

Supporting Statement A

Customer Surveys Generic Clearance

for the

National Center for Health Statistics

Generic IC:

The Children and Aging Forums Feedback Survey of persons registered for the

NCHS 2015 National Conference on Health Statistics

**OMB No. 0920-0729
(Expires May 31, 2017)**

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A. Justification

1. Circumstances Making the Collection of Information Necessary

On 05/14/14, the National Center for Health Statistics (NCHS) most recently received OMB approval for Customer Surveys Generic Clearance (OMB No. 0920-0729, EXPIRES 05/31/2017) to conduct voluntary surveys to assess strengths in agency products and services and to obtain feedback on the development, implementation, and satisfaction regarding public health services, products, communication campaigns and information.

Under this approval, OMB has agreed to expedite generic IC review of proposals for data collections and OMB will generally review such requests within ten business days.

The specific generic IC projects for this clearance are:

- Conduct a Children and Aging Forums Feedback Survey of persons registered for the NCHS 2015 National Conference on Health Statistics; and
- Conduct a subset or slightly modified version of the Children and Aging Forums Feedback Survey from attendees at other conferences where NCHS is represented, such as the annual meeting of the American Public Health Association or the Joint Statistical Meetings.

2. Purpose and Use of Information Collection

The Federal Interagency Forum on Child and Family Statistics (Children's Forum) was established under Executive Order No. 13045 in 1997 and currently comprises 23 Federal agencies. The Federal Interagency Forum on Aging-related Statistics (Aging Forum), established in 1986, currently comprises 16 Federal agencies. Each a separate entity, the Forums reflect a unique model within the Federal system where agencies work collaboratively in the collection, production and publication of policy-relevant Federal statistics.

The statistical data reports of the Children and Aging Forums are intended to enhance data collections on America's children and families as well as older populations. Insights gained from this survey information will be used to more clearly define and better serve the needs of the Forums' target audiences.

3. Use of Improved Information Technology and Burden Reduction

For the NCHS 2015 National Conference on Health Statistics, a paper and pencil version of the Children and Aging Forums Feedback Survey will be used; however, at future conferences where the Children and

Aging Forums are represented the investigators intend to expand the mode of data collection to include electronic forms.

4. Efforts to Identify Duplication and Use of Similar Information

There are no current broad-based data available on customer satisfaction with Children and Aging Forums products and services.

5. Impact on Small Businesses or Other Small Entities

In as much as a few small businesses may be included in the audience for some surveys, they should not be not adversely affected by the customer surveys. The number of questions will be held to the absolute minimum for the intended use of the data. Form design and future electronic data collection methodology will further minimize respondent burden.

6. Consequences of Collecting the Information Less Frequently

These surveys are appropriate vehicles to examine public perception of the Children and Aging Forums' ability to respond in a timely manner to the needs of their customers. Collection of information routinely and systematically enhances their utility in monitoring customer satisfaction and in identifying problems and needs so as to make changes and improve products and services. The planned surveys are expected to be one-time surveys or surveys updated at selected intervals. There are no legal obstacles to reduce the burden.

8. Comments in Response to the Federal Register Notice and Efforts to Consult Outside Agency

a. Federal Register Notice

The 60-day notice for the ICR was published in the *Federal Register*, Vol. 78, No. 227, November 25, 2013, page 70302. One public comment was received and the standard CDC response was sent.

b. Consultation

Only internal consultation was involved in this project.

9. Explanation of Any Payment or Gift to Respondents

This collection of information does not involve any payment or gift to respondents.

10. Assurance of Confidentiality Provided to Respondents

Privacy Impact Assessment

The NCHS IRB has determined that customer satisfaction surveys do not require their review and approval.

12. Estimates of Annualized Burden Hours and Costs

Approximately 1,000 registered 2015 National Conference on Health Statistics participants who come to the Children and Aging Forums Exhibit Booth will be invited to complete a paper survey (Attachment A) about the Children and Aging Forum products and services. Another 700 responses are expected from other conference venues. The voluntary Children and Aging Forums Feedback Survey is estimated to take no more than 10 minutes for a total burden at all conferences of 133 hours (see Table 1).

Table 1. Estimate of Annualized Burden Hours

| Type of Respondent | Form Name | Number of Respondents | Number of responses/ respondent | Average Burden/ response (in hours) | Response Burden (in hours) |
|----------------------------------|---|-----------------------|---------------------------------|-------------------------------------|----------------------------|
| Conference registrants/attendees | Children and Aging Forums Feedback Survey | 1,700 | 1 | 10/60 | 283 |

13. Estimates of Other Total Annual Cost Burden to Respondents or Record Keepers

There are no additional costs to the respondents. There are no costs other than their time to participate in the voluntary survey.

14. Annualized Cost to the Federal Government

It is expected that collecting and analyzing the data from the surveys will cost NCHS about \$6,300.

15. Explanation for Program Changes or Adjustments

This is a generic IC. There are no program changes or adjustments.

16. Plans for Tabulation and Publication and Project Time Schedule

Data collected will be analyzed to help inform the Children and Aging Forums planning activities. The information is for internal use only. No publications are planned. The Children and Aging Forum Feedback Survey will begin within 2 weeks of clearance.