

Health Resources and Services Administration
SUPPORTING STATEMENT
Maternal, Infant, and Early Childhood Home Visiting Program All Grantee Meeting
Feedback Forms

A. Justification

1. Circumstances of Information Collection

The Health Resources and Services Administration (HRSA) currently has approval under the generic clearance, Office of Management and Budget (OMB) Control No. 0915-0212, to conduct customer satisfaction surveys and focus groups. This collection of information helps fulfill the requirements of:

- a. Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

This is a request for OMB approval of qualitative voluntary customer satisfaction surveys under HRSA's generic clearance.

The Maternal and Child Health Bureau's Division of Home Visiting and Early Childhood Systems (DHVECS) conducts numerous training and technical assistance (TA) activities to support Maternal, Infant, and Early Childhood Home Visiting Program (MIECHV) awardees in the implementation of their grants. TA activities are conducted both by federal staff and contracted TA providers. In order to assess MIECHV awardee's customer satisfaction with the TA activities associated with the annual MIECHV All Grantee Meeting, HRSA is proposing to implement All Grantee Meeting feedback forms. Federal staff and contracted TA providers plan to use the information from these surveys for program improvement purposes only. The MIECHV Program is authorized under the Bipartisan Budget Act of 2018 through fiscal year 2022.

Executive Order 12862 directs agencies that "provide significant services directly to the public" to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services". The objectives of this data collection request is to assess MIECHV awardee's customer satisfaction with the training and technical assistance services provided to them by federal staff and contracted TA providers. Federal staff and contracted TA providers will only leverage information collected through survey tools to improve the quality and effectiveness of TA offerings or for program improvement purposes.

2. Purpose and Use of the Information

The purpose of this information collection request is to assess participant satisfaction with the MIECHV All Grantee Meeting (AGM), a TA activity offered through a contracted TA provider. The overall purpose of the AGM feedback forms is to collect immediate awardee feedback on

their experiences at the AGM in order to make improvements to service delivery. Contractors will protect the integrity of the data collected, provide opportunities for honest feedback, and maintain the confidentiality of survey participants. Data analysis for each tool will include basic descriptive statistics and qualitative analysis of responses.

HRSA provides TA to awardees through multiple means. Specifically, the surveys included in this clearance package will evaluate customer satisfaction with the AGM overall and individual sessions offered during the meeting.

Awardee satisfaction surveys will effectively solicit feedback for different AGM sessions, and are included in this clearance package. HRSA has attempted to standardize these customer feedback and satisfaction surveys to ensure that findings are comparable across TA modalities.

This information collection request contains two types of customer feedback and satisfaction surveys:

- The 2019 MIECHV All Grantee Meeting Feedback Form (see Attachment A)
- The 2019 MIECHV All Grantee Meeting Individual Session Feedback Form (see Attachment B)

Surveys will be implemented following the conclusion of individual sessions during the meeting and once at the conclusion of the meeting. Surveys will be provided to all meeting participants who participated in the activity. Completion of the survey is voluntary.

Feedback contained in the surveys will be summarized and used by federal staff and contracted TA providers to identify the strengths and weaknesses of particular AGM sessions and the meeting overall. The surveys will also be used more broadly to identify sessions and content that AGM participants find most useful. In addition, participant feedback on TA activities conducted by contracted TA providers is an essential component of the assessment of contractor performance. By collecting this information, HRSA is better able to assess the performance of contractor personnel and promote accountability to high-quality TA delivered by contractors. Feedback and satisfaction data will also be used to inform a continuous quality improvement framework to test and refine TA strategies.

3. Use of Improved Information Technology

In general, HRSA plans to use web-based survey delivery software, such as SurveyMonkey to provide the feedback forms to meeting participants. The use of a web-based application will reduce reporting burden and ease data collection and analysis. HRSA estimates that 100% of survey responses will be collected electronically.

4. Efforts to Avoid Duplication

This information is not available through any other source and is not currently being collected. The proposed information collection is specific to participants in ongoing MIECHV TA activities.

5. Involvement of Small Entities

Proposed data collection includes participants attending the MIECHV All Grantee Meeting. Generally, participation does not involve small entities, as most participants represent awardee organizations, which are typically state governments. No small businesses will be involved in this proposed information collection. Additionally, completion of the data collection forms is purely voluntary.

6. Consequences if Information Collected Less Frequently

Information will be collected following the conclusion of each AGM session and the AGM itself. Less frequent collection of this information will impede HRSA's ability to utilize feedback and satisfaction data in order to tailor TA activities to awardee preferences. Contracted TA providers are contractually obligated to conduct, submit, and utilize awardee feedback and satisfaction surveys in order to assess their work and engage in improvement activities.

There are no legal obstacles to reduce the burden.

7. Consistency With the Guidelines in 5 CFR 1320.5(d)(2)

These surveys will be implemented in a manner fully consistent with 5 CFR 1320.5(d)(2).

8. Consultation Outside the Agency

The notice required in 5 CFR 1320.8(d) was published in the *Federal Register* on November 13, 2017, (Vol. 82, No.217, pages 52308-52309). No public comments were received.

9. Remuneration of Respondents

No remuneration is sought for this proposed data collection activity.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents. No personally identifiable information will be collected as part of this proposed data collection activity.

11. Questions of a Sensitive Nature

No questions of a sensitive nature will be asked as part of this proposed data collection activity.

12. Estimates of Annualized Hour Burden

Respondents:

Respondents include participants attending the MIECHV All Grantee Meeting. HRSA estimates that approximately 190 meeting participants and an average time to complete the AGM

Feedback Form of 0.08 hours and an average time to complete the Individual Session Feedback Form of 0.03 hours. The total annual burden estimate for respondents is 51.2 hours.

This burden estimate is based on the number of sessions included at the AGM.

Exhibit 12.A - Annual respondent burden estimates:

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
AGM Feedback Form	190	1	190	.08	15.2	\$33.91(\$67.82 accounting for fringe benefits and overhead)	\$1,030.84
AGM Individual Session Feedback Form	1200	1	1200	.03	36	\$33.91(\$67.82 accounting for fringe benefits and overhead)	\$2,441.52
Total	1,390		1,390		51.2		\$3,472.36

This information collection request contains two types of customer feedback and satisfaction surveys: the All Grantee Meeting Feedback Form (see Attachment A), and; All Grantee Meeting Individual Session Feedback Form (see Attachment B). The annual burden estimate table summarizes the number of respondents per year per form (note that respondents do not represent an unduplicated count as the same respondent may participate in multiple TA activities per year).

Planned frequency of information collection:

Information will be collected at the conclusion of each AGM session, and once at the end of the conference.

13. Estimates of Annualized Cost Burden to Respondents

HRSA anticipates the total annualized cost to respondents to be \$3,472.36 (Exhibit 12.A). No capital or start-up costs are associated with this information collection request. The total annualized cost estimate is related to the time for respondents to complete and submit satisfaction surveys. This annualized cost to respondents is based on the average wage of state government employed Social and Community Service Manager from the 2017 Bureau of Labor Statistics report on Wage Estimates (Bureau of Labor Statistics, 2018) multiplied by 2 to account for the costs of fringe benefits and overhead. The wage is then multiplied by the estimated total respondent hours for each form.

14. Estimates of Annualized Cost to the Government

Costs to the federal government fall into the following categories:

- Cost for overseeing contracted TA providers
- Costs of contractual support for survey administration, analysis, and reporting

Exhibit 14.A - Annual Cost to Government Estimates:

Type of Cost	Description of Services	Annual Cost
Oversight of Contractors (Government Program Analyst - 10%)	Federal staff time to oversee contractors who administer TA activities	\$10,631
Cost of Contractual Support	Time and effort for contractors to administer, analyze, and report on satisfaction surveys	\$15,000

HRSA anticipates the average annual cost for the federal government will include personnel costs for contractual oversight. This will include a federal program analyst at Grade 13 Step 4 (\$51.11 hourly rate) (Office of Planning and Management, 2018) for 208 hours. Additionally, the federal government supports the TA contractor who administers the AGM satisfaction surveys on behalf of the federal government. HRSA estimates that these activities constitute 5% of total contract costs.

The total cost to the federal government for these activities is \$25,631 per year (Exhibit 14.A).

15. Change in Burden

Not Applicable. This is a new activity under HRSA's generic clearance and will be included in the total burden currently approved by OMB under OMB Control No. 0915-0212.

16. Plans for Analysis and Timetable of Key Activities

Plans for analysis include aggregation and descriptive statistics of survey results in order to summarize grantee feedback on TA activities. TA satisfaction surveys will be administered throughout the All Grantee Meeting and at the conclusion of the meeting. Surveys administered by contracted TA providers will be summarized in report submitted to HRSA.

17. Exemption for Display of Expiration Date

No exemption is being requested. The expiration date will be displayed.

18. Certifications

This information collection activity will comply with the requirements in 5 CFR 1320.9.

REFERENCES

Bureau of Labor Statistics (2018). May 2017 National Occupational Employment and Wage Estimates, 11-9151 Social and Community Service Managers. Retrieved from <https://www.bls.gov/oes/2017/may/oes119151.htm>

Office of Planning and Management (2018). SALARY TABLE 2018-DCB. Retrieved from https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2018/DCB_h.pdf