**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:** Department of Defense Domestic Abuse Victim Advocate (DAVA) feedback for the National Organization of Victim Advocates (NOVA) information session

**PURPOSE:** Military Community and Family Policy. Military Community Advocacy (MCA) Coordinated Community Response (CCR) has partnered with National Organization for Victims Assistance (NOVA) to provide the Services domestic abuse victim advocates (DAVAs) training and credentialing. MCA will host meeting for DAVA attendees for NOVA to inform them of the credentialing process. The purpose of this collection is to obtain feedback from the information session DAVA attendees.

This collection will provide DAVAs an opportunity to rate their level of satisfaction with the information sessions provided by NOVA. The data collected will allow NOVA to receive direct feedback that will be used to identify the helpfulness of individual information sessions as well as strategies for better understanding professional responsibilities of DAVAs.

**DESCRIPTION OF RESPONDENTS**: All individuals that took part in the information sessions are Department of Defense Family Advocacy Program personnel fulfilling the role of DAVAs. All DAVAs are either Federal government employees or are contracted through the Service department to provide victim advocacy and supportive services to military and military affiliated victims of domestic and child abuse. Therefore, it is critical to collect feedback from 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 not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential 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: Marissa L Thompson, Program Analyst, Military Community Advocacy, Coordinated Community Response

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** |
| Family Advocacy Program DAVAs who attended the information sessions  | 60 | .17 | 10 Hours |
| **Totals** | 60 | .17 | 10 Hours |

\*The public reporting burden for this collection of information is estimated to average 10 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 \_$251.00\_\_\_\_\_\_\_\_\_

The Respondent's hourly wage was determined by using the federal schedule for a GS 9 Step 3 employee ($25.06 hourly) [General Schedule (opm.gov)](https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2023/general-schedule/)

**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? [ X] Yes [ ] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Potential respondents include all DAVAs in attendance at individual information sessions. As participation in information sessions is voluntary, with the number of potential respondents varying between sessions, this information collection effort opts for a convenience sample of attendees at each session. This will provide a straightforward sampling strategy to ensure potential feedback is collected from all participants.

**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

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