

SAMHSA Customer Satisfaction Survey

Child, Adolescent and Family Branch Technical Assistance Enterprise Feedback Survey

A. Product/Activity to be Assessed

The Substance Abuse and Mental Health Services Administration's (SAMHSA), Center for Mental Health Services' (CMHS) Child Adolescent and Family Branch (Branch) promotes and ensures that the mental health needs of children and their families are addressed by a community-based system of care. A component of the Branch's work involves a range of activities designed to provide comprehensive technical assistance (TA) to CMHS system of care and expansion grantees. The feedback of these grantees is vital to the improvement of CMHS grantee services. For this reason, the Branch is requesting OMB approval for a customer satisfaction feedback survey designed to provide input for one the Branch's TA contractors:

- The **Mid-Course Technical Assistance Survey** (Attachment 1), which will assess grantee satisfaction with the subcontractor's technical assistance events, products and resources. The survey will be administered once during the life of the grantee's award. It will include fill-in-the-blank items and Likert scale items (poor, fair, good, excellent, n/a).

B. Brief Statement of Objectives

The survey will assess participant satisfaction with the contractor's TA services. The data collected from this data collection will include the following components:

- **Specific satisfaction** – responses will determine mean satisfaction across multiple items, indicating the extent to which participants are satisfied with the webinars, topical calls, individualized TA, coaching calls, and written resources.
- **Personal satisfaction** – participants' comments and recommendations will provide rich, contextualized information.
- The Branch and the contractor will use the data gathered by the survey to continuously improve TA services and to better assess the needs of grantees. To analyze the data, the contractor will compute descriptive statistics (e.g., mean, median, and frequency) for the Likert scale and summarize the open-ended comments.

C. Overview of Methods to Collect the Information

Data collection method.

- The contractor will administer the Mid-Course Technical Assistance Survey electronically using Survey Monkey. Grantee communities will receive an email requesting their completion of the survey and an electronic link to it in Survey Monkey. The survey uses commonly asked questions to solicit feedback regarding participant satisfaction with TA services.

Method for identifying respondents.

- All members of the Expansion Team's planning committee will be eligible and encouraged to complete this survey.

Proposed sample size and rationale.

- The contractor estimates that approximately 100 individuals from the Expansion Jurisdictions will receive this survey. The contractor will ask all of these individuals to complete this survey, to help obtain representative feedback of all community members. Assuming that 35% of these individuals complete this survey, 35 grantee community members will complete this survey which is administered only once.

Planned frequency of information collection.

- The contractor will administer the Mid-Course Technical Assistance Survey once.

Time period over which the information will be collected.

- This survey will remain active for approximately four weeks.

Expected response rate and plan for follow-up, if any, of non-respondents.

- Based on past experience collecting similar feedback, the contractor anticipates that approximately 35% of grantee community members will complete the survey. The contractor will send to grantee community members an email with a Survey Monkey link to the survey. Within one week of the survey due date, the contractor will send an email asking grantee community members to complete the survey. This email will again include a survey link. The contractor will send an additional reminder email to all potential respondents around the survey due date. No further follow-up activities are proposed.

Expected ability to assess non-response bias using existing information.

- The contractor does not anticipate any non-response bias based on existing information.

Methods used to maintain customer privacy.

- Responses will be anonymous unless respondents provide their contact information. The introductory text for the survey explains this for respondents. Respondents will reply to the survey using a common survey link, so it will not be possible to identify respondents unless they self-identify in the open-ended comments. Since we use the same link for everyone, we assume the possibility of duplicate responses from the same person. We don't anticipate duplicate responses, though.

D. Annual Response Burden Estimate

The following table provides information about the annual response burden estimated for the consumer feedback survey.

Respondent	Number of Respondents (a)	Number of Responses/ Respondent (b)	Hours/ Response in Minutes (c)	Annual Burden Hours	Hourly Wage (d)	Annual Cost (\$)
Mid-Course Technical Assistance Survey	100	1	0.20	20	24.26	485

(a) The number of respondents has been estimated using the number of grantee community members on the contractor's listservs.

(b) For the purposes of estimating annual cost, the contractor assumes that community members will complete each survey only once

(c) The average burden per response was estimated based on independent review of the surveys by contractor staff.

(d) The mean hourly wage is estimated at \$24.26 for the types of respondents based on a mean yearly salary of \$50,470 (assessed through a review of average salary estimates of related professions from the US Department of Labor's Bureau of Labor Statistics http://www.bls.gov/oes/current/oes_nat.htm).

E. Methods Used to Develop and Test the Questions

The contractor prepared the consumer feedback survey. The contractor circulated several draft versions and critiqued by the contractor's management team and other staff for appropriate content and clarity of questions.

F. Federal Project Officer and Contractor

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G. Project Statistician and Data Collection Entity

- The contractor will collect and compile data using Survey Monkey. The use of compiled and analyzed results is at the sole discretion of the Branch. No data will be shared publicly beyond the Branch or the contractor.

List of Attachments

Attachment 1: Mid-Course Technical Assistance Survey