

**Health Resources and Services Administration**  
**SUPPORTING STATEMENT**  
**Federal Cervical Cancer Collaborative (FCCC) Post-Roundtable Evaluation**

**A. Justification**

1. Circumstances of Information Collection

The Health Resources and Services Administration (HRSA) currently has approval under the generic clearance, Office of Management and Budget (OMB) Control No. 0915-0212, to conduct customer satisfaction surveys and focus groups. This collection of information helps fulfill the requirements of:

- a. Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

This is a request for OMB approval of a qualitative voluntary customer satisfaction survey or focus group under HRSA's generic clearance. HRSA's Office of Women's Health (OWH) is reviewing and approving the content of a contractor-delivered survey to obtain feedback from participants of a series of Federal Cervical Cancer Collaborative (FCCC) Roundtable meetings. The FCCC is a federal partnership between HRSA OWH, National Institutes of Health (NIH) National Cancer Institute, NIH Office for Research on Women's Health, HHS Office of Population Affairs in the Office of the Assistant Secretary for Health, HRSA Office of Regional Operations, and Centers for Disease Control and Prevention Division of Cancer Prevention and Control. The FCCC received \$389,230 in funding and has requirements to conduct a Roundtable meeting series to strengthen coordination between Federal partners and stakeholders and identify approaches to inform and accelerate the uptake and implementation of cervical cancer prevention, screening, and treatment approaches in HRSA-supported and safety-net settings of care.

Executive Order 12862 directs agencies that "provide significant services directly to the public" to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services". The objective of surveying participants of the FCCC Roundtable meetings is to guide the contractor in planning future Roundtable meetings and to inform the development of Roundtable meeting deliverables including a Toolkit for Provider Support and a Federal Opportunities Report.

2. Purpose and Use of the Information

Despite noteworthy reductions in incidence and associated mortality as a result of the introduction of screening programs, cervical cancer remains a sentinel malignancy of health disparities in the U.S. and its territories. The FCCC Roundtable series will strengthen coordination between Federal partners and stakeholders and identify approaches to inform and accelerate the uptake and implementation of cervical cancer prevention, screening, and treatment approaches in HRSA-supported and safety-net settings of care. For the purposes of this effort,

safety-net settings of care include: Health Centers (HCs) funded by Section 330 of the Public Health Service Act, Ryan White Clinics, Critical Access Hospitals, Rural Health Clinics, and Title X service sites.

The primary use for information gathered through the FCCC Post-Roundtable survey is to guide the contractor in planning future Roundtable meetings and to inform the development of Roundtable meeting deliverables including a Toolkit for Provider Support and a Federal Opportunities Report. This survey is being administered and managed by the FCCC Contractor NORC at the University of Chicago, who will only use information gathered for internal purposes to gain better understanding of participants' experiences attending the FCCC Roundtable meetings. HRSA OWH's only role in this evaluation is to review and approve the content of the survey.

Survey respondents will include participants of four roundtable meetings, including clinicians, public health personnel, health center directors, and researchers active in cervical cancer prevention, screening, and management based in the U.S. Virgin Island and Puerto Rico, as well as representatives from National Organizations and Associations and Federal Agencies. The survey will include Likert scale questions on participants' perceptions of the Roundtable meetings focused on clarity of meeting objectives, clarity of participation expectations, comfortability in sharing opinions, ability for peer learning, and technology use. The remaining questions are open-ended and focus on suggestions for future roundtable meetings, priority topics to highlight in the Roundtable deliverables, and resources relevant for cervical cancer care in safety-net settings. A copy of the survey instrument is attached.

NORC staff will inform each respondent by email that participation in the survey is voluntary and the information provided will only be shared internally with the evaluation team members. The information provided from the surveys will be important feedback regarding our customers' satisfaction and suggestions for improvement of aspects of the FCCC Roundtable meeting series and deliverables.

### 3. Use of Improved Information Technology

This survey exclusively uses electronic collection techniques. One hundred percent of responses will be collected electronically via Qualtrics software.

### 4. Efforts to Avoid Duplication

This survey is designed to reflect the experiences of participants of a novel federal collaboration roundtable meeting series. This survey has been reviewed carefully to avoid potential duplication. The proposed survey is unique to this activity and the information is not found elsewhere.

### 5. Involvement of Small Entities

This survey will not have a significant impact on small businesses or other small entities.

### 6. Consequences if Information Collected Less Frequently

Information will only be collected one-time to help evaluate delivery of FCCC Roundtable meetings and to inform the meeting deliverables. There are no legal obstacles to reduce the burden.

7. Consistency With the Guidelines in 5 CFR 1320.5(d)(2)

These surveys will be implemented in a manner fully consistent with 5 CFR 1320.5(d)(2).

8. Consultation Outside the Agency

In accordance with 5 CFR 1320.8(d), a 60 day notice was published in the Federal Register, 85 Fed. Reg. 81210 (December 15, 2020) for HRSA's generic clearance, OMB Control No. 0915-0212. No public comments were received.

9. Remuneration of Respondents

Not Applicable.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents. This collection of information will not collect personally identifiable information from respondents.

11. Questions of a Sensitive Nature

The survey does not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

*Respondents:*

Survey respondents will include participants of four roundtable meetings including clinicians, public health personnel, health center directors, and researchers active in cervical cancer prevention, screening, and management based in the following regions/entities: 1) U.S. Virgin Islands; 2) Puerto Rico; 3) National Organizations and Associations; and 4) Federal Agencies. Approximately fifty responses from each meeting will be collected one time for a total of approximately 200 responses. Estimated response time per survey is 5 minutes.

*Annual burden estimates:*

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
FCCC Post-Roundtable Evaluation	200	1	200	0.083	16.6	\$41.30/hr	\$685.58
<b>Total</b>	<b>200</b>	<b>1</b>	<b>200</b>	<b>0.083</b>	<b>16.6</b>	\$41.30/hr	\$685.58

*Planned frequency of information collection:*

This is a one-time project.

13. Estimates of Annualized Cost Burden to Respondents

The only associated cost to respondents is their time to provide the requested information.

14. Estimates of Annualized Cost to the Government

A team of external contractor staff will carry out this electronic survey. There is no estimated annual cost to the government.

15. Change in Burden

Not Applicable. This is a new activity under HRSA's generic clearance and will be included in the total burden currently approved by OMB under OMB Control No. 0915-0212.

16. Plans for Analysis and Timetable of Key Activities

The electronic survey will be conducted after each of the four meetings in the Roundtable series that are scheduled accordingly:

US Virgin Islands	March 9-10, 2022
Puerto Rico	March 23-24, 2022
National Organizations & Associations	April 21, 2022
Federal Agencies	June 16, 2022

The survey will remain open for data collection for approximately 10 days. NORC staff will manage the data collection procedures including preparing and administering the survey and will manage the data analysis procedures. Likert scale questions will be analyzed using descriptive statistics, and narrative information from the open-ended questions will be examined using

descriptive analysis. Findings will only be used for internal service improvement and will not be generalized to the public. There are no plans for publication of any survey results.

17. Exemption for Display of Expiration Date

No exemption is being requested. The expiration date will be displayed.

18. Certifications

This information collection activity will comply with the requirements in 5 CFR 1320.9.