## Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-1071)

**TITLE OF INFORMATION COLLECTION:** 2014 Ebola Global Migration Task Force (GMTF) Response After-Action Report (AAR) Survey

**PURPOSE:**

The CDC Global Migration Task Force (GMTF) has been engaging in prevention, mitigation, and response operations for the Ebola response since August 2014 until the present. This emergency response has been the most resource intensive operation to date; the CDC has deployed teams and individual staff domestically and internationally to assist with response efforts, including surveillance, contact tracing, data management, laboratory testing, and health education. In addition to full time equivalent (FTE) staff, hundreds of contractor staff have been involved in CDC’s response to Ebola. The purpose of conducting this survey, which will include both FTEs and non-FTE contractor staff, is to gather feedback from individuals who served in the Ebola response to better inform our After-Action Report and Improvement Plan for the GMTF, and improve overall emergency response processes and provision of public health services during public health emergencies. Because more than nine contract staff may respond to this survey, CDC is pursuing clearance under the Paperwork Reduction Act and this generic information collection.

**DESCRIPTION OF RESPONDENTS**:

The respondent pool includes anyone who has served in a role for the GMTF during the 2014 Ebola Response.

**TYPE OF COLLECTION:** (Check one)

[ ] Customer Comment Card/Complaint Form [ ] Customer Satisfaction Survey

[ ] Usability Testing (e.g., Website or Software) [ ] Small Discussion Group

[ ] Focus Group [X] Other: After-Action Report Survey

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Frankie Catalfumo (User ID: ywx5)

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

**BURDEN HOURS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category of Respondent** | **No. of Respondents** | **Participation Time** | **Burden** |
| GMTF Ebola Responders (Contractors) | 220 | 20 mins (est.) | 73 hrs |
|  |  |  |  |
| **Totals** | 220 | 20 mins (est.) | 73 hrs |

**FEDERAL COST:** The estimated annual cost to the Federal government is: $7,000

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe? [X] Yes [ ] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The CDC IMS DGMQ Task Force Operations Chief and Administration Staffing maintains historical and current rosters of FTE and non-FTE contractor staff who have served in the response. There is no sampling plan. All individuals who served in a role for the GMTF during the 2014 Ebola response will be contacted via email and asked to participate voluntarily in the survey.

It is essential that non-FTE contractor staff are included in the survey to ensure that their opinions and experiences can be captured during the AAR development to more accurately inform CDC’s future response related activities and provision of public health services during public health emergencies.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

[X] Web-based or other forms of Social Media

[ ] Telephone

[ ] In-person

[ ] Mail

[ ] Other, Explain

1. Will interviewers or facilitators be used? [ ] Yes [ X] No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

## Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g., Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS**: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

**BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**