

**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.

***This generic submission is requesting permission to obtain optional feedback in a post-webinar survey regarding use of the online platform. Please note that three related surveys were approved by OMB under this generic approval on 3/15/2018. This survey (the "Platform Training Survey") is being added to collect feedback about the platform training sessions.***

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 and platform training is to assess satisfaction with user experience, problems encountered, and recommendations for improvements to the platform and training.

2. Purpose and Use of the Information

The primary use for information that will be gathered through the online platform survey will be to assess satisfaction with user experience, problems encountered, and recommendations for

improvements to the platform and training. Abt Associates and HRSA will only use the information collected internally to inform improvements.

For this survey about the online platform, respondents will include CoIIN team representatives who have access to the platform. The survey includes questions regarding the utility of the resource/training and whether the respondents have ideas for improvement.

Respondents will be notified that participation is voluntary and the information provided will only be used and shared internally.

3. Use of Improved Information Technology

The survey about the platform training will be conducted using Survey Gizmo.

4. Efforts to Avoid Duplication

The proposed survey is unique as this information is not collected elsewhere.

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

This voluntary survey will be conducted after each platform training session (twice in the first year only).

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.

This survey will not collect personally identifiable information.

11. Questions of a Sensitive Nature

This survey does not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

*Respondents:*

Respondents for the online platform training 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:*

If every respondent were to choose to complete the voluntary survey both times it is available, the total respondent burden would be approximately 27.20 hours.

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
<b>Web-based shared workspace/online platform training session satisfaction</b>	<b>170</b>	<b>2</b>	<b>340</b>	<b>0.08</b>	<b>27.20</b>	<b>\$53.18/hr</b>	<b>\$1,446.50</b>
Total	<b>170</b>	--	<b>340</b>	--	<b>27.20</b>		<b>\$1,446.50</b>

*Planned frequency of information collection:*

The online platform training survey will be conducted twice in the first year only.

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 **platform training survey** of **\$176.38**.

Task	Staff	Hourly Rate	Number of Hours per Year	Total Cost
Survey development	Contractor Mid Level Consultant 2	\$129.79	0.25 hours	\$32.45

Survey programming	Contractor Consultant 2	\$67.49	1 hour	\$67.49
Analyze survey data	Contractor Mid Level Consultant 2	\$129.79	0.5 hours*	\$64.90
Review survey data analysis	HRSA project officer (GS15, Step 05)	\$67.88	0.17 hours**	\$11.54
Total	--	--	--	\$176.38

**\*15 minutes each for two platform training surveys (base year only)**

**\*\*5 minutes per month, for two months, 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.