Request for Approval under the "Fast Track 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-Military OneSource Call Center Support Services

PURPOSE:

Military Community and Family Policy, Military OneSource Case Management System (CMS), offers call center and online support for consultations on a number of issues such as career opportunities, issues specific to families with a member with special needs, health coaching, financial and tax counseling and resources, and non-medical counseling. Military OneSource has masters-level consultants available by telephone and email, to provide service members and their families with practical suggestions and support for issues that nearly everyone faces, like locating resources for elder care, handling a move, or nurturing a relationship with a deployed spouse.

This collection will provide participants an opportunity to rate their level of satisfaction with the support service provided by the Counselor/Consultant/Coach, allowing the government to receive direct feedback on contractor performance. Data will be collected after every service is completed.

DESCRIPTION OF RESPONDENTS:

Individuals contacting Military OneSource who have received support for relocation, work life, and peer support. Each caller to Military OneSource will have distinct needs and preferences. Therefore, it is critical to collect feedback from each of them in support of this effort.

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

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals who have requested service through the Military OneSource Call Center	720	.17	122.40
Totals	720	**.17**	122.40 **Hours**

PUBLIC COST: The estimated annual cost to the public is: $3,643.00
The Respondent's hourly wage was determined by using the mean hourly wage across all occupations ($29.76) from Bureau of Labor Statistics Website (http://www.bls.gov/oes/current/oes_nat.htm).

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?
                                                                [X] Yes   [ ] No

Individuals contacting Military OneSource to receive support for the identified topics will receive an email with a link to participate in the customer satisfaction survey.

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