

Supporting Statements for the Paperwork Reduction Act Submission

Agency: Office of Justice Programs, Office for Victims of Crime

Title: **OVC TTAC Feedback Form Package:**
Training by Request Requester Feedback
Standard Training Consultant Feedback
Standard Training Pre-Training Assessment
Standard Training Post-Training Assessment
Standard Training Participant Feedback
Standard Training Participant Followup
Customized TTA Requester Feedback
Customized TTA Consultant Feedback
Customized TTA Participant Feedback
Customized TTA Participant Followup
Scholarship Program Applicant Feedback
Conference Support Applicant Feedback
Work Plan Participant Feedback
Call Center Feedback
OVC TTAC Web Site Web Feedback
Webinar Participant Feedback
Pilot Training Feedback
Future Training and Technical Assistance Needs

A. JUSTIFICATION

1. Necessity of Information Collection

The Office for Victims of Crime (OVC) is a Federal agency within the Office of Justice Programs, U.S. Department of Justice. This is a request for a new OMB control number to cover forms, which we are revising now, that were previously approved under OMB control number 1121-0277 to serve the information needs of OVC TTAC under the Office of Justice Program contract. Please note that this collection is separate from the OJJDP NTTAC forms previously included with the OVC TTAC forms in former package: 1121-0277; this package should not impact current approval for those forms.

Congress formally established OVC in 1988 through an amendment to the 1984 Victims of Crime Act (VOCA) to provide leadership and funding on behalf of crime victims. The mission of the Office for Victims of Crime is to enhance the nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices to promote justice and healing for victims of crime. As one part of its mission, the OVC is committed to providing

victims of crime with access to comprehensive, quality services. One of the ways it does this is through its Technical Assistance, Publications and Information Resources Unit (TAPIR). The TAPIR develops and disseminates training, technical assistance (TA), and information resources that support victim service providers and allied professionals. To further the dissemination of these resources, TAPIR manages the OVC Resource Center (OVCRC), the OVC Training and Technical Assistance Center (OVC TTAC), education and outreach initiatives, and the publication and dissemination of OVC materials and grant products.

This training and technical assistance center works to further the agency's mission through increasing access to resources in the field. OVC TTAC was created in 1998 to serve as a central access point for OVC's training and technical assistance (TTA) resources and to funnel resources to local, state, tribal, and Federal agencies to strengthen their capacity to serve victims. OVC sponsors training on victim issues for service providers, law enforcement personnel, prosecutors, the judiciary, clergy, and medical and mental health professionals. OVC TTAC provides user-friendly, efficient, and cost-effective resources by training agencies and organizations on victim-related topics; providing technical assistance in areas such as policy and program development, management, and evaluation; and maintaining a Consultant Network of experts to support OVC's initiatives, customized TTA, and operate a speaker's bureau for conferences, focus groups, and other meetings. OVC TTAC does this through a process that includes needs assessment, analysis, service coordination, and follow-up. Secondly, OVC TTAC works collaboratively with the OVC training and TA provider consortium to help develop or enhance their service delivery capabilities. OVC TTAC assistance in this area includes materials development, arranging topical training sessions, the delivery of specialized TA to support program development, and maintenance of an interactive Web site designed to cultivate communication across providers and to promote shared learning between the providers and the field at-large.

OVC and OVC TTAC are interested in assessing client satisfaction with assistance provided, and obtaining client feedback on how assistance can be improved. OVC TTAC's evaluation team conducts these assessments for OVC by collecting data from participants, requesters, and consultants/instructors, analyzing this data, and creating reports for OVC TTAC and OVC for internal improvement purposes. The previously approved OVC TTAC protocols were revised and supplemented to reflect current OVC TTAC activities. The current package includes 18 different survey instruments that collectively establish the OVC TTAC Feedback Form Package. With the exception of Standard Training pre/post knowledge assessments required for Continuing Education Unit (CEU) credits, the evaluation team does not share identifiable survey data with anyone outside of the evaluation team. In addition, surveys do not require identifiable information, although participants may provide contact information for a future follow-up survey if they desire. An exception to this is for forms where identification is

required for CEU purposes (e.g., pre/post knowledge assessments) or for reimbursement purposes (e.g., consultant, scholarship, conference support forms). The procedures for sharing and protecting this personally-identifiable information are described in item 2 below. All information collected on the feedback forms is protected in accordance with the Privacy Act of 1974.

2. Needs and Uses

This is a new collection that is being separated out from the previously approved OVC TTAC and OJJDP NTTAC Feedback Form Package. The current package is only related to the OVC TTAC project and not the OJJDP NTTAC forms, which still have continuing approval per the last clearance. This information collection request is designed specifically to monitor the effectiveness of OVC TTAC's programming, ensuring accountability, and quality customer service. The Package is comprised of the following forms: Training by Request Requester Feedback, Standard Training Consultant Feedback, Standard Training Pre-Training Assessment, Standard Training Post-Training Assessment, Standard Training Participant Feedback, Standard Training Participant Followup, Customized TTA Requester Feedback, Customized TTA Consultant Feedback, Customized TTA Participant Feedback (for up to 2 presenters or for up to 4 presenters), Customized TTA Participant Followup, Scholarship Program Applicant Feedback, Conference Support Applicant Feedback, Work Plan Participant Feedback, Call Center Feedback, OVC TTAC Web Site Web Feedback, Webinar Participant Feedback, Pilot Training Feedback, and Future Training and Technical Assistance Needs forms. Each survey instrument will be used to assess client satisfaction with of OVC TTAC's training and technical assistance activities and to assess client perspectives on how such services can be improved.

Personally identifying information will not be released by the evaluation team, with the exception of (1) providing names of those who completed forms that are required for reimbursement purposes, (2) providing pre/post knowledge assessment scores to the CEU coordinator so he/she can determine whether they meet the criteria for CEU credits, and (3) providing event feedback about scholarship-supported events to the scholarship team (this is only for one section of the scholarship applicant form). In all cases, the survey instructions clearly and explicitly explain these restrictions on confidentiality.

OVC TTAC employs on-site procedures to further secure personally identifiable information. Evaluation data cannot be viewed by anyone outside of the evaluation team members, who have signed certificates of confidentiality. These certificates indicate that the identity of persons interviewed and related data are to remain confidential; that the removal of names or disclosure of identities and related information is strictly forbidden; and that the

contents of interviews are not to be discussed with anyone except Needs Assessment and Evaluation team members. Online survey data is stored on a secure Web server until it is extracted and imported into the evaluation team's databases in a secure-access folder. Hard-copy participant forms are to be collected by the event requester, placed in a sealed envelope, and mailed directly to the evaluation team. The evaluation team then enters the data into its secure electronic databases and stores the hard-copy forms in a locked file cabinet. All data is aggregated for analyses and reporting.

- The *Training by Request Requester Feedback* and *Customized TTA Requester Feedback* forms will be sent by email to every person requesting training and technical assistance through OVC TTAC. The forms are completed through an on-line survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Requesters are asked to complete the form within one week after the event. The form is designed to gather information about the requester's satisfaction with the service received and with the consultant(s) assigned to deliver the request. This form does not request that the respondent provide personally-identifiable information other than the name of the event being assessed.
- The *Standard Training Consultant Feedback* and *Customized TTA Consultant Feedback* forms will be sent by email to any consultant/instructor providing at least two hours (in one session) of training or technical assistance through OVC TTAC. The forms are completed through an on-line survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Consultants are asked to complete the form within one week after the event. The form is designed to gather information about the consultant's satisfaction with the assistance/support received by OVC TTAC during planning. This form requires the consultant's name, because completing this form is a requirement for reimbursement. However, the evaluation team only shares the name (and not identifiable survey data) with other members of OVC TTAC.
- The *Standard Training Pre-Training* and *Post-Training Assessments* will be sent by email to any participants intending to receive CEU credits from OVC TTAC events. The forms are completed through an on-line survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). The *Pre-Training Assessment* will be completed prior to the training (within the two weeks previous to the event), while the *Post-Training Assessment* will be completed after the training (within the 2-3 weeks following the event) in order to measure changes in knowledge due to the training event. In order to determine whether participants meet the

CEU requirements, the form asks for the name of the individual so that credits can be granted.

- The *Standard Training Participant Feedback* and *Customized TTA Participant Feedback* forms will be given to all individuals who participate in OVC TTAC’s training and technical assistance in-person at the end of the event. The *Standard Training Participant Feedback* form is for standard curriculum trainings designed by OVC TTAC, while the *Customized TTA Participant Feedback* form is for customized TTA events. . This form is intended to capture important feedback from participants about TTA events, including the performance of the instructor, satisfaction with the TTA, the applicability of the TTA to the participant’s job duties, changes in knowledge, skills, attitudes, what they learned, and the professional background of the respondent. In addition, the *Standard Training Participant Feedback* form has questions about the training modules, including items about module-specific learning objectives that will change for each different curriculum. Respondents have the option to provide an email address if they would like to participate in a follow-up survey. This identifiable information will be strongly protected and not shared with anyone outside of the evaluation team.

- The *Standard Training Participant Follow-up* and *Customized TTA Participant Follow-up* forms will be sent by email (also through an on-line survey link) three months after the event to those participants who provided their email address on the *Participant Feedback* forms described above. The forms are completed through an on-line survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed).The *Participant Follow-up* surveys assess, 3 months after the event, client perceptions about the extent the TTA event changed their knowledge, ability to serve victims and collaborate with others in the field, and actions/behaviors. The survey also asks about how useful the materials have been and how the respondent has applied the learned knowledge/skills.

- The *Scholarship Program Applicant Feedback* form will be sent by email to any individuals who apply to receive a scholarship. The forms are completed through an on-line survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Applicants are asked to complete the form within 14 days after the event. The form is designed to gather information about the respondent’s experience with the application process, professional background, and feedback on the event (if he/she was awarded a scholarship). This form requires the respondent to provide his/her name if he/she was awarded a scholarship (since completion of the survey is a requirement for reimbursement), but the evaluation team only shares the name and feedback about the funded event with other members of OVC

TTAC. This is stated explicitly on the form. Applicants who were not awarded a scholarship are not required to provide any identifiable information.

- The *Conference Support Applicant Feedback* form will be sent by email to any individuals who apply to receive funding support for a conference their organization is planning. The forms are completed through an on-line survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Applicants are asked to complete the form within 14 days after the event. The form is designed to gather information about the respondent's experience with the application process and organizational characteristics. This form requires the respondent to provide his/her name if he/she was awarded funding (since completion of the survey is a requirement for reimbursement), but the evaluation team only shares the name (and not identifiable survey data) with other members of OVC TTAC. This is stated explicitly on the form. Applicants who were not awarded conference funding are not required to provide any identifiable information.

- The *Work Plan Participant Feedback* form is given to participants of special Work Request Plans specially requested by OVC for unique tasks and initiatives. Work Plans may or may not require evaluation and can vary widely in their characteristics. Therefore, the submitted form has item options highlighted in yellow that show some alternate question wording to accommodate the unique nature of these events. Items may be customized in the illustrated ways, given the objectives and structure of specific work plans. However, the overall burden and estimated number of questions will not significantly change (unless it is to reduce the number of items). Depending on the nature of the work plan, this form may be delivered via email to an online survey link or in-person at the conclusion of an event in hard-copy form.

- The *Call Center Feedback* form will be administered to individuals who call OVC TTAC's Call Center. This survey may be administered on a weekly, monthly, or annual basis. Previously, this was administered on an annual basis, but we will be piloting new procedures to administer it more regularly, so that respondents can more easily recall the assistance received from the Call Center. The online survey will be delivered to the sample by email, but respondents may request a hard-copy version if they prefer. The survey is designed to gather information about the caller's experience with the Call Center, satisfaction with assistance received, and the respondent's professional background. This form does not request that the respondent provide personally-identifiable information.

- The *Web Site Feedback* form is continuously available on the OVC TTAC Web site for anyone who would like to provide feedback. The survey is designed to gather information on the respondent's experience with the Web site, its usability and effectiveness, and the respondent's professional background. This form does not request that the respondent provide personally-identifiable information.
- The *Webinar Participant Feedback* form will be administered to participants of OVC TTAC Webinars. A link to the online survey will either be incorporated into the Webinar or the coordinator may send a link out by email to all registered participants. The survey is designed to gather information about the performance of the instructor, satisfaction with the Webinar, applicability of the TTA to the participant's job duties, changes in knowledge, skills, attitudes, what they learned, and the professional background of the respondent. Similar to the Standard Training Participant Feedback form, there may be a small number of questions tailored to each Webinar's learning objectives.
- The *Pilot Training Feedback* form will be used to gather critical information about curricula in development. This form can be administered to anyone who observes a pilot training, whether they are pilot participants or staff or consultants. This form is similar in content to the Standard Training Participant Feedback form, but includes additional open-ended questions about the content, timing, and materials of the training for planning purposes. The form will be administered in-person at the conclusion of a pilot event.
- The *TTAC Future Training and Technical Assistance Needs* form is a general form that any TTA participants or Web site users can complete to indicate if they have TTA needs or if they would like to be added to the OVC TTAC listserv. This form is not part of the evaluation team's protocols, but is an additional form OVC TTAC can use to identify unmet needs of the community. This form may be handed out at in-person events or may be delivered electronically.

3. **Efforts to Minimize Burden**

The evaluation team is committed to reducing the burden on survey respondents to the extent possible. Flexible modes of completion, use of online surveys to minimize data entry, and streamlining of surveys should help minimize the burden on respondents. In addition, forms may be modified in format to facilitate the use of scannable forms. Current technology allows for the use of scannable technology with traditionally formatted survey forms, as opposed to scantron forms. General data entry and analysis

will be conducted using SPSS and other comparable statistical software. Noted below are those forms that will utilize additional technological collection techniques:

- Respondents will be given the option of completing the following forms via an online survey or hard-copy (which can be returned by mail, fax, or scanned email) for greater convenience of the respondent: Training by Request Requester Feedback, Standard Training Consultant Feedback, Standard Training Pre-Training Assessment, Standard Training Post-Training Assessment, Standard Training Participant Followup, Customized TTA Requester Feedback, Customized TTA Consultant Feedback, Customized TTA Participant Followup, Scholarship Program Applicant Feedback, Conference Support Applicant Feedback, and Call Center Feedback.
- During the current revision process, survey forms were streamlined to focus on including only the most relevant questions. Similar, duplicative, unclear, and low-priority questions were removed. Open-ended questions were converted to closed-ended or rating scale questions when possible. These efforts were made to reduce the time burden on respondents.
- Where possible, forms have been made into fillable PDFs so that OVC TTAC coordinators can complete event information (event title, date, learning objectives, etc.) so that respondents do not have to.

4. Efforts to Identify Duplication

The information to be collected is only for the purposes of OVC TTAC and is not available elsewhere.

5. Methods to Minimize Burden on Small Businesses

Small businesses or other small entities are not a specific target population for OVC TTAC services. However, should members of this target population request services, their level of satisfaction with the services rendered may be requested. Furthermore, the amount of potential burden placed on respondents was considered when the OVC TTAC Feedback Form Package was developed, and every attempt was made to reduce the time and effort needed to complete the forms.

6. Consequences of Less Frequent Collection

The OVC TTAC Feedback Form Package is designed specifically to monitor the effectiveness of OVC TTAC's programming, ensuring accountability, and quality customer service. The data will then be used to advise OVC TTAC on ways to improve the support provided to its users and the victim service fields at-large. Without this information, OVC TTAC will be at a disadvantage with regard to knowledge about the quality and effectiveness of services being rendered and user satisfaction.

7. Special Circumstances Influencing Collection

- Respondents of the *Standard Training*, *Customized TTA*, and *Pilot Training* participant surveys are requested to complete the form immediately following the event. This is important to capture immediate feedback on the event and the content covered during the event before it is forgotten. Burden to the respondent is also reduced, as the forms are distributed directly to the respondents, and the respondents need not physically move or otherwise inconvenience themselves to complete the form. The Web site survey is posted on the Web site for passive completion by any who would like to provide feedback at their own pace. Respondents of the remaining forms have the flexibility of completing the forms within one-two weeks, depending on the specific form.
- Respondents are only *required* to submit surveys for those needing reimbursement (consultant/instructors, scholarship awardees, conference support awardees) or if an individual wants to receive CEU credits.
- Respondents are not required to maintain records for this data collection effort.
- A statistically-based survey method (i.e., with probability-sampling, missing response adjustment/analysis, or statistical estimation techniques) is not being used.
- The statement of confidentiality on the survey forms conforms to the Privacy Act of 1974. A statement of confidentiality is provided with explanations of the limitations of confidentiality and voluntary nature of surveys. Respondents are not asked to disclose sensitive or protected information for any survey forms.

8. Public Comment and Consultation

A 60- and 30-day notice will be published in the Federal Register to solicit public comments in accordance with the Paperwork Reduction Act requirements. If we receive comments, those comments will be summarized and actions taken by OVC TTAC described herein. Moreover, experts in the field of training and technical assistance have been consulted in

the creation of the OVC TTAC Feedback Form Package. These experts have helped to refine the forms to ensure that they are comprehensive yet not overly burdensome for respondents.

9. Payment or Gift to Respondents

No payments or gifts will be provided to respondents for completing any of the forms. However, completing the forms is one of the multiple requirements for consultants/instructors or scholarship/conference support awardees receiving reimbursement. Participation is voluntary except in situations when respondents would like reimbursement or CEU credits.

10. Assurance of Confidentiality

All information on the feedback forms will be protected in accordance with the Privacy Act of 1974. Any release of information will conform to the stipulations of the Privacy Act and the guidelines of the Institutional Review Board (IRB) as determined by Title 45 Part 46 of the Code of Federal Regulations (see Section 11 for information on IRB). Only members of the evaluation team will have access to completed forms for the purposes of entry and analysis. Once the information from each form has been entered into an electronic database, only those persons with a valid identification, password, and permissions will have access to the information. No personally-identifiable information will be contained within the electronic database, other than contact information for follow-up surveys or names for reimbursement or CEU crediting purposes. The physical forms will be maintained in a locked filing cabinet with limited access.

11. Justification for Sensitive Questions

There are no questions deemed to be sensitive in nature. OVC TTAC's evaluation activities have undergone review and been approved by ICF's Institutional Review Board (IRB) (ID#112136), which was established to ensure that research is conducted in compliance with Federal regulations, particularly Title 45 Code of Federal Regulations, Part 46, which is the general IRB rule applicable to Federally sponsored research. The primary purpose of the IRB is to protect the welfare of human research subjects and to ensure that physical, psychological and social risks to them are minimized.

12. Estimates of Hour Burden

The OVC TTAC Feedback Form Package contains forms that will require varying levels of burden hours to complete. For this reason, we have outlined the estimated annual burden

hours for each form as well as aggregated estimated burden hours for the *entire Package*. These estimates are based on the expected number of events within each activity type and average number of respondents per event from past years. Pilot testing of the forms with staff was used to derive average completion times. Actual calculated times were rounded up to the next multiple of 5 for conservative estimates.

The *Training by Request Requester Feedback* and *Customized TTA Requester Feedback* forms will be completed by those requesting either standard curriculum trainings or customized TTA. Both surveys have 23 items, including mostly closed-ended and rating scale items with a small number of open-ended questions. The form will contain pre-printed information about the specific event and instructors. This form will take approximately 10 minutes to complete. Approximately 75 individuals are expected to complete the forms on an annual basis for an estimated total annual burden of 12.5 hours.

Number of Respondents (annually): 75

Frequency of Response: Once

Average Burden Hours Per Response: 0.16 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 12.5

The *Standard Training Consultant Feedback* and *Customized TTA Consult Feedback* forms will be completed by consultants/instructors providing training or technical assistance through OVC TTAC for sessions with duration of 2 or more hours. Both surveys have 7 items, including 4 rating scale items, 1 closed-ended question, and 3 open-ended questions. The form will contain pre-printed information about the specific event. These forms will take approximately 5 minutes to complete. Approximately 75 individuals are expected to complete the forms on an annual basis for an estimated total annual burden of 6.25 hours.

Number of Respondents (annually): 75

Frequency of Response: Once

Average Burden Hours Per Response: 0.08 hrs. (5 minutes)

Estimated Total Annual Burden Hours: 6.25

The *Standard Training Pre-Training* will be completed by any participants intending to receive CEU credits from OVC TTAC events. The number of items varies by training, but an average estimate is about 32 items per assessment, including all multiple choice items. These forms will take approximately 15 minutes to complete. Approximately 700 individuals are expected to complete the pre-assessments prior to training on an annual basis for an estimated total annual burden of 175 hours.

Number of Respondents (annually): 700

Frequency of Response: Once

Average Burden Hours Per Response: 0.25 hrs. (15 minutes)

Estimated Total Annual Burden Hours: 175

The *Standard Training Post-Training Assessments* will be completed by any participants intending to receive CEU credits from OVC TTAC events. The number of items varies by training, but an average estimate is about 32 items per assessment, including all multiple choice items. These forms will take approximately 15 minutes to complete. Approximately 700 individuals (the same individuals who completed the pre-test) are expected to complete the post-assessments after training on an annual basis for an estimated total annual burden of 175 hours.

Number of Respondents (annually): 700

Frequency of Response: Once

Average Burden Hours Per Response: 0.25 hrs. (15 minutes)

Estimated Total Annual Burden Hours: 175

The *Standard Training Participant Feedback* form will be completed by all individuals who participate in OVC TTAC's in-person standard curriculum trainings. The number of items varies by training due to module-specific questions, but an average estimate is about 50 items, including mostly rating scale and closed-end questions with a small number of open-ended questions. These forms will take approximately 15 minutes to complete. Approximately 700 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 175 hours.

Number of Respondents (annually): 700

Frequency of Response: Once

Average Burden Hours Per Response: 0.25 hrs. (15 minutes)

Estimated Total Annual Burden Hours: 175

The *Customized TTA Participant Feedback* forms will be completed by all individuals who participate in OVC TTAC's customized training and technical assistance. The survey has 30 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 1,700 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 283 hours.

Number of Respondents (annually): 1,700
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 283

The *Standard Training Participant Follow-up* and *Customized TTA Participant Follow-up* forms will be completed by individuals who participate in OVC's customized training and technical assistance three months after the initial event. Both surveys have 12 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 5 minutes to complete. Approximately 2,400 individuals (700 for standard trainings and 1,700 for customized trainings) are expected to complete the survey on an annual basis for an estimated annual burden of 200 hours.

Number of Respondents (annually): 2,400
Frequency of Response: Once
Average Burden Hours Per Response: 0.08 hrs. (5 minutes)
Estimated Total Annual Burden Hours: 200

The *Scholarship Program Applicant Feedback* form will be completed by any individuals who apply to receive a scholarship. The survey has 31 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 200 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 33 hours.

Number of Respondents (annually): 200
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 33

The *Conference Support Applicant Feedback* form will be completed by any individuals who apply to receive funding support for a conference their organization is planning. The survey has 15 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Up to 20 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 3 hours.¹

Number of Respondents (annually): 20

¹ This program is currently dormant, but we have included a small number of hours in the case it is renewed at some point in the future.

Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 3

The *Work Plan Participant Feedback* form is given to participants of special Work Request Plans are specially requested by OVC for unique tasks and initiatives. The number of items varies by event due to the unique nature of work plan events, but an average estimate is about 30 items, including mostly rating scale and closed-end questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 1,500 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 250 hours.

Number of Respondents (annually): 1,500
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 250

The *Call Center Feedback* form will be administered to individuals who call OVC TTAC's Call Center. The survey has 20 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 600 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 100 hours.

Number of Respondents (annually): 600
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 100

The *Web Site Feedback* form is continuously available on the OVC TTAC Web site for anyone who would like to provide feedback. The survey has 17 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 150 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 25 hours.

Number of Respondents (annually): 150
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 25

The *Webinar Participant Feedback* form will be administered to participants of OVC TTAC Webinars. The survey has 35 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 1,000 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 167 hours.

Number of Respondents (annually): 1,000

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 167

The *Pilot Training Feedback* form will be used to gather critical information about curricula in development. The survey has 49 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 15 minutes to complete. Approximately 100 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 25 hours. (Please note that while this survey has a higher burden, participants of pilot trainings will likely be leaders in the field who are especially motivated to provide feedback on newly developed trainings.)

Number of Respondents (annually): 100

Frequency of Response: Once

Average Burden Hours Per Response: 0.25 hrs. (15 minutes)

Estimated Total Annual Burden Hours: 25

The *Future Training and Technical Assistance Needs* form will be used to assess respondents' additional TTA needs and allow them to sign up for the listserv. The form has 5 questions, including mostly closed-ended and open-ended questions. These forms will take approximately 5 minutes to complete. Approximately 1,200 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 100 hours.

Number of Respondents (annually): 1,200

Frequency of Response: Once

Average Burden Hours Per Response: 0.08 hrs. (5 minutes)

Estimated Total Annual Burden Hours: 100

Aggregated total number of respondents/responses for this entire package: 11,120

Percent of Responses expected to complete electronically: 43.7%

Aggregated annual hour burdens for entire Package: 1,730

13. Estimate of Cost Burden

The **estimated total annual cost burden** to respondents resulting from the collection of information as part of the OVC TTAC Feedback Form Package is \$37,732.15. The Package contains forms that will require varying levels of burden hours to complete, which will affect the estimated cost burden. The estimates of annualized cost to respondents are based on appropriate wage rate categories and annual salaries for position types in which respondents serve.

Participants: 10,220 responses x \$3.47 per response = \$35,463.40.

Requesters: 75 responses x \$3.47 per response = \$260.25.

Consultants: 75 responses x \$9.38 per response = \$703.50.

Call Center/Web site Users: 750 responses x \$1.74 per response = \$1,305.

Total annual cost: \$37,732.15.

14. Estimated Annualized Cost to Federal Government

We estimate the **annualized cost to the Federal government** to be \$118,090. This cost estimate is based on the work completed during the redesign phase and the work projected for completion under the contract for this training and technical assistance effort. As outlined below, the estimated annual Federal costs associated with the OVC TTAC Feedback Form Package include the capital/startup and operating and maintenance costs necessary for this information collection to include: the quantification of hours for managerial and support staff to administer the Feedback Form Package process; the acquisition or development of automated, electronic, mechanical, or other technological collection techniques; and operational expenses (e.g., equipment, overhead, printing, etc.) for the three years for which this approval is sought.

- Capital/Startup costs: \$23,053. This amount includes labor for instrument design and development.
- Operating and Maintenance costs: \$95,037. This amount reflects the **total annual costs** for operating and maintaining evaluation activities, including the necessary software and labor necessary to implement, analyze, and report on this effort and printing costs for paper surveys.

15. Reasons for Program Changes

This information collection request is a request for a new OMB control number. OVC TTAC client feedback forms are currently approved under OMB Control Number 1121-0277, but are being revised in this collection request. Revisions generally included reducing the number of items, rewording items that were confusing, addressing double-barreled items, reducing/transforming open-ended questions, standardizing items across forms, adding questions that align more with OVC's goals, and alterations to the mode (e.g., hard-copy vs. online; survey vs. interview).

16. Plans for Publication

There are no current plans for external publication. OVC intends to review the results for internal program management purposes.

17. Expiration Date Approval

OVC TTAC will display the OMB control number and expiration date.

18. Exceptions to Certification Statement

There are no exceptions to Item 19 of OMB form 83-I.