

SUPPORTING STATEMENT B

Veteran Financial and Credit Counseling Services Study

OMB Control Number: 2900-NEW

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Provide a numerical estimate of the potential respondent universe and describe any sampling or other respondent selection method to be used. Data on the number of entities (e.g., households or persons) in the universe and the corresponding sample are to be provided in tabular format for the universe as a whole and for each strata. Indicate expected response rates. If this has been conducted previously include actual response rates achieved.

A rough estimate of the potential respondent universe is a total of 10,000. We will use convenience sampling of financial and credit counselors, homeless program providers and subject matter experts. This survey has not been conducted before, but we conservatively estimate a response rate of 17-20%.

Estimated total potential respondents

Category of respondent	Estimated number of potential respondents
Financial and credit counselors	4,000
Homeless programs providers	5,500
Subject matter experts	500
TOTAL	10,000

2. Describe the procedures for the collection of information, including:

- **Statistical methodology for stratification and sample selection**
- **Estimation procedure**
- **Degree of accuracy needed**
- **Unusual problems requiring specialized sampling procedures**
- **Any use of less frequent than annual data collection to reduce burden**

We will use simple convenience sampling and a short brief online self-report survey. We anticipate the survey will take on average 20 minutes, and we will collect basic demographic information to describe the demographics of respondents. We do not anticipate any unusual problems or participant burden from the survey invitation.

3. Describe methods to maximize response rate and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield “reliable” data that can be generalized to the universe studied.

To reduce participant burden, we will send out the survey to all potential respondents once. We will send out two reminders to all potential respondents about 1 month apart after the initial survey invitation. We have very limited demographic or geographic information about potential respondents so we will not be able to examine differences between respondents and non-respondents because there is no feasible way to obtain information about non-respondents without violating privacy protections. However, our reminder invitations will encourage participation. We expect sizable numbers of participants to complete the survey which will provide some confidence in the generalizability of the results.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions of 10 or more individuals.

No tests of procedures or methods will be undertaken other than the short brief survey distributed.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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