

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-0953)

TITLE OF INFORMATION COLLECTION: Interviews to solicit feedback on COVID-19 Worker Factsheets

PURPOSE:

The Centers for Disease Control and Prevention (CDC), National Institute for Occupational Safety and Health (NIOSH) seeks approval from the Office of Management and Budget (OMB) to collect information from a group of customers about their reactions to COVID-19 factsheets for workers in specific industries. CDC/NIOSH has created several factsheets for specific worker groups in response to the COVID-19 pandemic, and continues to produce new factsheets for additional groups of workers. Findings from these interviews with workers and managers from the industry groups these factsheets are designed for will enable CDC/NIOSH to improve the factsheets that are being produced for the current emergency response, as well as future emergency response guidance documents.

In order to provide good customer service, NIOSH would like feedback from workers and managers on the quality and usefulness of the existing factsheets and the redesigned template for future factsheets, as well as preferences for how they might access and use the information in the factsheets. The interview will seek to answer the following main questions: Is the factsheet content actionable? Will the audience actually use it? How would they find or seek it? NIOSH proposes conducting 24-30 interviews to collect this information. Results will be used to improve information delivery and plan future factsheets.

DESCRIPTION OF RESPONDENTS:

Respondents are grocery store workers and managers, rideshare and taxi service workers and managers, and nail salon workers and managers in the Cincinnati metropolitan area.

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: interview

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.

- 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: Dr. Thomas Cunningham

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

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
- 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

A \$25 token of appreciation will be given to participants. .

BURDEN HOURS

Type of Respondent	No. of Respondents	No. of Responses per Respondent	Average Burden per Response (in hours)	Burden (hours)
Workers and managers	30	1	30/60	15
Total				15

FEDERAL COST: The estimated annual cost to the Federal government is \$10,000 (fee for service payment to contractor to recruit and interview respondents, and deliver summary findings).

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

- 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

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?

The contractor for this task maintains a list of potential respondents from several different industries. This list comprises the entire universe of possible respondents. Only the subset that respond to recruitment communications will be invited to complete the interview. Participation will be completely voluntary.

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

Interviewers will be asking participants to review printed materials. In many cases, the interviews will need to be conducted in person, at a distance of six or more feet, outdoors, while both interviewer and participant are wearing a mask. This will be necessary for interviews with workers who are unable to access documents via email and the web, and are unable to print the materials that are being reviewed. When possible (i.e., with those participants who are able to access and print the documents to be reviewed for the interview), the interview will be conducted over the phone.

2. Will interviewers or facilitators be used? Yes No