

# **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:**

Office of Population Affairs Training and Technical Assistance (T/TA) Satisfaction Survey

## **PURPOSE:**

The Office of Population Affairs (OPA) at the U.S. Department of Health and Human Services (HHS) requests permission to conduct regular assessments of grantees’ satisfaction with the support that OPA routinely offers as part of its regular services to grantees. This includes an episodic survey to assess provision of training and technical assistance. Episodic surveys assess specific training and/or technical assistance activities such as webinars and conference calls between grantees, OPA staff and OPA contractors. Results of these surveys will provide OPA with ongoing information that may be used to improve the quality of future grantee support.

## **DESCRIPTION OF RESPONDENTS:**

OPA funds Teen Pregnancy Prevention (TPP) grantees and Family Planning (Title X) grantees. The contractor will contact Teen Pregnancy Prevention (TPP) grantee and Family Planning (Title X) grantees who attended the training and/or technical assistance activity. The universe of organizations to be contacted includes Fiscal Year 2018 TPP Grantees, FY 2019 TPP Grantees, and FY 2020 TPP Grantees (a total of 114 grantee respondents).

## **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) – T/TA survey | 2,736              | 5/60               | 228 hours        |
| <b>Totals</b>                                                        | <b>2,736</b>       | <b>5/60</b>        | <b>228 hours</b> |

**FEDERAL COST:** The estimated annual cost to the Federal government is \$18,096.

For cost calculations, we estimate 240 hours of time for a GS-13. These hours account for OPA staff to create and distribute the surveys, and then collect and review customer feedback.

**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.** OPA will collect contact information from grantee participants. The grant programs, listed by category, are displayed in the Table 1 below.

**Sampling Plan.** The universe of potential respondents will include all OPA grantees. The grant programs, listed by category, are displayed in the Table 1 below.

The survey would be administered after each technical assistance activity. We estimate 24 activities for the 114 TPP grantees. Therefore, we will have up to 2,736 respondents for the technical assistance surveys.

**Table 1. Number of grantees to which survey will be distributed by program and tier within OPA grant programs**

| <b>OPA Grant Program/Tier</b>                                                                                                                                                                                    | <b>N</b> | <b>Tier Count (n)</b> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------------|
| Teen Pregnancy Prevention (TPP) – total number                                                                                                                                                                   | 114      |                       |
| Family Planning (Title X) – total number                                                                                                                                                                         |          |                       |
| TPP by FY and tier:                                                                                                                                                                                              |          |                       |
| <b>FY18</b>                                                                                                                                                                                                      |          |                       |
| <b>Tier 2 Phase 1</b> – New and Innovative Strategies                                                                                                                                                            |          | 14                    |
| <b>FY19</b>                                                                                                                                                                                                      |          |                       |
| <b>Tier 1 Phase 1</b> – Replication of Programs Proven Effective through Rigorous Evaluation to Reduce Teenage Pregnancy, Behavioral Risk Factors Underlying Teenage Pregnancy, or Other Associated Risk Factors |          | 29                    |
| <b>FY20</b>                                                                                                                                                                                                      |          |                       |
| <b>Tier 1</b> – Optimally Changing the Map for Teen Pregnancy through Replication of Programs                                                                                                                    |          | 54                    |
| <b>Tier 2</b> – Innovation and Impact Network Grants: Achieving Optimal Health and Preventing Teen Pregnancy in Key Priority Areas                                                                               |          | 13                    |
| <b>Tier 2 Phase 2</b> – Evaluation of Promising Interventions to Prevent Teen Pregnancy and Achieve Optimal Health                                                                                               |          | 4                     |
|                                                                                                                                                                                                                  |          |                       |
| <b>TOTAL</b>                                                                                                                                                                                                     | 114      | 114                   |

**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.**