

## Attachment C: Web-based Version of Instrument

# CDC Project Officer Effectiveness and Satisfaction Assessment: Instrument Guidance

## Introduction



**OMB No. 0920-0879**

Thank you for participating in the CDC Project Officer Effectiveness and Satisfaction Assessment! Your participation will help the Centers for Disease Control and Prevention (CDC) gauge health agency satisfaction with the services and support provided by its project officers. Results from the assessment will be used to improve CDC project officer support to state health agencies.

Completing this assessment is voluntary and can take up to 25 minutes. No personally identifiable information will be collected. Responses to all questions will be kept in a secure location by the Association of State and Territorial Health Officials (ASTHO), and results will be reported only in aggregate form to CDC. Your open and honest feedback is appreciated.

### Primary Respondents

This assessment should be completed by state health agency staff who work on CDC-funded cooperative agreements or grants and serve as the primary point of contact with the CDC project officer. A CDC project officer is the main point of contact responsible for interacting with your agency on programmatic, scientific, and technical aspects of any funded project. The CDC project officer is the individual listed on the Notice of Award and serves as a liaison to the grants management officer (GMO) and grants management specialist (GMS). The CDC project officer is responsible for the following:

- Providing technical assistance to applicants in developing applications (e.g., explanation of programmatic requirements, regulations, evaluation criteria, and guidance on possible linkages with other resources)
- Providing technical assistance in the performance of the project/program
- Conducting post-award monitoring of project/program performance (e.g., reviewing progress reports, reviewing prior approval requests, conducting site visits, and performing other activities complementary to those of the GMS and GMO)

**If you work on multiple CDC-funded cooperative agreements or grants, then you will be given an opportunity to respond to questions about your work on two cooperative agreements or grants separately in this assessment.**

## Instructions

To advance through the questionnaire, please use the Forward (>>) and Back (<<) buttons located in the lower right corner of each page. The data you enter are saved automatically as you progress to each new section; therefore, you may stop and return later if needed. **Your response to the assessment is due on MM/DD/2019.**

Throughout the questionnaire, key terms appear in *underlined, italicized* font. When you hover over a key term with your mouse or pointer, the term's definition will appear in a text box.

## Technical Support

For technical support on completing and submitting this assessment, please contact ASTHO's Research and Evaluation Team at [researchandevaluation@astho.org](mailto:researchandevaluation@astho.org).



## Part I: Demographics

### Part I: Demographics

In which state health agency do you work?

### Demographics – Selection of Cooperative Agreements and/or Grants

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On which of the following cooperative agreements and grants do you serve as the primary point of contact for the [CDC project officer](#)?

- CE14-1401** | Rape Prevention and Education Program
- CK14-1401** | Epidemiology and Laboratory Capacity for Infectious Diseases
- DP18-1815** | Diabetes and Heart Disease and Stroke Prevention Programs—Improving the Health of Americans through Prevention and Management of Diabetes and Heart Disease and Stroke
- DP15-1509** | National State-Based Tobacco Control Programs
- DP15-1513** | Behavioral Risk Factor Surveillance System (BRFSS)
- DP16-001** | Pregnancy Risk Assessment Monitoring System (PRAMS)
- DP17-1701** | Cancer Prevention and Control Programs for State, Territorial, and Tribal Organizations
- IP19-1901 (Prior cycle was IP13-1301)** | Immunizations and Vaccines for Children Program
- OT18-1805** | Preventive Health and Health Services Block Grant
- PS12-1201** | Comprehensive HIV Prevention Programs for Health Departments
- PS13-1303** | Viral Hepatitis Prevention and Surveillance
- PS14-1402** | Improving Sexually Transmitted Disease Programs through Assessment, Assurance, Policy Development, and Prevention Strategies (STD AAPPS)
- PS15-1501** | Tuberculosis Elimination and Laboratory Cooperative Agreement
- PS17-1702** | Improving Hepatitis B and C Care Cascades; Focus on Increased Testing and Diagnosis
- TP19-1901 (Prior cycle was TP12-1201)** | Public Health Emergency Preparedness (PHEP)
- EH17-1701** | Childhood Lead Poisoning Prevention Program
- EH17-1702** | Enhancing Innovation and Capabilities of the Environmental Public Health Tracking Network
- DD17-1701** | Early Hearing Detection and Intervention Program
- DD16-1605** | Surveillance, Intervention, and Referral to Services and Activities for Infants with Microcephaly or Other Adverse Outcomes Linked with the Zika Virus

Select all that apply. If 3 or more are selected, the respondent will only be asked questions for 2 cooperative agreements.



## Demographics – Respondent Experience with Cooperative Agreements and/or Grants

For the next part of the survey, please consider your work on the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS) when answering all questions.



When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)

How would you describe your role, as related to your work on the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)?

- Principle investigator
- Program coordinator
- Other, please specify:

How long have you worked on the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)?

- Less than 1 year
- More than 1 but less than 3 years
- More than 3 but less than 5 years
- More than 5 but less than 10 years
- More than 10 years

How long have you worked with your current CDC project officer?

- I do not work with the CDC project officer.
- 6 months or less
- 7 months to 12 months
- 13 months to 24 months
- 25 months to 36 months
- More than 36 months



If "I do not work with the CDC project officer is selected," respondent will be either sent to the final question in the instrument, or to the next series of questions for other selected CoAgs (if applicable).



***IF respondent only leads one cooperative agreement and/or grant and selects “I do not work with CDC project officer” above, they will be directed to the end of the instrument:***

Please share any best practices and/or final recommendations about how CDC and its project officers can better support you and your public health agency's work.



We thank you for your time spent taking this survey.  
Your response has been recorded.

***IF respondent selects any option other than “I do not work with CDC project officer” above, they will continue through the rest of the instrument:***

How long have you worked with your current CDC project officer?

- I do not work with the CDC project officer.
- 6 months or less
- 7 months to 12 months
- 13 months to 24 months
- 25 months to 36 months
- More than 36 months



How often do you have contact with your current CDC project officer?

- At least weekly
- At least monthly
- At least quarterly
- Less than quarterly

The frequency of contact with my CDC project officer is:

- Too little
- Just about right
- Too much



## Part II: Satisfaction with Project Officer Support

### Part II: Satisfaction with Project Officer Support

When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)

Please indicate your level of satisfaction with your current *CDC project officer* in the following areas:

#### Communication

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	<a href="#">Have Not Observed</a>
Providing timely, accurate, and complete responses to requests for information and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing conflict in a respectful, positive way to result in strengthening of relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your level of satisfaction with your current *CDC project officer* in the following areas:

#### Program Planning

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	<a href="#">Have Not Observed</a>
Applying knowledge of the awardees' political, regulatory, and social/cultural context	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrating knowledge of cooperative agreement and/or grant policy and administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your level of satisfaction with your current *CDC project officer* in the following areas:

#### Program Management

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	<a href="#">Have Not Observed</a>
Identifying concerns and developing recommendations to resolve problems related to program operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educating awardees on CDC requirements, information management systems, tools, and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using various technologies to engage and interact with partners at a distance (e.g., hosting virtual meetings)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordinating and consulting with subject matter experts and partners to provide technical assistance and capacity-building support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrating knowledge of the ways in which health agency governance structure and organization impact program delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

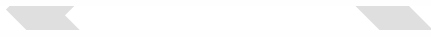


**When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)**

Please indicate your level of satisfaction with your current CDC project officer in the following areas:

**Program Evaluation**

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	<a href="#">Have Not Observed</a>
Coordinating and consulting with subject matter experts and providing guidance to partners to aid in program evaluation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying knowledge of program performance measures and data to drive program outcomes, achieve program goals, and ensure quality improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your level of satisfaction with your current CDC project officer in the following areas:

**Public Health Practice**

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	<a href="#">Have Not Observed</a>
Translating public health concepts and research into practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrating knowledge of basic public health science as it relates to program activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing guidance on the use of surveillance data to monitor changes in the health of a population	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Describing program-specific public health problems using relevant data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your level of satisfaction with your current CDC project officer in the following areas:

**Partnership Management**

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	<a href="#">Have Not Observed</a>
Responding to program partner's needs with flexibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitating collaboration and feedback amongst partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making recommendations for continuous program quality improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)**

You indicated that you are *satisfied* or *very satisfied* with the way in which your *CDC project officer*:

If "satisfied" or "very satisfied" is selected for any matrix item above, this question will be displayed. Each matrix item for which "satisfied" or "very satisfied" is selected is displayed in italics.

*Applying knowledge of the awardees' political, regulatory, and social/cultural context*

*Demonstrating knowledge of cooperative agreement and/or grant policy and administration*

*Using various technologies to engage and interact with partners at a distance (e.g., hosting virtual meetings)*

*Educating awardees on CDC requirements, information management systems, tools, and resources*

*Translating public health concepts and research into practice*

*Demonstrating knowledge of basic public health science as it relates to program activities, Describing program-specific public health problems using relevant data*

*Responding to program partner's needs with flexibility*

Please explain your response and provide any best practices you have observed.





**When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)**

You indicated that you are *dissatisfied* or *very dissatisfied* with the way in which your *CDC project officer*:

*Providing timely, accurate, and complete responses to requests for information and assistance*

*Managing conflict in a respectful, positive way to result in strengthening of relationships*

*Demonstrating knowledge of the ways in which health agency governance structure and organization impact program delivery*

*Coordinating and consulting with subject matter experts and partners to provide technical assistance and capacity-building support*

*Coordinating and consulting with subject matter experts and providing guidance to partners to aid in program evaluation*

*Applying knowledge of program performance measures and data to drive program outcomes, achieve program goals, and ensure quality improvement*

*Making recommendations for continuous program quality improvement*

*Facilitating collaboration and feedback amongst partners*

If “dissatisfied” or “very dissatisfied” is selected for any matrix item above, this question will be displayed. Each matrix item for which “dissatisfied” or “very dissatisfied” is selected is displayed in italics.

Please explain your response and provide recommendations for improvement.



When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)

No more than 3 choice(s) may be answered.

In your opinion, what are the three most important areas where your CDC project officer could improve? Select up to 3 areas.

Communication

- Providing timely, accurate, and complete responses to requests for information and assistance
- Managing conflict in a respectful, positive way to result in strengthening of relationships

Program Planning

- Applying knowledge of the awardees' political, regulatory, and social/cultural context
- Demonstrating knowledge of cooperative agreement and/or grant policy and administration

Program Management

- Identifying concerns and developing recommendations to resolve problems related to program operations
- Educating awardees on CDC requirements, information management systems, tools, and resources
- Using various technologies to engage and interact with partners at a distance (e.g., hosting virtual meetings)
- Coordinating and consulting with subject matter experts and partners to provide technical assistance and capacity-building support
- Demonstrating knowledge of the ways in which health agency governance structure and organization impact program delivery

Program Evaluation

- Coordinating and consulting with subject matter experts and providing guidance to partners to aid in program evaluation
- Applying knowledge of program performance measures and data to drive program outcomes, achieve program goals, and ensure quality improvement

Public Health Practice

- Translating public health concepts and research into practice
- Demonstrating knowledge of basic public health science as it relates to program activities
- Providing guidance on the use of surveillance data to monitor changes in the health of a population
- Describing program-specific public health problems using relevant data

Partnership Management

- Responding to program partner's needs with flexibility
- Facilitating collaboration and feedback amongst partners
- Making recommendations for continuous program quality improvement

Other area:

- Other, please specify:

If respondents select more than 3 answers, they will be shown this error message and will not be able to continue within the instrument until 3 or less selections are made.



**When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)**

Have you engaged your CDC project officer in support of innovative financing (e.g., braiding and/or layering funding)?

- Yes
- No

**IF respondent selects "Yes" for the previous question, they will receive the question directly below:**

Did your CDC project officer facilitate this process?

- Yes
- No

If "Yes" is selected, respondent will be shown question directly below.

Please describe how your CDC project officer assisted in this process.

Please describe how your CDC project officer could better assist in this process.

If "No" is selected, respondent will be shown question directly to the right.

**When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)**

Overall, my CDC project officer:

- Does not meet my expectations at all
- Somewhat meets my expectations
- Meets my expectations
- Exceeds my expectations
- Significantly exceeds my expectations

If "Does not meet my expectations at all" or "Somewhat meets my expectations" is selected, respondent will be shown question directly below.

How could your CDC project officer improve to meet your expectations?

If "Exceeds my expectations" or "Significantly exceeds my expectations" is selected, respondent will be shown question directly to the right

Please describe how your CDC project officer has exceeded your expectations.

### Part III: Site Visits

#### Part III: Site Visits

When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)

Since receiving the Notice of Award for this CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS) cooperative agreement/grant, how many site visits have been conducted to date?

- More than two
- Two
- One
- None
- I don't know

→ If "More than two," "Two," or "One" is selected, respondent will be shown the matrix question below.

The frequency of site visits is:

- Too frequent
- Just about right
- Too infrequent



When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)

Please indicate your level of agreement with the following statements:

	Strongly Disagree	Disagree	Agree	Strongly Agree	<a href="#">Have Not Observed</a>
Site visits were coordinated adequately with public health staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Site visits occurred at appropriate times in the program's funding cycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevant public health agency staff were included in site visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with CDC site visit(s) to my agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



For each matrix for which the respondent selects “Strongly Disagree” or “Disagree,” they will be shown the corresponding text entry questions directly below:

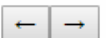
When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)

You indicated that you **disagreed** or **strongly disagreed** with the following statement: Site visits were coordinated adequately with public health staff. How could CDC improve this element of the site visit process?

You indicated that you **disagreed** or **strongly disagreed** with the following statement: Site visits occurred at appropriate times in the program’s funding cycle. How could CDC improve this element of the site visit process?

You indicated that you **disagreed** or **strongly disagreed** with the following statement: Relevant public health agency staff were included in site visits. How could CDC improve this element of the site visit process?

You indicated that you **disagreed** or **strongly disagreed** with the following statement: Overall, I am satisfied with CDC site visit(s) to my agency. How could CDC improve this element of the site visit process?



## Part IV: Site Visits

### Part IV: Project Officer Turnover

When answering the questions on this page, please consider the CDC cooperative agreement/grant DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)

Have you experienced CDC project officer [turnover](#) with this CDC cooperative agreement/grant **DP16-001 | Pregnancy Risk Assessment Monitoring System (PRAMS)**? *Turnover refers to either a permanent or temporary change to your main point of contact during this project.*

- Yes
- No

**IF respondent selects "Yes" for the previous question, they will receive the question directly below:**

Indicate your level of satisfaction with how CDC handled the transition to a new CDC project officer.

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied

If "Very dissatisfied" or "Dissatisfied" is selected, respondent will be shown question directly below.

Please explain what CDC did to facilitate a smooth transition to the new CDC project officer.

If "Satisfied" or "Very Satisfied" is selected, respondent will be shown question directly to the right

Please explain what CDC could do to improve how transitions associated with CDC project officer turnover are handled in the future.

Please share any best practices and/or final recommendations about how CDC and its project officers can better support you and your public health agency's work.



We thank you for your time spent taking this survey.  
Your response has been recorded.

**End of Instrument**

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