

**Health Resources and Services Administration**  
**SUPPORTING STATEMENT**  
**Data and Technical Assistance (DATA) Task Order to Support the Infant Mortality CoIIN**

**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 customer satisfaction survey or focus group under HRSA's generic clearance.

HRSA's Maternal and Child Health Bureau (MCHB) developed and supports the Infant Mortality Collaborative Improvement and Innovation Network (CoIIN). MCHB has contracted with Abt Associates to provide data and technical assistance (DATA) to support the CoIIN. Tasks under the DATA contract include: (1) providing universal (group) technical assistance (TA) through webinars for CoIIN grantees, (2) conducting quarterly webinars for stakeholders working in the area of infant mortality and perinatal outcomes, and (3) designing and supporting a web-based shared workspace/online platform which will be used by grantees to enter and track data as well as collaborate within and across teams.

Abt Associates and MCHB will obtain optional feedback in post-webinar surveys from (1) grantees and (2) stakeholders of the CoIIN. Abt Associates and MCHB will also obtain optional feedback via (3) a survey of grantees which will be embedded in the web-based shared workspace/online platform. This is a request for OMB approval of these three voluntary customer satisfaction surveys under HRSA's generic clearance.

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 grantees and stakeholders is to continuously improve and adapt the webinars to grantee and stakeholder needs. The objective of soliciting voluntary feedback on the web-based shared workspace/online platform is to assess satisfaction with user experience, problems encountered, and recommendations for improvements to the platform.

## 2. Purpose and Use of the Information

The primary use for information gathered through surveys about the TA and stakeholder webinars and the online platform will be to identify areas of improvement for these resources so that they can better serve the needs of CoIIN grantees and stakeholders.

Abt Associates and HRSA will only use the information collected internally in order to improve upon the stakeholder webinars, TA webinars, and web-based shared workspace/online platform.

For the TA and stakeholder webinar surveys, respondents will include CoIIN team representatives and other stakeholders who attend webinars. For surveys about the online platform, respondents will include CoIIN team representatives who have access to the platform. The surveys will include questions regarding the utility of the resource and whether the respondent has ideas for improvement. Copies of the survey instruments are attached.

Abt Associates is required by the DATA contract to collect this consumer satisfaction feedback. Abt Associates will inform each respondent that participation is voluntary and the information provided will only be shared internally with the DATA team and MCHB.

## 3. Use of Improved Information Technology

100% of the surveys regarding the TA and stakeholder webinars and online platform will be collected electronically. The TA and stakeholder webinars will be conducted using SurveyMonkey. The surveys about the online platform will be conducted using SurveyGizmo and will be hosted on the online platform itself. The surveys contain between three and thirteen questions. All of the surveys are entirely optional opportunities for grantees and stakeholder to provide feedback.

## 4. Efforts to Avoid Duplication

The proposed surveys are unique to the CoIIN technical assistance activities and this data is not collected elsewhere. The surveys will be reviewed closely to ensure duplication of efforts does not occur.

## 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

Abt Associates is required by the DATA contract to collect this consumer satisfaction feedback. In order to collect feedback and implement timely improvements to the webinars and online platform, these voluntary surveys will be conducted after each TA webinar (9 times per year), after each stakeholder webinar (4 times per year), and twice per year for the online platform.

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

Not applicable.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents.

These surveys will not collect personally identifiable information.

11. Questions of a Sensitive Nature

The surveys do not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

*Respondents:*

Respondents for the post-TA webinars will include CoIIN grantees and their state team members (i.e., CoIIN participants). Respondents for the post-stakeholder webinars will include key experts, partners and stakeholders working in the areas of infant mortality and perinatal outcomes. Respondents for the online platform survey will include CoIIN grantees and their state team members (i.e., CoIIN participants). In all cases, respondents will complete the surveys voluntarily if they wish to provide feedback.

*Annual burden estimates:*

Approximately 170 CoIIN participants will have access to the TA webinars and the online platform, and therefore will be eligible to participate in the surveys related to those tasks. Approximately 200 COIIN participants and other stakeholders will have access to the stakeholder webinars, and therefore will be eligible to participate in the survey related to that task. The post-webinar surveys will be available after each webinar (9 TA webinars per year and 4 stakeholder webinars per year). The online platform satisfaction survey will be available to platform users twice per year.

Each survey is from three to thirteen questions long. The table below assumes each survey will take the respondent 5 minutes (0.08 hours) to complete. The table below assumes a wage rate of \$53.18/hour, which is the BLS estimate of total compensation for Professional and related workers in Private Industry as of September 2017 (see <https://www.bls.gov/news.release/ecec.t09.htm>).

The TA and stakeholder post-webinar surveys and the online platform surveys are voluntary. If every respondent were to choose to complete every survey, the total respondent burden would be approximately 213.6 hours per year.

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
Post-TA webinar satisfaction survey	170	9	1,530	0.08	122.40	\$53.18/hr	\$6,509.23
Post-stakeholder webinar satisfaction survey	200	4	800	0.08	64.00	\$53.18/hr	\$3,403.52
Web-based shared workspace/online platform survey satisfaction	170	2	340	0.08	27.20	\$53.18/hr	\$1,446.50
<b>Total</b>	<b>540</b>	<b>--</b>	<b>2,670</b>	<b>--</b>	<b>213.60</b>		\$11,359.25

*Planned frequency of information collection:*

The post-webinar surveys will be available after each webinar (9 TA webinars per year and 4 stakeholder webinars per year). The online platform satisfaction survey will be available to platform users twice per year. Data collection will occur for four years total, assuming the three option years of the DATA contract are exercised.

13. Estimates of Annualized Cost Burden to Respondents

None.

14. Estimates of Annualized Cost to the Government

The table below shows the calculation of the estimated total cost for the TA and stakeholder post-webinar surveys and the online platform surveys. The estimated total cost across all years is \$4,294.90. The project covers four years, so the average annual cost to the Federal Government for this information collection is \$1,073.73.

Task	Staff	Hourly Rate	Number of Hours per Year	Total Cost Base Year	Total Cost Option Year 1	Total Cost Option Year 2	Total Cost Option Year 3	Total Cost All Years
Survey development	Contractor Mid Level Consultant 2	\$129.79	1 hour	\$129.79	--	--	--	\$129.79
Survey programming	Contractor Consultant 2	\$67.49	5 hours	\$337.45	--	--	--	\$337.45
Link online platform survey to the platform	Contractor Programmer 4	\$84.83	2 hours	\$169.66	--	--	--	\$169.66
Analyze survey data	Contractor Mid Level Consultant 2	\$129.79	6 hours*	\$778.74	\$778.74	\$778.74	\$778.74	\$3,114.96
Review survey data analysis	HRSA project officer (GS15, Step 05)	\$67.88	2 hours**	\$135.76	\$135.76	\$135.76	\$135.76	\$543.04
Total	--	--	--	\$1,551.40	\$914.50	\$914.50	\$914.50	\$4,294.90

\*30 minutes per month for 9 TA webinars, 15 minutes per quarter for four quarterly webinars, 15 minutes per six months for two biannual online platform surveys

\*\*10 minutes per month to review survey results in contractor monthly report

#### 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

After each of the surveys is conducted, Abt Associates and MCHB will review the results. 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.