

**Health Resources and Services Administration**  
**SUPPORTING STATEMENT**  
**HRSA Maternal and Child Health Bureau (MCHB) Title V Information System User**  
**Satisfaction Survey**

**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. HRSA's Maternal and Child Health Bureau (MCHB) will obtain feedback from users of the Title V Information System (TVIS) that is used by state/jurisdictional Title V MCH Block Grantees to submit their financial, program, and performance data to HRSA.

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 objectives of the proposed TVIS customer/user satisfaction survey are two-fold: (1) to collect operational performance data in order to establish and internally report results-specific metrics that measure the effectiveness of the system in delivering the desired service quality and (2) obtain meaningful data that can be analyzed by HRSA/MCHB annually to inform future enhancements to the system.

2. Purpose and Use of the Information

Relative to the operations and maintenance of an information system, customer/user satisfaction surveys can serve as important vehicles for gaining feedback from users to improve the system. Given that the TVIS serves as the portal for states/jurisdictions in preparing and submitting an Application/Annual Report for receipt of Federal Title V MCH Block Grant funds, delivery of a positive customer/user experience is a priority. Success is ultimately determined by state/jurisdictional ability to submit the required Application/Annual Report using an electronic system that aligns with the requirements specified in the Application/Annual Report Guidance, as well as the ease of use of the system. The annual tracking of customer/user (states/jurisdictions) experiences will serve to inform efforts for continuous quality improvement and enhanced TVIS user experience, as well as meeting internal HRSA IT Investment performance reporting requirements. 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.

- The information to be collected electronically via an on-line survey tool (i.e. Survey Monkey) will assess customer/user satisfaction (i.e., state/jurisdictional satisfaction) with the design and performance of the new TVIS data system. In addition, the data collected will enable the HRSA/MCHB to begin compiling historical trend data that will facilitate ongoing monitoring of its product (i.e., TVIS) as well as the technical support that was provided.
- The target population for the TVIS survey will be state/jurisdictional users. Completion of the survey will be optional. Responses will be submitted anonymously, and there will be no impact on the status of a state's/jurisdiction's Application/Annual Report.
- The survey will include questions regarding availability, ease of use, capabilities, reliability, predictability, adequacy of training and overall satisfaction of the system, as well as any general feedback of the system. A copy of screen shots of the draft survey instrument is attached.
- Engaging state/jurisdictional partners and soliciting their feedback relative to the development and release of a new TVIS data entry system is consistent and supportive of the current program administrative structure. The Title V MCH Block Grant Services program is administered as a Federal-State partnership.

### 3. Use of Improved Information Technology

The survey will solely employ information technology (i.e., SurveyMonkey) in order to reduce the burden on the respondents.

### 4. Efforts to Avoid Duplication

The survey has been reviewed carefully to avoid potential duplication. The proposed survey is unique to this activity and the information is not found elsewhere.

### 5. Involvement of Small Entities

No small businesses will be involved in this study.

### 6. Consequences if Information Collected Less Frequently

The survey is proposed to be conducted annually following annual submittal by the state/jurisdiction of their Title V MCH Block Grant application/annual report in TVIS. If this information is not collected annually, then the Program will be: (1) unable to establish and report internally to HRSA a results-specific metric that measure the effectiveness of the system in delivering the desired service quality and (2) inhibited in obtaining meaningful data that can be analyzed by HRSA/MCHB annually to inform future enhancements to the system.

### 7. Consistency With the Guidelines in 5 CFR 1320.5(d)(2)



TVIS Customer Satisfaction Survey via SurveyMonkey	76	1	76	0.17	12.92	\$48.72/hr	\$629.46
Total	76	1	76	0.17	12.92		\$629.46

*Planned frequency of information collection*

This information collection is planned to occur annually for 3 years.

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 survey will be implemented by an MCHB staff member via SurveyMonkey. The estimated annual cost to the government is \$2,517.76, which includes 32 hours of a GS-15 staff person's time.

15. Change in Burden

The burden for this activity has been reduced as we now have three years of historical participation data that was used to refine the annual burden estimate. In 2015, 68 respondents completed the survey, in 2016, 91 respondents completed the survey and in 2017, 70 respondents completed the survey. The average number of respondents was 76.

16. Plans for Analysis and Timetable of Key Activities

The survey will be conducted in a period of 4 weeks. SurveyMonkey will enable MCHB staff to quickly examine and summarize the survey results. Narrative information from the surveys will be summarized and examined using descriptive analysis. Findings will be used to report IT Investment performance results to internal HRSA staff and inform future enhancements in the system. 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.