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Office of Information and Regulatory Affairs (OIRA)
Office of Management and Budget (OMB)

From: Marco Beltran
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Date: January 13, 2022

Subject: NonSubstantive Change Request – Generic Information Collection under the Generic for the Collection of Routine Customer Feedback (OMB #0970-0401)

This memo requests approval of nonsubstantive changes to an approved information collection within the Generic Clearance for the Collection of Routine Customer Feedback (OMB #0970-0401): Standard Feedback Survey for the National Center for Health, Behavioral Health, and Safety's Training and Technical Assistance Offerings.

Background

This information collection is currently approved until June 30, 2024 under OMB #0970-0401.

The information collection is a feedback form on training and technical assistance provided to Head Start grantees, including Office Hours attendees of the Office of Head Start's National Center for Health, Behavioral Health, and Safety (NCHBHS), Center of Excellence for Infant and Early Childhood Mental Health Consultation (IECMHC). Facilitators of the Office Hours requested satisfaction questions regarding the format of delivery. Responses to the feedback survey are used to determine the success of Training and Technical Assistance (TTA) offerings and to inform continuous quality improvement of future TTA efforts.

Overview of Requested Changes

The change to this instrument is non-substantial. Changes include:

- Offering in parentheses alternative terms to “presenter” (e.g., “facilitator”).
- Minor revisions on options provided to respondents including reducing the options of roles that can be selected from 49 to 8 options.
- Revised the gender question to reflect recommended format by the World Professional Association for Transgender Health EMR Working Group:
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3721165/>
- Replaced three questions with five questions to better capture satisfaction of the respondent.
- Updated an item on Mental Health Needs to be more inclusive of staff.
- Added five items on social determinants of health (SDOH).

These changes will enable the feedback form to align with resource grantee expectations of the training and technical assistance and provide the facilitators with useful grantee feedback.

Time Sensitivities

The next monthly Office Hours session is scheduled for Monday, January 24, 2022 and would benefit from approval of the proposed changes.