

SUPPORTING STATEMENT – PART B

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

If the collection of information employs statistical methods, it should be indicated in Item 17 of OMB Form 83-I, and the following information should be provided in this Supporting Statement:

1. Description of the Activity

Analysis of the results requires the use of descriptive statistics. The purpose of the survey is to assess the WIC overseas participant satisfaction levels with the service provided by the WIC overseas contractor staff and the overall program as a requirement of the current contract. The survey includes questions regarding site access, customer service, quality of health information and overall program satisfaction. At the end of the semiannual survey period, raw survey results will be tabulated and a summary report will be prepared. The summary report will be submitted to Defense Health Agency. The findings from these survey reports will be used to determine the success of the WIC overseas program, contractor performance, and if improvements are necessary. The survey is not meant to cover all aspects of program satisfaction and contractor performance; rather it is the simplest way to see how the participants view the program and current contractor's performance.

2. Procedures for the Collection of Information

The information is collected in a paper form. Participants who have a WIC overseas appointment during the semiannual survey period will be given a satisfaction survey to complete at the end of their office visit. Participants can complete the survey while in the office or they can take it with them and send it back to the WIC overseas contractor Program Manager. The survey does not request any identifiable information and will not be associated with any individual person.

3. Maximization of Response Rates, Non-response, and Reliability

The WIC overseas participants are given a survey to fill out at the conclusion of their appointment and can complete the survey while still in the office. This process seems to result in most of the participants completing the survey. When the last survey was conducted, 1699 surveys were given out and 1544 surveys were completed and returned. That equates to a 90.88% return rate. We will use the same process for the next survey and anticipate similar response rates. These survey numbers include participants that are covered under OMB #0720-0046 and participants covered under RSC #HA(SA) 2341.

4. Tests of Procedures

N/A

5. Statistical Consultation and Information Analysis

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