

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

TITLE OF INFORMATION COLLECTION:

Office of Adolescent Health Group Training and Technical Assistance Satisfaction Survey

PURPOSE:

The Office of Adolescent Health (OAH) at the U.S. Department of Health and Human Services (HHS) requests permission to conduct assessments of its grantees’ satisfaction with the group training and technical assistance activities that OAH periodically offers as part of its regular services to its funded grantees. Episodic surveys would assess specific OAH-sponsored training or technical assistance activities such as webinars and small group conference calls held between grantees, OAH staff and OAH contractors. Results of these surveys will provide OAH with ongoing information that may be used to improve the quality of future group-level activities offered to funded grantees.

DESCRIPTION OF RESPONDENTS:

OAH funds Teen Pregnancy Prevention (TPP) grantees and Pregnancy Assistance Fund (PAF) grantees. The contractor will contact Teen Pregnancy Prevention (TPP) grantee and Pregnancy Assistance Fund (PAF) grantee program directors who work on their cooperative agreements. The universe of organizations to be contacted includes Fiscal Year 2015 TPP Grantees and FY 2018 TPP and PAF Grantees.

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice 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) – Group TA surveys	2,368	3/60	118 hours
Totals	2,368	3/60	118 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$24,400.

For cost calculations, we estimate 38 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 160 hours of an intermediate staff member’s time to program the surveys and tabulate the results and 39 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?

Description of Customer List. The master list of OAH grantee project directors would be used to form the customer list. The grant programs, listed by category, are displayed in the Table 1 below.

Sampling Plan. The universe of potential respondents will include all of the PAF and TPP grantee project directors. The OAH grant programs, listed by category, are displayed in the Table 1 below.

The survey would be administered after each episodic group technical assistance activity. We estimate 8 activities for the 23 PAF grantees and 24 activities for 91 TPP grantees. Therefore, we will have up to 2368 respondents for the group technical assistance surveys.

Table 1. Number of grantees to which survey will be distributed by program and tier within the OAH program

OAH Grant Program/Tier	N	Tier Count (n)
Pregnancy Assistance Fund (PAF)	23	
Teen Pregnancy Prevention (TPP) – total number	91	
TPP by FY and tier:		
FY15		
Tier 1A – Capacity Building for Evidence-based Programs; pass-through with sub-awardees; implementation of evidence-based TPP; replication		7
Tier 1B – Implementing Evidence-based Programs to Scale; emphasis on implementation of programs and evaluation, with some sub-awardees; communities with greatest need		47
Tier 2A – Early Innovation (pass through with sub-awardees; programs and evaluation; innovative strategies; early innovation)		2
Tier 2B – Rigorous Evaluation of New Approaches ; innovative strategies; implementation of programs and evaluation; rigorous evaluation of new or innovative approaches		21
FY18		
Tier 2 Phase 1 – New and Innovative Strategies		14
TOTAL	114	91

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - 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.