

Health Resources and Services Administration

SUPPORTING STATEMENT

2020 National Ryan White Conference on HIV Care & Treatment Evaluation

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 under HRSA's generic clearance. The Health Resources and Services Administration's (HRSA) HIV/AIDS Bureau (HAB) will obtain feedback from people who attend a four-day conference, sponsored and funded by HRSA HAB, taking place August 11-14, 2020 at the Marriott Marquis in Washington DC. Every two years, the National Ryan White Conference on HIV Care & Treatment delivers program and policy updates, training and technical assistance to Ryan White HIV/AIDS Program recipients, people living with HIV, stakeholders, and health care and service delivery providers.

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 the conference participants is to provide HRSA HAB with insight regarding their opinions, experiences, and perceptions of the conference as a whole and for the individual learning, training, and technical assistance sessions they attend. Licensed professionals who complete the online evaluation will be able to receive Continuing Medical Education (CME) and/or Continuing Education (CE) credits. Participants who are not licensed professionals will receive General Participation Certificates upon completing the online evaluation.

2. Purpose and Use of the Information

Survey responses to the overall evaluation of the conference will be used to assess the relevance of the conference theme and topical session tracks to attendees based on the HRSA HAB Ryan White HIV/AIDS Program they represent, their professional roles, and their reasons for attending the conference. Attendees' responses to survey questions about the conference venue will be used to plan for future conferences. Survey responses to the plenary session and breakout session evaluation forms will be used to identify attendees' level of satisfaction with the educational

activities and presentations, to assess the impact the sessions will have on patient care programs when attendees return to their place of work, and to improve future HRSA HAB educational activities. Copies of the survey instruments are attached.

HAB staff will inform each respondent that participation in the evaluation survey is voluntary and the information provided will only be shared internally with HRSA HAB. The information received from the surveys will provide important feedback regarding customer (recipients, providers, consumers, and stakeholders) satisfaction and suggestions for improvement of future National Ryan White Conferences on HIV Care & Treatment.

3. Use of Improved Information Technology

Conference participants will use electronic forms exclusively to submit their evaluation responses. Conference participants will be able to complete their evaluations via the conference smartphone/tablet mobile application. In addition, no less than 20 laptop stations and 20 tablet stations will be placed throughout the conference venue (exhibit hall, registration area, ballroom foyer, and help desk). The stations will allow meeting participants to access and complete on-site, online evaluations.

4. Efforts to Avoid Duplication

Each of the surveys is designed to reflect the specific experiences of participants attending the 2020 National Ryan White Conference on HIV Care & Treatment. The proposed surveys are unique to this activity and the information cannot be found elsewhere.

5. Involvement of Small Entities

No small businesses or entities will be involved in this evaluation.

6. Consequences if Information Collected Less Frequently

These surveys are for a one-time project that will help HRSA HAB evaluate the 2020 National Ryan White Conference on HIV Care & Treatment as a whole and for the individual learning, training, and technical assistance sessions presented.

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

Not applicable.

9. Remuneration of Respondents

Not applicable.

10. Assurance of Confidentiality

The surveys will not collect personally identifiable information from respondents.

11. Questions of a Sensitive Nature

The surveys do not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

Respondents:

Respondents will include no more than 4,500 individuals attending the 4-day National Ryan White Conference on HIV Care & Treatment, August 11-14, 2020.

Annual burden estimates:

The total respondent burden for the conference evaluation surveys is estimated to be 566 hours.

We expect no more than 1,125 respondents to participate in the conference evaluation surveys (25% participation). Each conference attendee will be asked to complete one Overall Conference Evaluation survey to evaluate their overall conference experience (1 response at 0.08 hours each), one Plenary Session Evaluation survey for each of the four plenary sessions they will attend over the course of the conference (4 responses at 0.02 hours each), and one Breakout Session Evaluation survey for each of the twelve break-out sessions they will attend over the course of the conference (12 responses at 0.02 hours each). Attendees seeking continuing education credits will additionally be asked to complete one CEU Credit Evaluation survey for each of the breakout sessions that qualify for continuing education credits that they will attend over the course of the conference (8 responses at 0.05 hours each).

The total burden hours *per respondent not receiving continuing education credits* is estimated to be 0.35 hours, or approximately 21 minutes. The total burden hours *per respondent receiving continuing education credits* is estimated to be 0.68 hours, or approximately 41 minutes.

The total hour cost for the conference evaluation surveys is estimated to be \$13,648.53. The burden costs for recipients is based on the Bureau of Labor Statistics May 2018 National Industry-Specific Occupational Employment and Wage Estimates, Sector 62 – Health Care and Social Assistance (all occupations), http://www.bls.gov/oes/current/naics2_62.htm.

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Response	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
Non-Continuing Education Credit Respondents								
Conference (Overall) Evaluation	608	1	608	0.083	0.083	51	\$25.97	\$1,315.81
Conference Breakout Session Evaluation	608	12	7,296	0.017	0.133	122	\$25.97	\$3,157.95
Conference Plenary Session Evaluation	608	4	2,432	0.017	0.067	41	\$25.97	\$1,052.65
Total	608	17	10,336	0.117	0.283	213	--	\$5,526.42
Continuing Education Credit Respondents								
Conference (Overall) Evaluation	517	1	517	0.083	0.083	43	\$25.97	\$1,118.87
Conference Breakout Session Evaluation	517	8	4,136	0.017	0.133	69	\$25.97	\$1,790.20
Conference Plenary Session Evaluation	517	4	2,068	0.017	0.067	34	\$25.97	\$895.10
CEU Breakout Session Evaluation	517	8	4,136	0.050	0.400	207	\$25.97	\$5,370.60
Total	517	21	10,857	0.167	0.683	353	--	\$9,174.77
Overall								
Total	1,125	--	21,193			566	--	\$14,701.18

Planned frequency of information collection:

This is a one-time information collection project.

13. Estimates of Annualized Cost Burden to Respondents

The only associated cost to respondents is their time to provide the requested information.

14. Estimates of Annualized Cost to the Government

The contract task that supports data collection for the evaluation survey is approximately \$19,375 (laptops and tablets, \$9,270; labor 100 hours at \$46.66, 20 hours at \$128.23, 20 hours at \$143.72 = \$10,105). In addition, there will be the cost for two GS 13s (Step 5) at 2% time (approximately \$2,300 x 2 = \$4,600) to monitor the project. The estimated total cost to the

government is \$23,975.

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

The electronic surveys will be conducted by the conference logistics contractor during the 4 days of the 2020 National Ryan White Conference on HIV Care & Treatment, from August 11-14, 2020. The contractor will prepare, organize and consolidate their notes from the surveys. Narrative information from the surveys will be examined and summarized using descriptive analysis. Coded quantitative information will be analyzed and summarized using univariate descriptive statistics. 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.