

SUPPORTING STATEMENT FOR PAPERWORK REDUCTION ACT SUBMISSION 1530-0022

B. Collections of Information Employing Statistical Methods

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection methods to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.

Potential respondent universe, sampling/respondent selection methods, and expected response rates vary depending upon the survey. Potential respondents could be selected from Fiscal Service databases containing information about Federal benefit check recipients, individuals who have contacted the direct deposit call center about direct deposit, or national random digit dial sample using Nielsen's Designated Market Area to define targeted markets.

2. Describe the procedures for the collection of information including:

- **Statistical methodology for stratification and sample selection,**
- **Estimation procedure,**
- **Degree of accuracy needed for the purpose described in the justification,**
- **Unusual problems requiring specialized sampling procedures, and**
- **Any use of periodic (less frequently than annual) data collection cycles to reduce burden.**

Data collection methods and procedures will vary and the specifics of these will be provided with each collection request. Fiscal Service expects to use a variety of methodologies for these collections. For example, the Bureau or its contractors may use commercial survey-specific software to automate its collection and analysis of feedback. In addition to physical copies, information collection instruments may be electronically disseminated and/or posted on target pages of the Bureau's web site. Telephone scripts, personal interviews, and focus groups with professional guidance and moderation may also be used.

3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

Various methods are used to maximize response rates and to deal with issues of non-response. Collectors will screen respondents to verify that the respondents meets the sample criteria. As appropriate, a number of oversample interviews may be conducted to ensure adequate number of responses, surveys are translated into Spanish to facilitate interviewing Spanish speaking respondents, formatted surveys will be tested for readability, non-telephone surveys may offer a

telephone or electronic option, etc.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.

Pre-tests are generally conducted for all collections. Procedures and methods will vary depending upon the particular collection involved.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

Each program will obtain information from statisticians in the development, design, conduct, and analysis of customer/partner service surveys, when appropriate. This statistical expertise will be available from agency statisticians or from contractors and the Agency will include the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.