

SAMHSA System of Care Statewide Expansion Cooperative Agreement Coaching Impact Survey for Grantees

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 addressing the mental health needs of children and their families through 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, in this case, **System of Care Expansion Planning/Implementation Grants**. SAMHSA planning grantees are for one year only, whereas the implementation grantees are for four years. 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 form designed to provide input for one the Branch's TA contractors, the Technical Assistance (TA) Enterprise. The Coaching Impact Survey for Grantees (CISG), which is included in Attachment 1), will be used to assess satisfaction with the coaching supporting system of care expansion planning and implementation grantees. These coaches provide expert guidance to grantees to facilitate effective use of grant funds and timely progress on related activities to expand systems of care.

The project director of each system of care expansion planning/implementation grant will be asked to complete the CISG via Survey Monkey. They will be asked to include feedback from other key system of care staff. The survey will assess grantee satisfaction with the coaches assigned to them by the TA Enterprise. The contractor will email a link to the survey to the project directors of the system of care expansion planning grants once in 2013, and to the project directors of the system of care expansion implementation grantees once annually during the four years of the grant's duration.

B. Brief Statement of Objectives

The CISG's objective is to assess grantee satisfaction with the TA Enterprise's coaches assigned to provide TA to the system of care expansion planning and implementation grantees. The data collected from this customer satisfaction survey 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 coaches assigned to each community.
- **Personal satisfaction** – participants' comments and recommendations will provide rich, contextualized information further explaining the benefits of the coaching model and opportunities for the contractor to improve the TA provided through the coaches.

The Branch and the contractor will use the data gathered by these forms to continuously improve TA services and to better assess the needs of their grantees. To analyze the data, descriptive statistics (e.g., mean, median, and frequency) will be computed for the survey items. Open-ended comments will be summarized.

C. Overview of Methods to Collect the Information

Data collection method. The customer satisfaction surveys will be administered electronically using Survey Monkey. Potential respondents will receive an email requesting their completion of

the survey and a link to it in Survey Monkey. The CISG uses commonly asked questions to solicit feedback regarding participant satisfaction with TA services.

Method for identifying respondents. All grantee project directors, with feedback from their teams, will be eligible and encouraged to complete the feedback surveys. Though no one is required to do so, it is hoped that enough feedback surveys will be completed so as to have a representative sample of all communities.

Proposed sample size and rationale. It is assumed that approximately 20 project directors (80% of the grantees) will complete the survey annually. Given the importance of the coaching role to the grantee work, the contractor expects a high level of grantee interest in providing this feedback.

Planned frequency of information collection. The contractor will email the CISG to project directors of the system of care expansion *planning* grants once during the 2013 calendar year; additionally, for the system of care *implementation* grants, the project directors will be emailed the CISG once a year throughout the duration of the four-year grant.

Time period over which the information will be collected. The information will be collected annually. Each community with an active expansion grant will receive the survey.

Expected response rate and plan for follow-up, if any, of non-respondents. For purposes of this submission, the contractor assumes that 80% of grantee project directors will respond to the survey. They will be contacted via email and receive reminders about the survey during calls or in-person coaching visits, as needed.

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. The contractor will maintain strict control of survey results, sharing them with only appropriate contractor and Branch staff.

D. Annual Response Burden Estimate

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

Respondent	Number of Respondents (a)	Number of Responses/ Respondent (b)	Hours/ Response in Minutes (c)	Annual Burden Hours (d)	Hourly Wage (e)	Annual Cost (\$)
Grantee project directors	20	1	0.33	6.6	24.26	160

(a) The maximum number of annual respondents has been based on an estimated 20 system of care expansion implementation grantees.

(b) Each project director will be asked to complete the survey once annually.

(c) The average burden per response was estimated based on independent review of the instrument 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 proposed CISG. To ensure the survey includes appropriate content and is clearly written, several draft versions were circulated and revised by by the contractor's management team and other staff including coaches.

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: Survey