

**Health Resources and Services Administration**  
**SUPPORTING STATEMENT**  
**HRSA Division of Home Visiting and Early Childhood Systems**

**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 under HRSA's generic clearance.

HRSA's Division of Home Visiting and Early Childhood Systems (DHVECS) will obtain feedback from grantees of the Maternal, Infant, and Early Childhood Home Visiting (MIECHV) program that was authorized under the Social Security Act, Title V, Section 511 (42 USC 711), as amended by Section 2951 of the Patient Protection and Affordable Care Act (Pub. L. No. 111-148).

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 the MIECHV grantees is to identify technical assistance priorities for calendar year (CY) 2013.

2. Purpose and Use of the Information

The Division of Home Visiting and Early Childhood Systems (DHVECS) administers the MIECHV program. In August 2012, the Associate Administrator for Maternal and Child Health established a Quality Improvement Workgroup for MIECHV post-award grant monitoring process. The QI Workgroup is charged with liaising with MIECHV grantees and staff to assess how best to enhance the program's post-award monitoring process.

The primary use for information gathered through the survey is to assess grantee satisfaction with different components of the MIECHV post-award grant monitoring process. HRSA and the MCHB will only use the information gathered for internal purposes to get a better understanding of existing grantee needs.

Survey respondents will include MIECHV grantees. The surveys will include questions

regarding overall satisfaction with the post-award grant monitoring process, quarterly grantee communication calls, in-person site visits, and their suggestions for improvement in these areas, if indicated.

3. Use of Improved Information Technology

The survey will be disseminated via an online survey tool. Potential respondents will be emailed about the survey, and that email will include a link to the survey.

4. Efforts to Avoid Duplication

This survey is disseminated to each grantee approximately twice annually. It is not duplicative of any other data collection related to customer satisfaction survey administered by the program.

5. Involvement of Small Entities

No small businesses will be involved in this study. Two non-profit organizations, who may be competitively selected to implement the MIECHV programs in two states, may be invited to participate in the feedback.

6. Consequences if Information Collected Less Frequently

This survey is an important tool in ensuring that grantees receive excellent customer service and that HRSA is providing quality post-award grant monitoring that the grantees need to implement their MIECHV grants as fully and excellently as possible. Grantees will respond to this survey annually. It is important that they respond with this frequency in order to ensure that the resources and services provided by the program are relevant and timely.

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). The surveys for this activity were developed by DHVECS staff.

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. The only personally-identifiable information to be collected will be the state/territory that the respondent works in. The survey will not collect names, titles, or any contact information. Participation is fully voluntary. Respondents will be assured that neither their participation/non-participation nor any responses to items will have any effect on their participation in HRSA programs.

11. Questions of a Sensitive Nature

The survey does not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

*Respondents*

Respondents will include all MIECHV grantees. These 56 grantees will respond to this survey twice annually and the annual hour burden is .25 hours. The time estimate was based on conducting a trial run of reading through the questions and potential answers. The estimate will be revised if needed once the questions are put into the Survey Monkey software and some individual testers take the full survey online.

*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
MIECHV QI survey	56	2	112	0.25	28	\$46.17	\$1,292.76
Total	56	2	112	0.25	28	\$46.17	\$1,292.76

*Planned frequency of information collection*

This survey is conducted semi-annually.

13. Estimates of Annualized Cost Burden to Respondents

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

14. Estimates of Annualized Cost to the Government

The survey will be administered internally by MCHB-DHVECS staff at approximately 104 hours (at a GS-14 hourly rate of \$50.41). The total annual cost to the Government is \$5,242.64.

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

The online surveys will be completed during a 10 day period, with another 9 day grace period to allow for late respondents. All the responses will be exported to an Excel spreadsheet for analysis. Narrative information from the survey will be read and summarized to highlight key themes. Responses to closed-ended questions will be analyzed using descriptive statistics (e.g., frequencies, averages). The responses will be used to determine the most pressing post-award grant monitoring issues across the grantees and to plan relevant quality improvement interventions based on the results.

The timetable is as follows:

- Within one week of HRSA approval, will send needs assessment out to the MIECHV grantees.
- After 8 days, will send reminder emails to all MIECHV grantees reminding them to complete the survey.
- After a total of 19 days, will close the survey.
- Analysis will be completed within few weeks of close of survey.
- Results written and distributed to DHVECS QI workgroup Leadership within two weeks of survey closure.

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.