

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-0953)**

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**TITLE OF INFORMATION COLLECTION:**

World Trade Center (WTC) Health Program General Responder Consortium (GRC) Outreach Survey.

**PURPOSE:**

The WTC Health Program GRC Outreach Survey seeks to:

- Evaluate the outreach activities performed by the WTC Health Program GRC’s Clinical Centers of Excellence;
- Identify the reasons these members enrolled in the program so outreach messages can be improved, if necessary; and
- Identify new ways to do outreach to potential members, such as social media web sites.

**DESCRIPTION OF RESPONDENTS:**

Respondents are members of the WTC Health Program GRC who performed rescue, recovery, clean-up and other activities after the 9/11 attacks. The Outreach Survey will be given to them when they come to the program for their first medical monitoring examination at four of the five Clinical Centers of Excellence in the WTC Health Program GRC. One of the Clinical Centers of Excellence has chosen to administer the survey by phone after the first medical monitoring examination.

We estimate that 899 Program members will take the survey during an initial medical monitoring exam with the WTC Health Program GRC. This number is based on the number of clinic visits from March 1, 2012 through February 28, 2013. We also estimate that 420 members will take the survey via phone. This number is based on average monthly initial medical monitoring visits since July 1, 2012.

This survey will be conducted in multiple languages due to the clinics’ diverse populations. Translated versions of this survey will be sent to OMB when available. The WTC Health Program GRC will not use these surveys until they are approved by OMB.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input type="checkbox"/> Customer Satisfaction Survey             |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                   |
| <input type="checkbox"/> Focus Group                                   | <input checked="" type="checkbox"/> Other: <u>Outreach Survey</u> |

**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: Laurie Breyer, Member Services Coordinator, World Trade Center Health Program

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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**

Most CCEs will use a paper based self-administered survey and one CCE has chosen to administer the survey via phone. The phone and paper versions are identical, however the burden hours reflect the difference in administering the surveys. The phone survey necessitates having a staff member read the survey aloud to a member, which we anticipate will take longer than the self-administered option.

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Participation Time	Burden Hours
Members in the WTCHP General Responders Consortium who will take the paper survey	899	1	5/60	75
Members in the WTCHP General Responders Consortium who will respond to telephone survey	420	1	15/60	105
<b>Totals</b>				<b>180</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is   \$21,253  

**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?

[ ] Yes [ X] 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?

### **Administration of the Instrument**

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

[ ] Web-based or other forms of Social Media

[X] Telephone

[X] In-person

[ ] Mail

[ ] Other, Explain

2. Will interviewers or facilitators be used? [ X- in the case of telephone surveys ] Yes [ ] 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”**

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**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. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**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 per row.

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

**Participation Time:** Provide an estimate of the amount of time (in minutes) 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 Respondents and the Participation Time then 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.

**Submit all instruments, instructions, and scripts are submitted with the request.**