

**Request for Approval under the “Generic Clearance for the Collection of Qualitative
Feedback on the Service Delivery of the Consumer Financial Protection Bureau”
(OMB Control Number: 3170-0024)**

TITLE OF INFORMATION COLLECTION:

Training Feedback from Participants in Pilot Evaluation of Financial Empowerment Training Programs

PURPOSE:

The Bureau’s Office of Financial Empowerment (Empowerment) is responsible for developing strategies to improve the financial capability of low income and economically-vulnerable consumers, such as consumers who are unbanked or underbanked, those with thin or no credit file, and households with limited savings. Pursuant to the Bureau’s authorities under the Dodd-Frank Wall Street Reform and Consumer Protection Act, Public Law No. 111-203 (Dodd-Frank Act), Empowerment has a need to evaluate training programs and practices involved in training front-line case managers to provide information and education designed to improve the financial outcomes and capability of these vulnerable consumers.

Empowerment will be conducting a pilot evaluation of a financial empowerment training (FET) toolkit that is currently in development. Through this collection, data will be collected from two sets of respondents. As the initial phase of this pilot evaluation, a cohort of 25 participants will participate in a web-based training that introduces them to the FET toolkit.

Following this web-based training, Empowerment and its contractor plan to ask these 25 participants to complete a short evaluation survey. Through this survey, pilot participants will be asked to assess the effectiveness of the web-based training, provide suggestions for how it can be improved, and report on how prepared they feel to conduct their own trainings about the toolkit. The data that are collected through this survey will inform subsequent revisions to Empowerment’s training strategies and approaches.

DESCRIPTION OF RESPONDENTS:

Data will be collected from a set of 25 people who are participants in the pilot study. These participants will receive the initial web-based training about the FET toolkit, after which they will be asked to complete this short (20 minute) evaluation survey. These participants will themselves be trainers who have agreed to subsequently conduct their own trainings with case managers about the FET toolkit.

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: Online Evaluation Survey

CERTIFICATION:

By submitting this document, the Bureau certifies 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.
7. The results will not be used to measure regulatory compliance or for program evaluation.

Personally Identifiable Information:

- 1. Is personally identifiable information (PII) collected? [] Yes [X] 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 [X] Not Applicable
- 3. If Applicable, has a System or Records Notice been published?
[] Yes [] No [X] Not Applicable

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Category of Respondent	Number of Respondents	Participation Time	Burden
Pilot Participants	25	20 min.	8 hrs, 20 min.
Totals	25	--	8 hrs, 20 min.

FEDERAL COST: The estimated annual cost to the Federal government is \$2,000.

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?

Data will be collected from the entire set of 25 members of the pilot training cohort. They will be selected to participate in the pilot based on their interest and willingness to complete all the pilot activities, which include participating in the initial web-based training and conducting their own trainings of case managers on the use of the FET toolkit. CFPB and its contractor will also select pilot participants to ensure diversity within the group in terms of geography and content expertise.

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.