Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: Customer Satisfaction of Military Community Support Programs Services

PURPOSE: Military Community and Family Policy (MC&FP), Military Community Support Programs oversees two federally funded contracts: Military OneSource and the Military Family Life Counseling program. Department of Defense (DoD) Service Providers may request support from these programs in the form of contractors providing services to the military community during short-term events, such as requesting a Child and Youth Behavioral Counselor to support a summer camp, or a non-medical counselor to provide counseling during a natural disaster. DoD Service Providers request these services through the Business Operations Support System (BOSS) after a service is completed.

This collection will provide DoD Service Providers an opportunity to rate their level of satisfaction with the service provided by the contractor, allowing the government to receive direct feedback on contractor performance. Data will be collected electronically after completion of requested service.

DESCRIPTION OF RESPONDENTS: Department of Defense Service Providers who have requested a Military Community Support Program service through the BOSS. This stakeholder group has distinct information needed to inform improvement of support to Military OneSource and Military Family Life Counseling customers.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [] Small Discussion Group
[ ] Focus Group   [ ] Other:_____

CERTIFICATION:

I certify the following to be true:
1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> policy decisions.
6. 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.

Name: <u>Erika Slaton, Director, Military Community Support Programs</u>

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?   [ ] Yes [X] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [X] No

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS (**Note: We based these numbers yearly**)

Category of Respondent	No. of Respondents	Participation Time	Burden
Service Providers who have requested a service through the BOSS	900	.083	74.7 hours
Totals	**900**	.083	74.7 hours

*The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

PUBLIC COST: The estimated annual cost to the public is $2,448.

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
1. 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
Customers who have recently requested services through the Business Operations Support System (BOSS) will be asked to complete this short form after service completion to give feedback on the services provided.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
        [X] Web-based or other forms of Social Media
        [ ] Telephone
        [ ] In-person
        [ ] Mail
        [ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [X] No