

Health Resources and Services Administration
SUPPORTING STATEMENT
Maternal, Infant, and Early Childhood Home Visiting Program HV-ImpACT Technical Assistance Program Feedback and Satisfaction Surveys

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," directs Agencies to continually reform their management practices and operations in order 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 qualitative voluntary customer satisfaction surveys under HRSA's generic clearance.

The Maternal and Child Health Bureau's Division of Home Visiting and Early Childhood Systems (DHVECS) conducts numerous training and technical assistance (TA) activities to support Maternal, Infant, and Early Childhood Home Visiting Program (MIECHV) grantees in the implementation of their grants. Both federal staff and contracted TA providers conduct TA activities. In order to assess MIECHV grantee's customer satisfaction in a timely manner and collect feedback on various TA activities, HRSA is proposing to implement a series of qualitative TA feedback and satisfaction surveys. Federal staff and contracted TA providers plan to use data from these surveys for program improvement purposes only. The MIECHV Program is authorized under the Medicaid Access and CHIP Reauthorization Act of 2015 through fiscal year 2017.

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 objectives of this data collection request are to assess MIECHV grantee's customer satisfaction with the training and technical assistance services provided to them by federal staff and contracted TA providers. Federal staff and contracted TA providers will only leverage information collected through these survey tools to improve the quality and effectiveness of TA offerings or for program improvement purposes.

2. Purpose and Use of the Information

The purpose of this information collection request is to assess TA participant satisfaction with various training and technical assistance activities offered through a contracted TA provider, the Home Visiting- Improvement Action Center (or HV-ImpACT). The satisfaction surveys will

collect immediate feedback from awardees that participate in TA activities offered during the year on their experiences with technical assistance in order to make improvements to service delivery. Federal staff and contracted TA providers conduct TA activities in order to support grantees in the implementation of their grants. Understanding TA participant customer satisfaction with these activities can assist HRSA in properly tailoring TA to grantee preferences and improve grantee participation in voluntary TA activities.

HRSA provides TA to grantees through multiple means. Specifically, the surveys included in this clearance package will evaluate customer satisfaction with the following TA activities: webinars and webinar-based dialogues; targeted TA requests from grantees; Communities of Practice, and; electronic communications products (newsletters, issue briefs, websites).

Grantee satisfaction surveys will effectively solicit feedback for different TA strategies, and are included in this clearance package. While in some cases different TA strategies are more successfully evaluated using different methods, HRSA has attempted to standardize these customer feedback and satisfaction surveys to ensure that findings are comparable across TA modalities.

This information collection request contains four types of customer feedback and satisfaction surveys:

- The webinar survey (see Attachment A);
- The targeted TA and Communities of Practice (CoP) survey (see Attachment B);
- The Newsletter, Issue Brief, and Groupsites survey (see Attachment C);
- The annual satisfaction survey (see Attachment D).

By tailoring the survey instruments, each survey will collect information that is pertinent to the specific types of TA activities.

TA participants will complete each survey following the conclusion of each TA activity. Additionally, TA participants will have the opportunity to provide feedback annually regarding the overall set of TA offerings (annual satisfaction survey). Every participant will have the opportunity to provide feedback, though completion of the survey is voluntary. TA participants will complete surveys anonymously.

Feedback contained in the surveys will be summarized and used by federal staff and TA providers to identify the strengths and weaknesses of particular TA events, as well as be used more broadly to identify TA strategies, modalities, and content that TA participants find most useful. In addition, grantee feedback on TA activities conducted by contracted TA providers is an essential component of the assessment of contractor performance. By collecting this information, HRSA is better able to assess the performance of contractor personnel and promote accountability to high-quality TA delivered by contractors. Feedback and satisfaction data will also be used to inform a continuous quality improvement framework to test and refine TA strategies.

3. Use of Improved Information Technology

In general, HRSA plans to use web-based survey delivery software, such as SurveyMonkey to provide the survey instruments to TA participants. The use of a web-based application will reduce reporting burden and ease data collection and analysis. HRSA estimates that 100% of survey responses will be collected electronically.

4. Efforts to Avoid Duplication

This information is not available through any other source and is not currently being collected. The proposed information collection is specific to participants in ongoing MIECHV TA activities.

5. Involvement of Small Entities

Proposed data collection includes participants in MIECHV TA activities. Generally, participation in these activities does not involve small entities, as most participants represent grantee organizations, which are typically state governments. No small businesses will be involved in this proposed information collection. Additionally, completion of the data collection forms is purely voluntary.

6. Consequences if Information Collected Less Frequently

Information will be collected following the conclusion of TA activities, as well as quarterly to seek feedback on electronic communications tools, and once at the end of the year to assess overall satisfaction with the TA offerings. Less frequent collection of this information will impede HRSA's ability to utilize feedback and satisfaction data to tailor TA activities to grantee preferences and continually improve the quality of TA offerings. Contracted TA providers are contractually obligated to conduct, submit, and utilize grantee feedback and satisfaction surveys in order to assess their work and engage in improvement activities.

There are no legal obstacles to reduce the burden.

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.

9. Remuneration of Respondents

No remuneration is sought for this proposed data collection activity.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents. No personally identifiable information will be collected as part of this proposed data collection activity.

11. Questions of a Sensitive Nature

No questions of a sensitive nature will be asked as part of this proposed data collection activity.

12. Estimates of Annualized Hour Burden

Respondents:

Respondents include participants in ongoing MIECHV TA activities. HRSA estimates that approximately 153 TA activities will occur annually with an average participation of 17 participants and an average time to complete the TA feedback and satisfaction survey of 0.14 hours. The total annual burden estimate for respondents is 322.08 hours.

This burden estimate is based on the number of TA activities included in contractual arrangements between HRSA and contracted TA providers.

Annual burden estimates:

Type of Collection	Number of Respondents ¹	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate ²	Total Hour Cost
Webinar Surveys	117	12	1,404	0.12	168.48	\$30.45	\$5,130.22
Targeted TA and Communities of Practice Survey	300	1	300	0.12	36	\$30.45	\$1,096.20
Newsletters, Issue Briefs, and Groupsite Survey	168	4	672	0.12	80.64	\$30.45	\$2,455.49
Annual Satisfaction Survey	168	1	168	0.22	36.96	\$30.45	\$1,125.43
Total	753		2,544		322.08		\$9,807.34

¹ The number of respondents is not an unduplicated count

² Wages for MIECHV grantee staff is based on the 2015 Bureau of Labor Statistics data for the median hourly wage for Social and Community Service Managers
Annual Satisfaction Survey

This information collection request contains four types of customer feedback and satisfaction surveys: the webinar survey; the targeted TA and Communities of Practice (CoP) survey; the Newsletter, Issue Brief, and Groupsite survey, and; the annual satisfaction survey. The annual burden estimate table summarizes the number of respondents per year per form (note that respondents do not represent an unduplicated count as the same respondent may participate in multiple TA activities per year).

Planned frequency of information collection:

Information will be collected at the conclusion of each TA activity.

13. Estimates of Annualized Cost Burden to Respondents

HRSA anticipates the total annualized cost to respondents to be \$9,807.34. No capital or start-up costs are associated with this information collection request. The total annualized cost estimate is related to the time for respondents to complete and submit satisfaction surveys.

14. Estimates of Annualized Cost to the Government

Costs to the federal government fall into the following categories:

- Cost for overseeing contracted TA providers
- Costs of contractual support for survey administration, analysis, and reporting
- Costs for administering and analyzing government-furnished TA satisfaction surveys

Type of Cost	Description of Services	Annual Cost
Oversight of Contractors (Government Program Analyst - 10%)	Federal staff time to oversee contractors who administer TA activities	\$9,480
Cost of Contractual Support	Time and effort for contractors to administer, analyze, and report on satisfaction surveys	\$121,567

HRSA anticipates the average annual cost for the federal government will include personnel costs for contractual oversight. This will include a federal program analyst at Grade 13 Step 1 (\$45.42 hourly rate) for 208 hours. Additionally, the federal government supports the TA contractor who administers TA satisfaction surveys on behalf of the federal government. HRSA estimates that these activities constitute 5% of total contract costs.

The total cost to the federal government for these activities is \$131,046 per year.

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

Data analysis plans for each assessment tool will include providing basic descriptive statistics and qualitative analysis of response patterns. TA satisfaction surveys will be administered throughout the year following the conclusion of each TA activity. Surveys administered by contracted TA providers will be summarized in monthly reports submitted to HRSA.

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.