

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

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**TITLE OF INFORMATION COLLECTION:**

ADVANCING THE RESPONSE TO COVID-19: SHARING PROMISING PROGRAMS AND PRACTICES FOR RACIAL AND ETHNIC MINORITY COMMUNITIES VIRTUAL SYMPOSIUM WEBINAR ASSESSMENT

**PURPOSE:**

THE HHS OFFICE OF MINORITY HEALTH (OMH) IS HOSTING A VIRTUAL SYMPOSIUM ON THURSDAY, SEPTEMBER 17, 2020 TO HIGHLIGHT STATE, TRIBAL, TERRITORIAL AND COMMUNITY-BASED EFFORTS TO ADDRESS COVID-19 AMONG RACIAL AND ETHNIC MINORITY POPULATIONS. THE ADVANCING THE RESPONSE TO COVID-19: SHARING PROMISING PROGRAMS AND PRACTICES FOR RACIAL AND ETHNIC MINORITY COMMUNITIES VIRTUAL SYMPOSIUM WILL FEATURE NATIONAL, STATE, TRIBAL AND LOCAL EXPERTS LEADING THESE EFFORTS AND IS DEVELOPED FOR PUBLIC HEALTH LEADERS AT ALL LEVELS AND COMMUNITY ORGANIZATIONS CONFRONTING THE PANDEMIC.

THE INFORMATION COLLECTION WILL ASSESS CUSTOMER SATISFACTION WITH ELEMENTS OF THE VIRTUAL SUMMIT.

**DESCRIPTION OF RESPONDENTS:**

PUBLIC HEALTH PRACTITIONERS; STATE, LOCAL, TRIBAL AND TERRITORIAL OFFICIALS, REPRESENTATIVES FROM COMMUNITY-BASED ORGANIZATIONS, WHO SHARE AN INTEREST IN LEARNING PROMISING APPROACHES TO COMBATING COVID-19

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

Customer Comment Card/Complaint Form  
 Usability Testing (e.g., Website or Software)  
 Focus Group

Customer Satisfaction Survey  
 Small Discussion Group  
 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: \_\_\_Dianne Rucinski, PhD, Evaluation Officer, Office of Minority Health/ Office of the Assistant Secretary

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

**Personally Identifiable Information:**

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

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden hour
INDIVIDUALS SUCH AS PUBLIC HEALTH PRACTITIONERS; STATE, LOCAL, TRIBAL AND TERRITORIAL OFFICIALS, REPRESENTATIVES FROM COMMUNITY-BASED ORGANIZATIONS	1,500	15/60	375
<b>Totals</b>	<b>1,500</b>	15/60	<b>375</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \_\_\_\$10,000\_\_\_\_\_

**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?  
[X ] 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 PERSONS WHO REGISTER FOR THE VIRTUAL SYMPOSIUM WILL BE PROVIDED AN OPPORTUNITY TO COMPLETE THE POST-SYMPOSIUM ASSESSMENT. THERE WILL BE NO SAMPLING.

**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.**

**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.

**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.

**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.

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