



United States Department of Agriculture

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Office of Management and Budget

Agriculture

THROUGH: Ruth Brown, Desk Officer
United States Department of Agriculture
Office of Chief Information Office

Food and Nutrition Service

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FROM: Rachele Ragland Greene **rg**
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Food and Nutrition Service

SUBJECT: Justification for use of a shorter version of the Client Satisfaction Survey approved for OMB Control No: 0584-0578
An Assessment of the Roles and Effectiveness of Community-Based Organizations in the Supplemental Nutrition Assistance Program.

Through this memorandum, we are requesting approval to use a shorter version of the Client Satisfaction Survey under the Information Collection Request (ICR), OMB Control No. 0584-0578, which expires on May 31, 2016. The current telephone Client Satisfaction Survey takes approximately 15 minutes to respond. The revised self-administered Client Satisfaction Survey will take approximately 5 minutes to respond. This is a decrease of 10 minutes per respondent due to program changes.

The Food and Nutrition Service (FNS) is conducting an in-house assessment of the role of community-based organizations in SNAP. The Client Satisfaction Survey burden was 401.82 hours annually and 27 questions. The revised Client Satisfaction Survey is 270 burden hours and now contains 7 questions, all of which were pulled from the currently approved Client Satisfaction Survey that was used in the study referenced above. This program change reflects a decrease of -131.82 burden hours. The abbreviated Client Satisfaction Survey will be administered to SNAP applicants who are served by community-based organizations in 5-year demonstrations (2015 through 2020). Additionally, we anticipate a slight increase in the number of respondents who will respond to the revised Client Satisfaction Survey. Currently there are 2,087 responders and we estimate there will be an increase of 1,303 respondents for a total of (3,375 + 9 pretest) 3,384 respondents annually for the Client Satisfaction Survey. The current overall burden for the phone survey is 401.82 burden hours; we are requesting 270 burden hours for the face to face, this program change reflects a decrease of -131.82. This decrease the response time is 15 minutes for the telephone interview and with this revision the response time is 5 minutes in the face to face interview. There is also an increase in the number of total annual responses for this group. The current total annual responses is 4,724, we are now requesting 11,048 total annual responses an increase of 6,324 total annual responses.

The current over all burdens is for this affected public 1,143.70. Based on the both changes to the instrument and the increase number of respondents we estimate the revised burden for SNAP applicants is 866.33, an overall decrease of -276.67 burden hours.

If you have any questions regarding this request, please contact Rachelle Ragland-Greene, FNS Information Collection Officer for the Food and Nutrition Service, Planning & Regulatory Affairs Office at (703) 305-2586.

Approved Burden Hours

Respondent Type	Respondent Description	Instrument	Responsive						Non-Response					
			Sample Size	Number of Respondents	Freq. of Response (annual)	Total Annual Response	Avg. Hours per Response	Total Annual Burden	Number of Respondents	Freq. of Response (annual)	Total Annual Response	Avg. Hours per Response	Total Annual Burden	Total Burden Hours
Individuals / Households	SNAP participants (Adults, 18+ years of age)	Pre-test Telephone Survey	9	9	1	9	0.25	2.25	0	1	0	0	0	2.25
		Pre-survey notification letter (F)	2,858	2715	1	2715	0.02	54.30	143	1	143	0	0	54.30
		Phone Survey (C)	2,715	1086	1	1086	0.25	271.50	1629	1	1629	0.08	130.32	401.82
		- Survey follow-up call #1	1629	325.80	1	325.80	0.25	81.45	1303.20	1	1303.20	0.08	104.26	185.71
		- Survey follow-up call #2	1301	260.64	1	260.64	0.25	65.16	1040.36	1	1040.36	0.08	83.23	148.39
		- Survey follow-up call #3	1042	208.07	1	208.07	0.25	52.02	833.93	1	833.93	0.08	66.71	118.73
		- Survey follow-up call #4	834	119	1	119	0.25	29.75	715	1	715	0.08	57.20	86.95
	Total		2950	2807	1.73	4845.51	.142	701.99	1772	3.2	5664.49	0.08	441.72	1143.70

Change in Burden Hours

Respondent Type	Respondent Description	Instrument	Responsive						Non-Response						Grand Total Burden Hours
			Sample Size	Number of Respondents	Freq. of Response (annual)	Total Annual Response	Avg. Hours per Response	Total Annual Burden	Number of Respondents	Freq. of Response (annual)	Total Annual Response	Avg. Hours per Response	Total Annual Burden		
Individuals / Households	SNAP participants (Adults, 18+ years of age)	Pre-test Telephone Survey	9	9	1	9	0.25	2.25	0	1	0	0	0	2.25	
		Pre-survey notification letter (F)	2,858	2715	1	2715	0.02	54.3	143	1	143	0	0	54.3	
		Face-to-face Survey	3,375	3,375	1	3375	0.08	270	0	0	0	0	0	270	
		- Survey follow-up call #1	1629	325.8	1	325.8	0.25	81.45	1303.2	1	1303.2	0.08	104.26	185.71	

		- Survey follow-up call #2	1301	260.64	1	260.64	0.25	65.16	1040.36	1	1040.36	0.08	83.23	148.39
		- Survey follow-up call #3	1042	208.07	1	208.07	0.25	52.0175	833.93	1	833.93	0.08	66.71	118.73
		- Survey follow-up call #4	834	119	1	119	0.25	29.75	715	1	715	0.08	57.2	86.95
	Total		3,384	2,081	3.3701	7,012.51	0.08	554.928	1303.2	3.0966	4,035.49	0.08	311.4	866.33