

# **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0990-0379)**

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**TITLE OF INFORMATION COLLECTION:**

Request for feedback from Teen Pregnancy Prevention Program (TPP) Grantees on the evaluation technical assistance (TA) and training provided to them by the Office of Adolescent Health (OAH)

**PURPOSE:**

The Office of Adolescent Health (OAH) at the U.S. Department of Health and Human Services (HHS) requests permission to contact OAH-funded Teen Pregnancy Prevention (TPP) grantee organizations for the purpose of gathering routine feedback from the grantees about their levels of satisfaction with the technical assistance (TA) and training provided routinely to them by OAH under an evaluation technical assistance contract. The contractor will collect information from TPP program and evaluation lead staff after trainings/TA events to assess the quality of the content and delivery of technical assistance and to obtain suggestions for future OAH-sponsored training and technical assistance for TPP grantees.

**DESCRIPTION OF RESPONDENTS:**

The contractor will contact TPP grantee program directors and evaluation leads who work on their cooperative agreements and thus participate in OAH-sponsored evaluation training and technical assistance. The universe of organizations to be contacted includes Fiscal Year 2018 TPP grantees and Fiscal Year 2019 TPP Grantees, if any are funded.

**TYPE OF COLLECTION:** (Check one)

- |                                                                        |                                                                  |
|------------------------------------------------------------------------|------------------------------------------------------------------|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                  |
| <input type="checkbox"/> Focus Group                                   | <input type="checkbox"/> Other: _____                            |

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Tara Rice

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No

3. If Yes, has an up-to-date System of Records Notice (SORN) been published?  Yes  No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector (Web survey or conference paper survey) – Annual survey	176	15 minutes	44 hours
Private Sector (Web survey or conference paper survey) – Other TA surveys	1760	10 minutes	293 hours
<b>Totals</b>	<b>1,936</b>	11 minutes	<b>355 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$48,722.

For cost calculations, we estimate 60 hours of time for a GS-14. These hours account for OAH staff to create and distribute the surveys, and then collect and review customer feedback. For the contractor, we estimate 231 hours of an intermediate staff member’s time to program the surveys and tabulate the results and 100 hours of senior staff time to review the results.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
 Yes       No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

All FY 2018 TPP grantees, and FY 2019 TPP grantees if funded, will receive surveys. There are 14 FY 2018 grantees and OAH estimates there could be up to 30 FY 2019 TPP grantees. Two individuals, the project director and lead evaluator, for each grantee would receive each survey referenced below.

**Annual survey.** There is an annual survey that would be sent to each grantee each year of their two year grant. Therefore, each administration of the annual survey will have up to 88 respondents (2 from each of 44 grantees), with a total of 176 respondents across the two administrations.

**Other TA surveys.** There is a survey that would be administered after each group technical assistance activity, such as a webinar or conference presentation. Those would be administered to two respondents for each grantee (the project director and lead evaluator) after each activity.

We estimate 4 activities each year in 2019, 2020, and 2021 with 14 grantees eligible to receive surveys in 2019, 44 grantees eligible to receive surveys in 2020, and 30 grantees eligible to receive surveys in 2021. Therefore, we will have up to 704 respondents for the group technical assistance surveys.

There is a survey that would be administered to grantees after selected individual consultations for TA feedback. We propose to survey two individuals associated with each grantee, both the project director and evaluator, up to twice per year after an individual TA interaction, with 14 grantees eligible to receive surveys in 2019, 44 grantees eligible to receive surveys in 2020, and 30 grantees eligible to receive surveys in 2021. Therefore, we will have up to 352 respondents for the individual technical assistance surveys.

Finally, there is a survey that would be administered after we release technical assistance products to assess satisfaction. We propose to survey two individuals associated with each grantee, both the project director and evaluator, up to four times per year after a new TA product comes out, with 14 grantees eligible to receive surveys in 2019, 44 grantees eligible to receive surveys in 2020, and 30 grantees eligible to receive surveys in 2021. Therefore, we will have up to 704 respondents for the product surveys.

### **Administration of the Instrument**

1. How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media – web-based survey
  - Telephone
  - In-person - paper survey
  - Mail
  - Other, Explain
2. Will interviewers or **facilitators** be used?  Yes  No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

## Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

**Submit all instruments, instructions, and scripts are submitted with the request.**