

# **State and Local Human Services Customer Feedback**

**OMB Information Collection Request  
0970 - 0356**

## **Supporting Statement**

### **Part B**

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Submitted By:  
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## **B1. Respondent Universe and Sampling Methods**

The State and Local Human Services Customer Feedback study will gather actionable data, feedback and recommendations from state and local human services systems about their key priorities and challenges and ways that ACF can support their work. ACF will use this information to inform the development of a strategy and plan to remove barriers and support state/local systems change and redesign of services that is human-centered and improves the economic and social well-being of families. The sample for this study includes the entire universe of state human services commissioners (i.e. Secretary, Director, or Chief Executive Officer) of human and social services in each state and a sample of county-level human services commissioners. The county-level commissioners will be drawn from the American Public Human Services Association's (APHSA) National Council of Local Human Service Administrators' membership list.

There is minimal burden involved with this collection. For this reason, we expect a higher response rate (nearly 60% participation) among state commissioners who are contacted because they have more regular communication with ACF. We expect a lower response rate (25% participation) from local county commissioners who are contacted because that is closer to the typical response rate for national organizations conducting surveys of their state members.

## **B2. Procedures for Collection of Information**

During Phase 1, the sample will be invited to participate in the study via email invitation (see Appendix A, Email Template Invitation) with a link to a web-based survey (see Appendix B, State Human Services Commissioner Feedback Survey and Appendix C, County Human Services Commissioner Feedback Survey). The email invitation will explain that the survey is completely voluntary and that responses will be kept private. The respondents will be given 3 weeks to respond to the survey and a reminder will be sent once a week for non-respondents.

During Phase 2, results from the survey will be used to refine an interview protocol to be used for Regional Listening Sessions. We will submit the final Listening Session protocol once it is refined as a nonsubstantive change request. During this phase, the sample will be invited to participate in regional, in-person 2-hour Listening Sessions where respondents will be asked questions using a semi-structured interview protocol to ask in-depth questions about state and local human services commissioners' barriers and challenges with implementing ACF programs and recommendations for improvement for ACF.

## **B3. Methods to Maximize Response Rates and Deal with Nonresponse**

### ***Expected Response Rates***

The expected response rate for Phase 1 survey for state human services commissioners is 60%. The expected response rate from county human services commissioners is 25%. We anticipate that more state and human services commissioners will complete the survey than county commissioners. The 25% response rate is similar to response rates provided by other national organization who have conducted membership surveys. In Phase 2, we also expect an 80% response rate because it will be difficult to achieve 100% response rates given the busy chief executive schedules for the in-person Listening Sessions.

### ***Dealing with Nonresponse***

For Phase 1 web-based survey, ACF will send weekly reminder emails to non-respondents to encourage them to complete the survey by the due date.

For the Phase 2 Listening sessions, ACF will make every effort to accommodate scheduling for state and local commissioners.

### ***Maximizing Response Rates***

The study team will be accommodating of respondents' schedules for the Phase 2 Listening Sessions. We can be flexible about the meeting dates and times and will make every effort to schedule the sessions when the majority of the respondents can participate.

### **B4. Tests of Procedures or Methods to be Undertaken**

The draft data collection instruments will be pre-tested by Federal staff to ensure that web-based survey software works properly (e.g. skip patterns) and that the time estimates to complete are accurate.

### **B5. Individual(s) Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data**

Nicole Detering, Social Scientist, Office of Planning, Research and Evaluation