

Resources and Services Administration
SUPPORTING STATEMENT
HRSA – Office of Regional Operations – Dallas (ORO – Dallas) Participant Survey

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 participant satisfaction survey under HRSA’s generic clearance. HRSA’s Office of Regional Operations (ORO)-Dallas will obtain feedback about ORO-Dallas’ sponsored webinars and TA workshops.

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 participants is to provide insight on the webinars and TA workshops’ effectiveness in achieving the stated objectives, and improve future program implementation.

2. Purpose and Use of the Information

HRSA is the primary federal agency for improving access to health care by strengthening the health care workforce, building health communities and achieving health equity. ORO-Dallas is one of HRSA’s regional offices whose responsibilities include the following: (1) providing responsive outreach and assistance to HRSA grantees, target populations and stakeholders, (2) partnering with and convene local and regional stakeholders to advance HRSA priorities, (3) representing HRSA at meetings and events to promote HHS/HRSA initiatives, and (4) identifying emerging regional/state trends, priorities, and effective strategies.

The information gathered through the surveys will be used to identify strengths and weaknesses of the ORO-Dallas sponsored webinars and TA workshops, determine the level of participants’ satisfaction, and identify areas for improvement.

HRSA will only use the information gathered for internal purposes to obtain a better understanding of how to improve the content of future ORO-Dallas sponsored activities and events.

Survey respondents will include HRSA grantees, public health stakeholders, and healthcare community leaders and professionals. The surveys will include questions regarding the program's content, relevancy, and perceptions of the session's value to improve health service delivery. A copy of the survey instrument is attached.

3. Use of Improved Information Technology

The surveys will employ information technology through the use of Survey Monkey.

4. Efforts to Avoid Duplication

The survey is designed to reflect and capture specific feedback on the effectiveness of ORO-Dallas sponsored events and activities. No other source exists for this information.

5. Involvement of Small Entities

These surveys will not have a significant impact on small businesses or other small entities.

6. Consequences if Information Collected Less Frequently

The survey will be used for ORO-Dallas' sponsored webinars and TA workshops that will evaluate the effectiveness of the activities and events. This information is needed for program improvement.

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

The notice required in 5 CFR 1320.8(d) was published in the *Federal Register* on December 17, 2014, (Vol. 79, No.242, pages 75164). No public comments were received.

The survey for this activity was developed by ORO-Dallas staff.

9. Remuneration of Respondents

Not Applicable.

10. Assurance of Confidentiality

Participation is fully voluntary and responses are anonymous. 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 surveys do not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

Respondents

Respondents will consist of participants attending or participating in an ORO-Dallas sponsored webinar or TA workshop.

Annual burden estimates

The total respondent burden for the participant survey is estimated to be 6 minutes. We expect a total of approximately 275 respondents to participate in the survey.

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
Participant Survey	275	1	275	.01	2.75	\$50/hr	\$137.50
Total	275		275		2.75		\$137.50

Planned frequency of information collection

The surveys will be conducted after each webinar and TA workshop over a period of 4 months.

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 telephone surveys will be carried out by one ORO staff member. The estimated annual cost to the government is approximately \$900.00 (1% from a GS-13 FTE salary of \$94,023).

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 surveys will be conducted after each webinar and TA workshop over a period of 4 months. ORO staff will prepare, organize, analyze and consolidate the responses from the surveys. Narrative information from the surveys will be summarized and examined using descriptive analysis. Findings will only be used for internal service improvement and will not be generalized to the public. There are no plans for publication of any survey results.

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.