

## 1SAMHSA Customer Satisfaction Survey

Child, Adolescent and Family Branch  
Technical Assistance Feedback Surveys

### 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 grantees. This grantee feedback 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 **TA Satisfaction Survey** (Attachment 1) will assess grantee satisfaction with the subcontractor's TA support including TA specific to content areas (e.g., child welfare, education) and types of TA (e.g., webinars, individualized TA, calls, resources, contractor website). It will include primarily Likert scale items (strongly disagree, disagree, neutral, agree, strongly agree) as well as checkbox responses and an open-ended question.

### B. Brief Statement of Objectives

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

- **Specific satisfaction** – responses will determine trends in satisfaction across multiple items, indicating the extent to which participants are satisfied with the TA.
- **Personal satisfaction** – participants' comments and recommendations will provide rich, contextualized information on the contractor's TA.
- **Preferences** – participants' preferences regarding which future TA support would be most helpful and satisfying to them.
- 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 summarize the responses to identify and patterns in the results.

### C. Overview of Methods to Collect the Information

#### Data collection method.

- The contractor will administer the TA Satisfaction 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 and preferences regarding TA services.

#### Method for identifying respondents.

- All grantee community staff will be eligible and encouraged to complete this survey.

**Proposed sample size and rationale.**

- There are approximately 30 grantee communities consisting of approximately eight staff persons. Of the eight, the expected completion rate is 40% (or 96 responses).

**Planned frequency of information collection.**

- The contractor will administer the survey one time.

**Time period over which the information will be collected.**

- The 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 40% of grantee community members will complete the survey. The contractor will send 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 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 surveys 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 do not anticipate duplicate responses, though.

**D. Annual Response Burden Estimate**

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

<b>Respondent</b>	<b>Number of Respondents (a)</b>	<b>Number of Responses/ Respondent (b)</b>	<b>Hours/ Response in Minutes (c)</b>	<b>Annual Burden Hours</b>	<b>Hourly Wage (d)</b>	<b>Annual Cost (\$)</b>
Grantee Communities	96	1	0.167	16	24.26	388

(a) The number of respondents has been estimated using the number of grantee communities (30).

(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 (10 minutes) 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](http://www.bls.gov/oes/current/oes_nat.htm)).

**E. Methods Used to Develop and Test the Questions**

The contractor prepared the consumer feedback surveys. The contractor circulated several draft versions and critiqued by the contractor's management team and other TA 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.

**List of Attachments**

Attachment 1: Technical Assistance Satisfaction Survey