

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB 0704-0553)

TITLE OF INFORMATION COLLECTION: Customer Satisfaction of Military Community Support Programs Services – MCSP Site Visits

PURPOSE: Military Community and Family Policy (MC&FP), Military Community Support Programs (MCSP) oversees two federally funded contracts: Military OneSource and the Military Family Life Counseling program (MFLC). MCSP staff conducts periodic site visits for contract oversight/program surveillance to ensure the programs are meeting the needs of service members and their families. The purpose of the site visit is to conduct surveillance of MCSP programs (MFLC and Military OneSource), to garner feedback from stakeholders across installations about the programs, identify challenges and opportunities with program execution, and inform relevant stakeholders on overall programmatic efforts. Installations are tasked (in CATMS) 4-months prior to site visits being conducted.

This collection will help enhance MCSP team with understanding of the user experience and shape the report we provide to stakeholders after the visit. This questionnaire is anonymous and feedback will not be attributed to individuals. Each questionnaire is voluntary and typically takes less than five minutes to complete. Thank you for providing your feedback.

Identified stakeholders are provided with pre-visit surveys 6-8 weeks before the site visit. Post-visit surveys will be provided to site visit participants 1-2 weeks after the site visit has been conducted.

DESCRIPTION OF RESPONDENTS: Department of Defense stakeholders who may interact with MFLC and MilitaryOneSource Service Providers (i.e., Installation Leadership (Commanders, Embedded Unit Leadership), Senior Enlisted and Officer Spouses, Family Support Centers, Schools (DoDEA/Public), Child/Youth Programs, Chaplains, and Military OneSource State Consultant and Call Center Operations) to garner feedback on the programs.

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: Erika Slaton, Director, Military Community Support Programs

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 (Note: We based these numbers yearly)

Category of Respondent	No. of Respondents	Participation Time	Burden
Service Providers who may interact with Military and Family Life Counselors and Military OneSource	100	.166	16.7 hours
Totals	100	.17	17 hours

*The public reporting burden for this collection of information is estimated to average 5 minutes per survey (10 minutes total), 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 \$595.00.

The Respondent's hourly wage was determined by using the hourly wage for GS12 Step 1 (Base Hourly Rate \$35.67) from the Office of Personnel Management Website extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2024/GS_h.pdf. The cost for development of the survey forms will be \$4929.64 under an existing digital services contract.

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 ☐ No

Potential customers/respondents are Service Providers who utilize services through the Business Operations Support System (BOSS).

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