of the project period, risk mitigation, implementation goals for priority primary care providers (ppcps) without electronic health records and implementation goals for ppcps with electronic health records.

Given the amount of time, however, it is estimated that it will take approximately 1080 hours to complete the report . These will consist of quarterly reporting for three staff members, including a project lead, CRM coordinator and administrative assistant.

12A. Estimated Annualized Burden Hours

Estimated Annualized Burden Table

Forms	Type of	Number of	Number of	Average	Total

(If necessary)	Respondent	Respondents	Responses per Respondent	Burden hours per Response	Burden Hours
CRM Tool	Regional Extension Center	60	12	1.5	1080
CRM Tool	Community College Consortia	84	20	1.5	2,520
Total					3600

12B. Cost estimates for a single respondent that has to complete the preliminary application.

Type of respondent	Total Burden Hours	Hourly Wage Rate	Total respondent cost
Regional Extension Center Program	1080	$35.00	$37,800
Community College Consortia	2,520	$35.00	$88,200
Total			126,000

Salaries were taken from the Bureau of Labor Statistics website (http://www.bls.gov/oco/ocos007.htm)

13. **Estimates of other Total Annual Cost Burden to Respondents or Recordkeepers/Capital Costs**

There are no additional recordkeeping/capital costs

14. **Annualized Cost to Federal Government**

This is the cost to government to review the program.

Type Federal employee support	CRM Tools	Hours per	Total Hours	Hourly Wage Rate	Total Costs to Federal

		report		(GS 12 step 1)	Government
Project Officers (8)	60	3	1440	$30	$43,200

Salaries are based on a 12 Grade/Step 1 in Washington DC area.

15. Explanation for Program Changes or Adjustments

This is a new data collection.

16. Plans for Tabulation and Publication and Project Time Schedule

Data collection will begin as soon as clearance is received and will be completed in quarterly and monthly, contingent upon individual grant program term and conditions.

17. Reason(s) Display of OMB Expiration Date is Inappropriate

Not applicable.

18. Exceptions to Certification for Paperwork Reduction Act Submissions

There are no exceptions to the certification.

B.   Collection of Information Employing Statistical Methods If statistical methods will not be used to select respondents and item 17 on Form 83-I is checked "No" use this section to describe data collection procedures.

The applications will be reviewed but the data will not be analyzed using statistical methods.

Application and Submission Information

Reporting Submission Information

All reporting will be completed via the CRM reporting tool available on the salesforce.com website. The tool will require username and password information for log-in.
Applications procedures: You must access the CRM reporting tool via www.salesforce.com.

Content and Form of Quarterly Reports

Lead awardees are requested, to submit an Operations Plan reflecting their strategy for satisfying reward requirements. The Operations plan will outline strategies for achieving the objectives outlined in the *Health Information Technology Program: Regional Extension Centers Cooperative Agreement Program Application Funding Opportunity Announcement (FOA).*

A copy of the CRM Reporting Tool Operations Plan and Reporting System templates are attached.