

ACF Peer Support Services Survey

Administration for Children and Families Generic for Engagement Efforts

0970 – 0630

Supporting Statement Part B

November 2024

Submitted By:
Immediate Office of the Assistant Secretary (IOAS)
Administration for Children and Families
U.S. Department of Health and Human Services

4th Floor, Mary E. Switzer Building
330 C Street, SW
Washington, D.C. 20201

Overview of Study Objectives

ACF is looking to collect information on how current peer support services offered within social services programs were developed and maintained, to understand what worked well, identify challenges, and explore opportunities where ACF can foster growth. Efforts and findings from this survey will inform ACF's understanding of needs, challenges, and potential opportunities that may lead to development of key resources, improvements to existing programming, and exploration of emerging approaches.

B1. Respondent Universe and Sampling Methods

Target Population

The target populations for this survey are program providers or program administrators and peer support workers who provide peer services across ACF grant recipients and the human services field.

Recruitment

To receive a diverse group of respondents, we aim to recruit up to 150 program providers/administrators and 150 peer support workers. To reach potential respondents, we will use ACF grantee and other stakeholder lists and platforms (e.g. email, newsletter, social media) to distribute the request. By focusing on both program providers/administrators and peer support workers, we aim to capture two specific points of view: those at the program level who handle funding and operations, and peer support workers who interact with program participants.

Appropriateness of Study Design and Methods for Planned Uses

Using a survey for this effort will provide ACF with the information needed to meet the purposes outlined in this request while not being overly burdensome on respondents. This is an appropriate mechanism to help ACF begin to identify what is working and what can be improved upon as this field continues to grow.

B2. Procedures for Collection of Information

Data Collection Processes

The surveys will be distributed to ACF grantees, ACF newsletters and social media, and other stakeholder lists. If data collection overlaps with the Thanksgiving federal holiday, a second round of communication will be sent.

There are two versions of the survey, one for those serving in peer support worker roles and one for those administering peer support service programs. Each version will be offered in English or Spanish. There are slightly different questions for each of the respondent groups. One link to the survey will be included and the survey will be programmed with skip logic so each respondent type completes the correct version of the survey. Questions in both surveys are a mix between open-ended short answer and multiple choice. The survey will take 15-20 minutes to complete in order to reduce the burden on participants and make it manageable. Participants will be informed of the planned uses of the information collected, that their participation is voluntary, and that their information will be kept private. This survey is not including any personally identifiable information from the individual respondents.

Data Handling

The survey will be administered and analyzed in Qualtrics. To identify potential errors within the survey, the team will pre-test the survey internally to confirm the accuracy of the time estimate. If there are errors with the survey once it has been deployed, the team will close the survey and relaunch it once the errors have been corrected. The team will conduct survey quality checks on a weekly basis to identify and address errors.

Data Analysis

The data will be analyzed by the contractor team, ACF project leads, and other relevant and interested staff within ACF.

Data will be analyzed, and findings will be reported and shared with internally and will be used to inform planning efforts at ACF related to development of key resources, improvements to existing programming, and exploration of emerging approaches.

Use Information Collected

The information collected will be analyzed to identify common themes, helping to understand the current state of peer support services. This analysis will also contribute to the growing base of knowledge that informs future research. Additionally, the findings will guide the direction of ACF efforts to support peer support and peer navigation programs in social services by providing a better understanding of lessons learned and identifying gaps in resources and support.

The following are some examples of ways in which we may share information resulting from the data collection: informational resources, presentations, infographics, communications, or other documents relevant to the field, such as federal leadership and staff, grantees, local implementing agencies, and/or T/TA providers.

B3. Methods to Maximize Response Rates and Deal with Nonresponse

Response Rates / Nonresponse

The survey is not designed to produce statistically generalizable findings. Participation is at the respondent's discretion. Response rates will only be calculated for internal analyses and will not be reported.

As participants will not be randomly sampled and findings are not intended to be representative, non-response bias will not be calculated. Respondent geographical demographics will be documented and reported in written materials associated with the data collection.

B4. Test of Procedures or Methods to be Taken

Development of Data Collection Instruments

The surveys have been reviewed by ACF to ensure the questions asked, language used, and the length of the survey meet the needs of this effort. Collaborative efforts were taken to offer multiple choice answers where possible to limit short answer responses. ACF also reviewed the survey questions with

Office of Planning, Research, and Evaluation and staff from three program offices to ensure accessibility of language and appropriateness of information requested from participants.

B5. Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data

Name	Organization	Emil
Nicole Dobbins	IOAS	nicole.dobbins@acf.hhs.gov
Raessa Singh	IOAS	Raessa.Singh@acf.hhs.gov
Anne Miller	IOAS	anne.miller@acf.hhs.gov
Kelley VanMaldeghem	Deloitte	kvanmaldeghem@deloitte.com
Kristen McGrath Dugan	Deloitte	kmdugan@deloitte.com
Mariana Chahrouri	Deloitte	mchahrouri@deloitte.com

Attachments

1. Peer Support Services Survey: Program Provider or Program Administrator (English and Spanish)
2. Peer Support Services Survey: Peer Support Worker (English and Spanish)