

## **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-1050)**

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**TITLE OF INFORMATION COLLECTION:** Understanding the Use of CDC Resources and Tools during 2017 Hurricane Disaster Response

**PURPOSE:** CDC recently established five Hurricane Response Hub Technical Assistance Centers (HRHTACs) in jurisdictions impacted by the 2017 Hurricanes Harvey, Irma, and Maria. The HRHTACs serve as the coordinating body within each jurisdiction, leading public health workforce capacity building activities in disaster-related surveillance, environmental, and occupational health needs.

The purpose of this information collection is to gather individual feedback from public health professionals in each of the funded jurisdictions on the use of CDC-provided tools and resources during the 2017 hurricane disaster response. Participants will include key leadership from the public health department in each jurisdiction.

Information gathered in the individual in-depth interviews will be used to develop a plan to modify and improve disaster response tools and resources. Conducting these interviews will help ensure that CDC develops and funds appropriate tools and resources that public health departments can use to successfully implement disaster response activities.

**DESCRIPTION OF RESPONDENTS:**

Respondents will include leadership at each of the HRHTACs or their partner organizations.

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input type="checkbox"/> Customer Satisfaction Survey                    |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                          |
| <input type="checkbox"/> Focus Group                                   | <input checked="" type="checkbox"/> Other: Individual In-Depth 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.
6. 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: \_\_\_\_\_

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ No

2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Applicable, has a System or Records Notice 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

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Public Health Professionals	50	60 minutes	50 hours
<b>Totals</b>	<b>50</b>		<b>50 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$18,750. This estimate is based on contractor support for development of the interview questions, data collection, data analysis, and report preparation.

**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**

1. 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?

Each HRHTAC will be asked to identify respondents for the individual interviews. Respondents will have knowledge of the disaster response plans in the jurisdiction and what tools and processes are used during a disaster response.

**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
2. Will interviewers or facilitators be used? ☒ Yes ☐ No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

**Attachments:**

Attachment 1. Individual In-Depth Interview Discussion Guide (English)

Attachment 2. Individual In-Depth Interview Discussion Guide (Spanish)