

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0970-0401)

TITLE OF INFORMATION COLLECTION: Project LAUNCH Multi-Site Evaluation Technical Assistance Grantee Satisfaction Form

PURPOSE:

The purpose of Project LAUNCH is to promote the wellness of young children from birth to eight years by addressing the physical, social, emotional, cognitive and behavioral aspects of their development. The goal of Project LAUNCH is to create a shared vision for the wellness of young children that drives the development of federal, state, territorial, tribal, and locally-based networks for the coordination of key child-serving systems and the integration of behavioral and physical health services. The Substance Abuse and Mental Health Services Administration (SAMHSA) and Administration for Children and Families (ACF) have contracted with NORC to conduct a multi-site evaluation of Project LAUNCH and provide evaluation technical assistance to grantees.

Evaluation technical assistance (TA) is provided to the Project LAUNCH grantees, and specifically to the local evaluation teams, to: 1) support their own grantee-directed local evaluations and eventually 2) to facilitate data collection for the multi-site evaluation. The types of evaluation TA that can be provided include but are not limited to: evaluation research questions; logic models; measurement selection; evaluation design; data collection plans; data collection tools; statistical analysis; qualitative analysis; reporting; and dissemination.

This information collection request will allow for the collection of customer/grantee satisfaction feedback on the TA they have received. Each quarter, the grantees will be sent a brief form (see attached) to gather information on the grantees’ satisfaction with the quality and usefulness of the evaluation TA received, including what was helpful and what can be improved. This information will be used to identify strengths and weaknesses of the evaluation TA. The project Evaluation Specialists (ESs), who provide TA to grantees, will collectively review this information and recommend improvements to the provision of evaluation TA. Recommendations will be reviewed and approved by the Project Director at NORC and the co-Project Director at HSRI. If necessary, the NORC team will conduct group TA training with all ESs to ensure consistent implementation of any recommended changes.

DESCRIPTION OF RESPONDENTS:

The evaluation TA satisfaction survey will be sent to the Project LAUNCH grantee project director. The project director may complete the survey or provide it to the local evaluator for completion.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Laura Hoard, Federal Project Officer

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [] Yes [] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [] Yes [] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Thirty-seven (37) grantees will be asked to complete the form four (4) times per year for 148 total responses annually. Each form will take about 4 minutes (.07 hours) to complete. The annual burden estimate is 10 hours.

| Category of Respondent | No. of Respondents | Participation Time | Frequency of Data Collection | Annual Burden |
|---|--------------------|--------------------|------------------------------|---------------|
| LAUNCH Grantees – Evaluation TA Satisfaction Survey | 37 | .07 hours | 4x/year | 10 hours |

FEDERAL COST:

The estimated annual cost to the Federal government is \$3,747. This total includes NORC contacting 37 respondents quarterly, creating a database for responses, and analyzing data quarterly each year.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The NORC multi-site evaluation team has a list of current Project LAUNCH grantees and project directors that defines the universe of potential respondents. We do not propose to draw a sample for this collection. The survey will be sent to all grantees. The satisfaction survey is voluntary and is an opportunity for the Project LAUNCH grantees to provide feedback voluntarily on their experiences receiving evaluation TA.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No