Survey on Healthy Marriage and Responsible Fatherhood Practices for Collecting and Monitoring Outreach and Recruitment Data

Formative Data Collections for Administration for Children and Families (ACF) Program Support

OMB Information Collection Request
0970 - 0531

Supporting Statement

Part B

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Part B

B1. Respondent Universe and Sampling Methods

This generic information collection (GenIC) request is for a web-based survey of staff from Healthy Marriage and Responsible Fatherhood (HMRF) grant recipients who have a current account to use the nFORM (Information, Family Outcomes, Reporting, and Management) management information system. The Administration for Children and Families (ACF) requires that all HMRF grants use nFORM to collect performance measures data and report to ACF on HMRF grant-funded activities.

The study team will survey all active nFORM users with either a site administrator, case manager, or general user account type (as these accounts are only available to grant recipient staff). The entire universe of approximately 1,500 grant staff with nFORM accounts will be surveyed; the study team will not select a sample of nFORM users. Survey responses will not be representative of all HMRF grant recipients; this limitation will be noted in all written and verbal summaries of the findings. The study findings are not intended to promote statistical generalization to other grant types or service populations.

B2. Procedures for Collection of Information

ACF will use findings from the web survey to identify opportunities for future enhancements to nFORM. The survey will ask about whether and how grant recipients currently collect and monitor data on activities that take place before a client is enrolled in nFORM, and how that information could be used to monitor and improve their programs. More specifically, programs may use information on outreach activities, such as participation in community events, and on the characteristics of potential clients, to track whether they are reaching their target population. Collecting this data in nFORM could provide grant recipients and ACF with more consistent information and better tools for program monitoring and continuous quality improvement.

The web survey was designed to collect only pertinent information needed to understand grant recipients' experiences and perspectives on collecting and using outreach and recruitment data. As noted in Supporting Statement A, this information is not intended to be used as the principal basis for public policy decisions and is not expected to meet the threshold of influential or highly influential scientific information.

This information collection will be conducted by staff from Mathematica, the contractor to ACF for the Building Usage, Improvement, and Learning with Data in HMRF Programs (BUILD HMRF) project. The Mathematica study team will email a link to the web survey to the approximately 1,500 grant recipient staff who have an active nFORM account. The study team will use the secure QuestionPro platform to administer the survey and will store responses to the survey on a secure drive. For more information about protecting the privacy of clients who participate in the study, see A10 in Supporting Statement Part A of this package.

Once data collection is completed, the Mathematica study team will analyze survey responses to identify themes and potential implications for nFORM enhancements. The findings will help ACF identify opportunities for enhancing nFORM for the next cohort of HMRF grant recipients. Findings may also be included in a public report. The team will note any limitations of the data. Once analysis of responses is complete, the team will destroy the survey data.

B3. Methods to Maximize Response Rates and Deal with Nonresponse

Expected Response Rates

The study team will email the survey one time once approval is received from OMB to all grant recipient staff with an nFORM user account. There are currently about 1,500 nFORM user accounts assigned to grant staff. Based on response rates over time to a quarterly customer satisfaction survey of nFORM users who request help desk support (GenIC 0970-0401), we estimate the response rate to this survey will be approximately 33 percent, or 500 respondents.

Maximizing Response Rates and Dealing with Nonresponse

During the data collection, the study team will monitor survey responses to identify and resolve any potential challenges. To increase response rates, the team will send a reminder email one week after the initial email invitation to recipients who have not yet completed a survey.

The survey is not designed to produce statistically generalizable findings and participation is wholly at the respondent's discretion. Because survey respondents will not be randomly sampled and findings are not intended to be representative, non-response bias will not be calculated.

B4. Tests of Procedures or Methods to be Undertaken

Not applicable; the web survey was not pre-tested with individuals prior to this submission.

B5. Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data

The following individuals at ACF and Mathematica are leading the study team:

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Attachments

Instrument 1: Survey on HMRF Practices for Collecting and Monitoring Outreach and Recruitment Data