Attachment A

**Calculation of Burden**

**(1) Resource Support Requests**

ACL proposes to ask aging/disability service and legal service providers who may need various forms of resource support a series of questions in order to appropriately deliver needed assistance in a targeted and efficient manner. These questions will be presented through a web-based Uniform Resource Support Request Tool (URSRT) that will be used for soliciting and accepting requests for Legal Training, Case Consultation, and Technical Assistance. ACL proposes to ask the following questions through the URSRT:

* First and Last Name [Fillable field]
* E-mail address [Fillable field ]
* State [Select from a drop-down menu]
* Organization Name [Fillable field ]
* Type of Organization [Select one of the following from a drop-down menu: Title III-B attorney, Legal Services Corporation attorney, Other Legal Services attorney, Other Elder Law attorney, Other Legal Services professional, Aging and/or Disability Network Professional, Other]
* Job Title [Select one of the following from a drop-down menu: Executive Director, Management, Staff Attorney, Counselor, Other]
* Requesting technical assistance on a legal issues or systems development? [Select from drop-down menu: Legal Topic, Systems Development]
  + - Legal Topic [If selected, select one of the following from a drop-down menu income, health care, long-term care, nutrition, housing, utilities, and protective services, defense of guardianship, abuse, neglect, and age discrimination and miscellaneous]

N*ote:* Advance Planning is categorized under defense of guardianship, Consumer Protection is categorized under miscellaneous, Economic Security is categorized under income and Supported Decision-Making is categorized under guardianship defense.

* Systems Development [If selected, select one of the following from a drop-down menu: Data Collection and Reporting, Developing Comprehensive Needs and/or capacity Assessment Tools, Integrating Low-Cost Delivery Mechanisms, Developing Targeting and Outreach Strategies, Developing Legal Service Delivery Standards, Establishing Statewide Legal Training Agendas, Other]
  + - Short description of anticipated resource support outcome. For example: “As a result of information provided by this technical assistance, a legal services provider will more efficiently target outreach to elders with economic and social need, as required by the Older Americans Act” [Require respondents limit answer to 200 characters]

**Estimated Number of Responses:**

ACL expects to receive (30) responses to questions presented in the URSRT from Legal Assistance Developers (LADs) (Title VII, Section 731) housed in SUAs and (50) responses from Older Americans Act (OAA) Title III-B legal providers in the first year.

These projected figures are based on a total of approximately 50 LADs and 900 III-B legal providers across the country who may have a need for the comprehensive resource support offered through the URSRT. Also, previous experience under the National Legal Resource Center (NLRC) (which offered a similar array of services to LADs) provides an indicator of response rate. In subsequent years, the URSRT will be targeted for use by other groups within aging/disability and elder rights networks and thus may increase responses to as high as 1000. For example, target audience could be broadened to include sources of low cost delivery, such as legal hotlines, State Bar referral services and law school elder law clinics.

**Total Estimated Burden Hours:**

The burden hours is calculated as (1) minute and 54 seconds to complete the URSRT per respondent, with a total of 2.53 hour, annually. The figure is determined based on ACL field testing of 8 providers working within aging/disability/legal networks who measured the time required to fully submit request by answering the required questions using a standardized form: LADs, Older Americans Act-funded III-B legal and associated providers, and State Health Insurance Assistance (SHIP) program directors.

**(2) Legal Training, Case Consultation, Technical Assistance Requests**

ACL proposes to ask legal and aging/disability providers, who request Legal Training, Case Consultation or Technical Assistance through the web-based Uniform Resource Support Request Tool (URSRT), for the following information:

* First and Last Name [Fillable field]
* E-mail address [Fillable field]
* State [Select from a drop-down menu]
* Organization Name [Fillable field]
* Type of Organization [Select one of the following from a drop-down menu: Title III-B attorney, Legal Services Corporation attorney, Other Legal Services attorney, Other Elder Law attorney, Other Legal Services professional, Aging and/or Disability Network Professional, Other
* Please identify the service you are requesting: [Select one of the following from a drop-down menu: Legal Training, Case Consultation, Technical Assistance on Legal Services Delivery, or General NCLER Information]

**Estimated Number of Responses:**

ACL expects between 13,000 and 14,000 requests annually through an ACL sponsored website Resource Support portal.  The figure is determined based on ACL field testing of 8 providers working within aging/disability/legal networks who measured the time required to fully submit request by answering the required questions using a standardized form: LADs, Older Americans Act-funded III-B legal and associated providers, and State Health Insurance Assistance (SHIP) program directors.

The projected figures are determined based on current trends of number of requests the contractor and subcontractors receive for similar services such as Training and Case Consultation. For example, previously, the contractor typically provided between 50 - 200 case consultations and received 950 training webinar registrants per month. Assuming a similar monthly pattern projected into a one year period, ACL anticipants between 13,000 and 14,000 requests for resource support requests per year through the web-based Uniform Resource Support Request Tool (URSRT). In subsequent years, enhanced public awareness of the availability of Legal Training, Case Consultation, and Technical Assistance within aging/disability/legal networks may result in an annual response rate of as high as 16,000.

**Total Estimated Burden Hours:**

The burden hours are calculated at (1) minute 42 seconds for each respondent to make a request for Training, Case Consultation, or Technical Assistance.  ACL estimates a high end of 14,000 responses with burden hours totaling 397 hours, annually.

**(3) Performance Outcome Measurement**

ACL proposes that NCLER ask legal and aging networks professionals that receiveLegal Training, Case Consultation, and Technical Assistance a series of survey questions presented in the web-based Uniform Resource Support Request Tool (URSRT) in order to properly assess audience targeting, participant satisfaction and outcomes of training and technical assistance delivery as required by the NCLER contract.

* First and Last Name [Fillable field]
* E-mail address [Fillable field]
* State [Select from a drop-down menu]
* Organization Name [Fillable field ]
* Type of Organization [Select one of the following from a drop-down menu: Title III-B attorney, Legal Services Corporation attorney, Other Legal Services attorney, Other Elder Law attorney, Other Legal Services professional, Aging and/or Disability Network Professional, Other]
* Job Title [Select one of the following from a drop-down menu: Executive Director, Management, Staff Attorney, Counselor, Other]
* Please rank the quality of assistance provided in this (Legal Training/Case Consultation/Technical Assistance) [Select one of the following from a drop-down menu: Poor, Needs Improvement, Adequate, Good, Excellent]
* Did the assistance provided by this (Legal Training/Case Consultation/Technical Assistance) contribute to a successful resolution of a specific client issue? [Select one of the following from a drop-down menu: Strongly Disagree, Disagree, Agree Somewhat, Agree, Strongly Agree]
* If requesting assistance on legal services delivery, will the assistance provided contribute to the successful completion of one or more of the following: legal needs and capacity assessments, legal services delivery plans, legal service delivery standards, or data collection/reporting systems? [Select one of the following from a drop-down menu: Strongly Disagree, Disagree, Agree Somewhat, Agree, Strongly Agree]

**Estimated Number of Responses:**

ACL expects between 3,000 and 3,500 responses to follow up surveys gaging participant satisfaction and service impact derived from Training, Case Consultation, or Technical Assistance. In subsequent years, due to increased volume of resource support provided, survey responses may increase to as high as 4,500.

The projected figures are determined based on an estimate of the total number participants who received a training, case consultation or technical assistance service and how many of these participants will respond to the survey. The estimate is derived from the current participants who receive similar services from the contractor and subcontractors. For example, the contractor currently reaches up to 950 individuals for two trainings per month and provides between 50 to 200 case consultations per month. Assuming a similar trend, and about a 25% response rate, ACL expects between 3,000 and 3,500 responses to follow up surveys gaging participant satisfaction and service impact.

**Total Estimated Burden Hours:**

The burden of hours is calculated at (1) minute and 3 seconds for each respondent to complete a survey gaging satisfaction and service impact. ACL estimates a high end of 3,500 responses with burden hours totaling 61.25 hours, annually.