

Health Resources and Services Administration
SUPPORTING STATEMENT
National Association of County and City Health Officials (NACCHO) –
National Organization of State and Local Officials (NOSLO) Partnership:
Improving the Strategic Performance for Local Health Departments and their
Partners to Address Health Inequities

A. Justification

1. Circumstances of Information Collection

The Health Resources and Services Administration (HRSA) currently has approval under the generic clearance, Office of Management and Budget (OMB) Control No. 0915-0212, to conduct customer satisfaction surveys and focus groups. This collection of information helps fulfill the requirements of:

- a. Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

This is a request for OMB approval of a qualitative voluntary customer satisfaction survey or focus group under HRSA's generic clearance. HRSA's Office of Planning, Analysis and Evaluation (OPAE) will obtain feedback from participants in a National Association of County and City Health Official (NACCHO) training entitled Mobilizing for Action through Partnership and Planning (MAPP).

Executive Order 12862 directs agencies that "provide significant services directly to the public" to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services". The objective of surveying MAPP participants is to provide insight regarding individuals' opinions, experiences and perception of the training to improve future use of resources and strategic alliances among local health departments and their partners to ensure healthcare and public health services meet the needs of communities, including any barriers or restrictions to implementation.

2. Purpose and Use of the Information

HRSA has awarded funding to NACCHO to better equip local health departments and their partners to develop collaborations and plan for strategic shared use of resources to ensure healthcare and public health services that meet the needs of communities. From the evaluations of previous trainings NACCHO has provided to HRSA awardees, local health departments and their partners confirm they need training and technical assistance on topics related to engaging and sustaining partners, facilitating community dialogue, conducting assessments and associated data analysis, implementing action plans, and evaluation methods. Over a three-year grant term (2011-2014), HRSA will provide NACCHO with funds to implement a series of trainings around these topics for its grantees.

The primary use for the survey gathered information is to identify strengths and weaknesses of the MAPP training sessions. The proposed evaluation will be administered after the first training and the information collected will be used to inform subsequent trainings. In particular, the respondent answers will be used to design more relevant content delivery and improved skill-building sessions for future trainings.

3. Use of Improved Information Technology

The survey will utilize electronic respondent reporting.

4. Efforts to Avoid Duplication

This satisfaction survey will be administered to attendees as a post training follow-up for a specific MAPP training. The proposed survey and content that was covered is unique to these type of trainings, all of which are organized and facilitated by NACCHO staff. The survey has been reviewed carefully to avoid any potential duplication of other program or satisfaction surveys used by HRSA or NACCHO as an awardee.

5. Involvement of Small Entities

These surveys will not have a significant impact on small businesses and other small entities.

6. Consequences if Information Collected Less Frequently

These surveys will be administered on a one-time basis after a specific training and will help evaluate the effectiveness of the training in providing grantee information to the MAPP process.

7. Consistency With the Guidelines in 5 CFR 1320.5(d)(2)

These surveys will be implemented in a manner fully consistent with 5 CFR 1320.5(d)(2).

8. Consultation Outside the Agency

In accordance with 5 CFR 1320.8(d), on April 24, 2009, a 30-day notice was published in the Federal Register for HRSA's generic clearance, OMB Control No. 0915-0212 (Vol. 74, Page 18726). No public comments were received.

9. Remuneration of Respondents

Not applicable.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable

information from respondents. This collection of information will involve the names of respondents and their organization’s phone number for follow-up to the possible implementation of training topics that fully comply with all aspects of the Privacy Act. Participation is fully voluntary. Respondents will be made aware the information collected will be used solely to improve future trainings. Respondents will be assured that neither their participation/non-participation nor any responses to items will have any effect on their future participation in HRSA programs.

11. Questions of a Sensitive Nature

This survey does not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

Respondents:

There were 65 attendees at the MAPP training and each will be asked to respond electronically to the survey. The respondents are mid-level management health professionals. They will be responding to 30 questions with an estimated time of .30 hours per respondent.

Annual burden estimates:

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
MAPP Satisfaction Survey	65	1	65	0.30	19.5	\$30*/hr	\$585

*Median hourly wage for 11-9151 Social and Community Service Managers in Health Care; Department of Labor

Planned frequency of information collection:

This is a one-time evaluation of a specific training.

13. Estimates of Annualized Cost Burden to Respondents

The only cost to respondents is their time to provide the requested information.

14. Estimates of Annualized Cost to the Government

The online surveys will not require staff time to collect information, therefore there is no associated annualized staff cost.

15. Change in Burden

Not Applicable. This is a new activity under HRSA's generic clearance and will be included in the total burden currently approved by OMB under OMB Control No. 0915-0212.

16. Plans for Analysis and Timetable of Key Activities

A link to the survey will be emailed to all participants from the MAPP training. The online survey will be open for participants to respond up to a one-month period. The electronic survey contains multiple choice questions with answers to be tabulated as percentages. Along with the multiple choice questions narrative responses will be grouped and summarized. NACCHO staff will review findings both individually and as a group. Findings will be used for internal training and delivery planning and will not be generalized and/or shared with the public. There are no plans for publication or public sharing of survey results.

17. Exemption for Display of Expiration Date

No exemption is being requested. The expiration date will be displayed.

18. Certifications

This information collection activity will comply with the requirements in 5 CFR 1320.9.