

## SUPPORTING STATEMENT – PART B

### 1. Description of the Activity

Department of War Survivor Survey will collect information from primary and secondary next of kin on the quality of casualty assistance provided to next of kin of military decedents (N=900). Based on previous years, we are expecting a 57-62% response rate (~570 persons).

### 2. Procedures for the Collection of Information

This collection uses computer-assisted telephone interviews. Survey questions will be used to provide a snapshot of the current and emerging concerns with the quality of casualty assistance provided to next of kin of military decedents. Data analysis will be descriptive. Student's T-Test will also be used to evaluate the significance of trends.

A census survey is utilized to allow for an adequate final sample size to look at important subgroups and thereby increasing the usefulness of the data. With the use of the computer-aided telephonic interview, we anticipate a participation rate of 57-62% percent.

### 3. Maximization of Response Rates, Non-response, and Reliability

Discuss methods used to maximize response rates and to deal with instances of non-response. Describe any techniques used to ensure the accuracy and reliability of responses is adequate for intended purposes. Additionally, if the collection is based on sampling, ensure that the data can be generalized to the universe under study. If not, provide special justification.

This study will employ several approaches to maximize response rate and reliability.

**Introductory Letter:** A letter will be mailed to the primary next of kin a month before the surveyor plans to contact them telephonically, allowing the primary next of kin to opt out or schedule a time that is most convenient for them.

**Service Support:** If a phone number is incorrect or not listed, an email is sent to the appropriate Service requesting a correct phone number.

**Live Consultant:** Military OneSource Call Center Consultants make seven attempts, on different days of the week and at different times of the day to reach survivors. If a survivor does not answer, a scripted voicemail is left with a phone number should the survivor want to return the call.

### 4. Tests of Procedures

Describe any tests of procedures or methods to be undertaken. Testing of potential respondents (9 or fewer) is encouraged as a means of refining proposed collections to reduce

respondent burden, as well as to improve the collection instrument utility. These tests check for internal consistency and the effectiveness of previous similar collection activities.

The survey has been quality reviewed to ensure clarity and accuracy and to ensure it does not take longer to complete than anticipated. Military OneSource Call Center Consultants routinely provide feedback on questions that may lack clarity.

5. Statistical Consultation and Information Analysis

a. Provide names and telephone number of individual(s) consulted on statistical aspects of the design.

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b. Provide name and organization of person(s) who will actually collect and analyze the collected information.

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