

Request for Approval under the “Fast Track Generic Clearance for the Collection of Qualitative Feedback on the Substance Abuse and Mental Health Services Administration (SAMHSA) Service Delivery” (OMB Control Number: 0930-0393)

TITLE OF INFORMATION COLLECTION: SAMHSA’s Publications and Digital Products Website Registration Survey

PURPOSE: SAMHSA is tasked under 42 UCS § 290aa with developing and distributing materials for the prevention, treatment, and recovery from mental health and substance use disorders. To improve customer service and lessen the burden on the public to locate and obtain these materials, SAMHSA has developed a website (<https://store.samhsa.gov>) that includes more than 500 of its publications and digital products free of charge.

[TITLE 42](#) > [CHAPTER 6A](#) > [SUBCHAPTER III-A](#) > [Part A](#) > § 290aa. Substance Abuse and Mental Health Services Administration: The Secretary, acting through the Administrator, shall — (16) maintain a clearinghouse for substance use and mental health information to assure the widespread dissemination of such information to States, political subdivisions, educational agencies and institutions, treatment providers, and the general public.

DESCRIPTION OF RESPONDENTS: When a member of the public chooses to order hard-copy publications, it is necessary for SAMHSA to collect certain customer information to fulfill the request. To further lessen the burden on the public and to provide the level of customer service that the public has come to expect from product websites, SAMHSA has developed a voluntary registration process for its publications and digital services website that allows customers to create accounts. Through these accounts, SAMHSA customers can access their order histories and save their shipping addresses. This will reduce the burden on customers having to re-identify materials they’ve previously ordered and to re-enter their shipping information each time they place an order with SAMHSA. During the customer account registration process, SAMHSA will ask customers to provide optional demographic information that helps SAMHSA evaluate the use and distribution of its publications and improve services to the public.

As part of the website registration process, SAMHSA will collect customer information such as name, mailing address, telephone number, and email address. SAMHSA will also collect optional customer demographic information, such as affiliation, SAMHSA grantee identification information, and reasons for interest in mental and substance use disorders information. SAMHSA will use this information to conduct customer analyses that inform materials development, assist in forecasting inventory needs, and identify additional ways SAMHSA can improve customer service.

The information collection consists of the following:

- The pool of SAMHSA Publications Web Site Registration Survey Questions (Attachment 1)
- SAMHSA Main Site Survey version (Attachment 2)
- SAMHSA Store Survey version (Attachment 3)

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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:

The collection is voluntary.

The collection is low burden for respondents and low-cost for the federal government.

The collection is non-controversial and does not raise issues of concern to other federal agencies.

The results are not intended to be disseminated to the public.

Information gathered will not be used for the purpose of informing policy decisions.

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.

X

Carlos Graham
SAMHSA Reports Clearance Officer

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

Personally Identifiable Information:

Is personally identifiable information (PII) collected? Yes No

If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No

If Yes, has an up-to-date System of Records Notice (SORN) 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

If yes, please provide a description of the incentive, the monetary value, and a justification of the amount:

BURDEN HOURS

Estimated Annual Reporting Burden							
	Number of Respondents	Annual Frequency per Response	Total Annual Responses	Hours per Response	Total Hours	Hourly Wage Cost	Total Hour Cost
SAMHSA Main Site Survey version	13,000	1	13,000	0.22	2,860	\$27 ⁱ	\$77,274
SAMHSA Store Survey version	9,000	1	9,000	0.38	3,420	\$27	\$92,340
Total			22,000		6,280		\$169,614

FEDERAL COST: SAMHSA estimates that 96 contractor staff person hours per year are needed to maintain website registration records in the Knowledge Management database. Using an hourly wage of \$64.23 per hour, SAMHSA estimates the total average annual contractor staff cost to be \$6,166.

SAMHSA estimates that the total annual federal government staff cost for monitoring the registration and data management processes is \$1,052.

The total estimated federal and contractor staff cost for this data collection is \$7,218. SAMHSA does not anticipate any equipment maintenance costs.

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

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 [X] No

If the answer is yes, provide a description of both below (or attach the sampling plan)? If the answer is no, provide a description of how you plan to identify your potential group of respondents, and how you will select them?

SAMHSA collects all customer information for website registration via a series of web forms on the samhsa.gov domain. Customers can submit the forms at their leisure, or they can call SAMHSA’s toll-free contact center at 1-800-662-HELP and an information specialist will submit the forms on their behalf. SAMHSA is collecting the information electronically to reduce the burden on the respondent and to streamline the data-capturing process.

Administration of the Instrument

How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

Will interviewers or facilitators be used? Yes No

ⁱ The hourly wage of \$27.00 was calculated based on an average of the weighted 2021 NSDUH respondents' personal annual income hourly wage of \$28.00 and a \$25.94 hourly wage based on the Occupational Employment and Wages, Mean Hourly Wage rate for Community and Social Service Occupations (<https://www.bls.gov>).