**Health Resources and Services Administration**

**SUPPORTING STATEMENT**

**2016 National Ryan White Conference on HIV Care and Treatment Conference Evaluation**

**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:

## 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 customer satisfaction survey under HRSA’s generic clearance. The Health Resources and Services Administration’s (HRSA) HIV/AIDS Bureau (HAB) will obtain feedback from people who attend a four-day conference, sponsored and funded by the HRSA/HAB, taking place August 23-26, 2016 at the Marriott Marquis Hotel in Washington, D.C. Every two years, the National Ryan White Conference on HIV Care and Treatment delivers program and policy updates, training and technical assistance to Ryan White HIV/AIDS Program recipients, people living with HIV, stakeholders, and health care and service delivery providers.

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 conference participants is to provide HAB with insight regarding their opinions, experiences, and perceptions of the conference as a whole and for the individual learning, training, and technical assistance sessions they attend. Licensed professionals who complete the online evaluation will be able to receive Continuing Medical Education (CME) and/ or Continuing Education (CE) credits. Participants who are not licensed professionals will receive General Participation Certificates upon completing the online evaluation.

2. Purpose and Use of the Information

Survey responses to the overall evaluation of the conference will be used to assess the relevance of the conference theme and topical session tracks to attendees based on the Ryan White Program they represent, their professional roles, and their reasons for attending the conference. Attendees’ responses to survey questions about the conference space will be used to plan for future conferences. Survey responses to the session evaluation forms will be used to identify attendees’ level of satisfaction with the educational activities and presentations, to assess the impact the sessions will have on patient care programs when attendees return to their work, and to improve future HAB educational activities. Copies of the survey instruments are attached.

HAB staff will inform each respondent that participation in the evaluation survey is voluntary and the information provided will only be shared internally with the evaluation team members. The information provided from the surveys will provide important feedback regarding our customers’ (recipients, providers, consumers, and stakeholders) satisfaction and suggestions for improvement of future HIV care and treatment conferences and the Ryan White HIV/AIDS Program.

3. Use of Improved Information Technology

Conference participants will use electronic forms exclusively to submit their evaluation responses. Not less than 40 laptop stations will be placed throughout the conference hotel (exhibit hall, registration area, and ballroom foyer) and within each session room. The stations will allow meeting participants to access and complete on-site, online evaluations.

4. Efforts to Avoid Duplication

Each of the surveys is designed to reflect the specific experiences of attending the 2016 National Ryan White Conference. The proposed surveys are unique to this activity and the information cannot be found elsewhere.

5. Involvement of Small Entities

No small businesses will be involved in this study.

6. Consequences if Information Collected Less Frequently

These surveys are for a one-time project that will help HAB evaluate the 2016 National Ryan White Conference on HIV Care Treatment as a whole and for the individual learning, training, and technical assistance sessions presented.

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

Not applicable.

9. Remuneration of Respondents

Not applicable.

10. Assurance of Confidentiality

The surveys will not collect personally identifiable information from respondents.

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 include the 2,069 HRSA/HAB Ryan White Program grant recipients attending the 4-day National Ryan White Conference, August 23-26, 2016.

*Annual burden estimates:*

The total respondent burden for the conference evaluation surveys is estimated to be 1,489.7 hours. We expect a total of 2,069 respondents to participate in the conference evaluation surveys. Each conference attendee will asked to complete one Conference Evaluation survey to evaluate their overall experience attending the conference and one Conference Session Evaluation survey for each of the eight break-out sessions they will attend over the course of the conference.

The total hour cost for the conference evaluation surveys is estimated to be $36,511.57. The burden costs for recipients is based on the Bureau of Labor Statistics May 2015 National Industry-Specific Occupational Employment and Wage Estimates, Sector 62 – Health Care and Social Assistance (all occupations), <http://www.bls.gov/oes/current/naics2_62.htm>.

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Type of Collection | Number of Respondents | Responses per Respondent | Total Responses | Hours per Respondent | Total Burden Hours | Wage Rate | Total Hour Cost |
| Conference (Overall) Evaluation | 2,069 | 1 | 2,069 | .08 | 165.5 | $24.51 | $4,056.41 |
| Conference Session Evaluation  | 2,069 | 8 | 16,552 | .08 | 1,324.2 | $24.51 | $32,455.16 |
| Total | 2,069 |  | 18,621 |  | 1,489.7 | -- | $36,511.57 |

*Planned frequency of information collection:*

This is a one-time information collection project.

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 contract task that supports data collection for the evaluation survey is approximately $14,570 (laptops and printers, $12,000; Senior Advisor labor, 20 hours at $128.43= $2,570). In addition, there will be the cost for a GS 13 (Step 5) at 2% time (approximately $2,100) and a GS 14 (Step 5) at 2% time (approximately $2,500) to monitor the project. The estimated total cost to the government is $19,170.

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 electronic surveys will be conducted by the conference logistics contractor during the 4 days of the national conference, from August 23-26, 2016. The contractor will prepare, organize and consolidate their notes from the surveys. Narrative information from the surveys will be examined and summarized using descriptive analysis. Coded quantitative information will be analyzed and summarized using univariate descriptive statistics. 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.