

**SUBMISSION OF INFORMATION COLLECTION UNDER THE  
Generic Clearance for the Collection of Qualitative Feedback on Agency Service  
Delivery**

**DATE OF REQUEST:** 01.04.2022

**SUB AGENCY (I/C):** HHS/AHRQ

**TITLE:** TA User Feedback for Program and User Support and Quality Measure Tool Development for CAHPS® and SOPS™

**GENERIC CLEARANCE UNDER OMB#:** 0935-0179

**EXP. DATE:** 11/30/2023

**ABSTRACT:**

In order to assess the effectiveness of the CAHPS and SOPS technical assistance that Westat provides, Westat will ask those that receive technical assistance to complete a brief web-based questionnaire. The feedback will allow Westat to evaluate its performance in meeting user needs and to identify ways to improve its customer service. Westat will ask all users who contact the CAHPS technical assistance mailbox (CAHPS1@westat.com) and the SOPS technical assistance mailbox ([SafetyCultureSurveys@westat.com](mailto:SafetyCultureSurveys@westat.com)) to complete a brief web based questionnaire hosted on SurveyMonkey. SurveyMonkey was chosen because it allows for free, easy to use and secure web-based administration. The questionnaire addresses user experience with obtaining timely and useful technical assistance.

**TOTAL ANNUAL BURDEN APPROVED:** 3,383 Hours Per year

**BURDEN USED TO DATE:** 1687 hours.

**BURDEN THIS REQUEST:** 54 hours.

**FEDERAL COST:** The estimated annual cost to the Federal government is **\$9,871**\_\_.

**IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?**

\_\_\_ YES    \_\_\_ NO    x N/A

**OBLIGATION TO RESPOND:**

x VOLUNTARY  
\_\_\_ REQUIRED TO OBTAIN OR RETAIN BENEFITS  
\_\_\_ MANDATORY

**HOW WILL THIS SURVEY BE OFFERED?**

X WEB SITE  
\_\_\_ TELEPHONE INTERVIEW  
\_\_\_ MAIL RESPONSE  
\_\_\_ IN PERSON INTERVIEW  
\_\_\_ OTHER: \_

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