

**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: Domestic Abuse Victims Advocate
Certification and Training Evaluation Plan (PWS 4.3) – DAVA Training Feedback

PURPOSE: Military Community Advocacy Directorate (MCAD) wants to better understand the needs of Domestic Abuse Victim Advocates (DAVA). Supporting the needs of more than 5 million service members and their immediate family members, MCAD is “directly responsible for establishing quality-of-life policies and programs that help our guardians of country, their families and survivors be well and mission ready”. Thus, investigating DAVAs perceptions, attitudes, and needs not only falls within the purvey of MCAD to establish quality of life policies and programs but also assists with ensuring service members are well and mission ready.

The DAVA Certification and Training Evaluation Plan (PWS 4.3) involves developing an evidence-informed, comprehensive assessment of DAVA training and credentialing needs. The current data collection gathers DAVA feedback following individual training sessions. Central to this point, the overarching plan will assess whether a military-specific DAVA credential should be developed to improve efficiencies as well as save time and resources, in an effort to expedite and improve DAVA proficiency.

This collection will provide participants an opportunity to rate their level of satisfaction with the training provided by the National Organization for Victim Advocacy (NOVA), allowing the government to receive direct feedback on individual DAVA specific trainings provided during 2024. Data will be collected after every training is completed.

DESCRIPTION OF RESPONDENTS: Potential respondents include all current Army, Navy, Marine, and Airforce DAVAs attending a live or asynchronous training session provided by NOVA for DAVAs.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion 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 Thompson, Military Community
Advocacy

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

Personally Identifiable Information:

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

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? ☐ Yes ☒ No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Government	300	10 Minutes	50 hours
Other DAVA Respondents (federal contractors)	300	10 Minutes	50 hours
Totals	600	20 Minutes	100 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 \$2,508.00

The Respondent's hourly wage was determined by using the federal schedule for a GS 9 Step 3 employee (\$25.06 hourly/\$4.18 per response) [General Schedule \(opm.gov\)](https://www.opm.gov/policy-data-oversight/pay-schedules/)

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 current Army, Navy, Marine, and Airforce DAVAs attending a live or asynchronous training session provided by NOVA for DAVAs. All participants at each training will be requested to voluntarily complete the training feedback form which will be administered through Qualtrics.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - ☒ Web-based or other forms of Social Media
 - ☐ Telephone
 - ☐ In-person
 - ☐ Mail
 - ☐ Other, Explain
2. Will interviewers or facilitators be used? ☐ Yes ☒ No

Please make sure that all instruments, instructions, and scripts are submitted with the request.