

# Supporting Statement A

## HRSA Grantee Customer Satisfaction Survey

**OMB Control No. 0906-XXXX**

**Terms of Clearance: None**

### **A. Justification**

#### **1. Circumstances Making the Collection of Information Necessary**

The Office of Federal Assistance Management (OFAM) within HRSA plans to survey HRSA grant recipients to better understand their opinions about HRSA's grants processes and to improve the way HRSA conducts business with them. This survey will focus on grantee customer satisfaction areas related to the grants life cycle, grantee relationships with HRSA staff (e.g., Project Officers, Grants Management Officers), technical assistance received from HRSA Bureaus and Offices, availability of grant resources, and grantee access to guidance and instructional documents, etc. The seven (7) grants management areas, which are directly related to the grants life cycle, are: Customer Service/Cooperation; Policies and Procedures; Pre-Award Phase; Award Phase; Reporting/Post-Award Administration; Technical Assistance; and Priorities for Improvement. The ability to receive this information from external customers will provide OFAM with a repository of information, which will be incorporated into the Office's strategic efforts to improve grants management services and customer service overall.

#### **2. Purpose and Use of Information Collection**

The *HRSA OFAM Grantee Customer Satisfaction Survey* will provide meaningful and relevant results to agency decision-makers about various customer satisfaction domains (e.g., efficiency, timeliness, usefulness, responsiveness, quality and overall satisfaction with HRSA project officers, products and services). The information collected will assist HRSA in its efforts to gauge, understand and effectively respond to the needs and concerns of its customers, especially as they relate to the aforementioned areas. The survey results will provide HRSA with concrete indicators regarding the best areas in which to dedicate time, energy and resources to improve customer service. This information will be used to support agency-wide continuous quality improvement (CQI) efforts. It will also be used by HRSA to improve the

efficiency, quality, and timeliness of its grants business processes, as well as to strengthen its partnership with its external customers.

**3. Use of Improved Information Technology and Burden Reduction**

The survey will be administered online only through SurveyMonkey.

**4. Efforts to Identify Duplication and Use of Similar Information**

There are no other sources for this information.

**5. Impact on Small Businesses or Other Small Entities**

No small businesses will be involved in this study.

**6. Consequences of Collecting the Information Less Frequently**

There are no legal obstacles to reduce the burden.

**7. Special Circumstances Relating to the Guidelines of 5 CFR 1320.5**

The request fully complies with the regulation.

**8. Comments in Response to the Federal Register Notice/Outside Consultation**

**Section 8A:**

A 60-day Federal Register Notice was published in the *Federal Register* on September 30, 2014, vol. 79, No. 189; pp. 58790. There were no public comments.

**Section 8B:**

HRSA consulted with the following individuals during October and November 2014:

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<p>Ann Andrews  aandrews@nkfm.org  NATIONAL KIDNEY FOUNDATION OF MICHIGAN, INC.  1169 Oak Valley Drive  Ann Arbor, MI 48108-9674  (734) 222-9800 Ext: 204  (248) 470-3727</p>

**9. Explanation of any Payment/Gift to Respondents**

Respondents will not receive any payments or gifts.

**10. Assurance of Confidentiality Provided to Respondents**

Data will be kept private to the extent allowed by law.

**11. Justification for Sensitive Questions**

There are no questions of a sensitive nature.

**12. Estimates of Annualized Hour and Cost Burden**

Respondents will include HRSA Grantees, specifically individuals who hold positions as a grantee’s Grant Administrator, Business Officer, or Project Director/Principal Investigators.

**12A.**

The online survey requires approximately 25 minutes to complete. This estimate was based on pretesting the form with 5 potential respondents.

**Estimated Annualized Burden Hours**

<b>Form Name</b>	<b>No. of Respondents</b>	<b>No. Responses per Respondent</b>	<b>Average Burden per Response (in hours)</b>	<b>Total Burden Hours</b>
HRSA OFAM Grants Management Customer Satisfaction Survey	4,566	1	25/60	1,902.5
Total	4,566	1	25/60	1,902.5

**12B.**

The estimated annualized cost to respondents is their time only. The Department of Labor website was used in determining the hourly wage rate for respondents. <http://www.bls.gov/oes/current/oes131199.htm>

**Estimated Annualized Burden Costs**

<b>Type of Respondent</b>	<b>Total Burden Hours</b>	<b>Hourly Wage Rate</b>	<b>Total Respondent Costs</b>
Business Operations Specialists	1,902.5	\$34.42	\$65,484.05
Total	1,902.5	\$34.42	\$65,484.05

**13. Estimates of other Total Annual Cost Burden to Respondents or Recordkeepers/Capital Costs**

Other than their time, there is no cost to respondents.

**14. Annualized Cost to Federal Government**

Total annual cost to the Federal Government for this information collection includes the cost of using Survey Monkey at \$780, 1 staff at GS-15/5 for 20 hours at \$67.88 per hour (\$1,357.60), and 1 staff at GS-13/3 for 25 hours at \$45.96 (\$1,149). The total annualized cost to the Federal Government is \$3,286.60.

**15. Explanation for Program Changes or Adjustments**

This is a new information collection.

**16. Plans for Tabulation, Publication, and Project Time Schedule**

It is anticipated that approval of the survey will permit HRSA the opportunity to field the survey in April 2015.

For the first administration of the survey, we intend to survey 4,566 grantee project directors with one or more HRSA grant(s). There are approximately 5,500 active HRSA grants during the period beginning with FY 2014 and ending on January 31, 2015. These grants were awarded to approximately 2,700 separate organizations. Frequently, a single individual is a project officer for multiple grants received by an organization. Therefore, we chose to email each project director to ensure as much as possible that our survey is representative of organizations that receive HRSA grants. Following this year's survey administration, we will use the survey results to inform potential changes to the sampling frame to improve the response rates for future administrations.

**17. Reason(s) Display of OMB Expiration Date is Inappropriate**

The OMB number and Expiration date will be displayed on every page of every form/instrument.

**18. Exceptions to Certification for Paperwork Reduction Act Submissions**

There are no exceptions to the certification.