

PAPERWORK REDUCTION ACT SUBMISSION

Please read the instructions before completing this form. For additional forms or assistance in completing this form, contact your agency's Paperwork Clearance Officer. Send two copies of this form, the collection instrument to be reviewed, the Supporting Statement, and any additional documentation to: **Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 17th Street NW, Washington, DC 20503.**

1. Agency/Subagency originating request Court Services and Offender Supervision Agency	2. OMB control number a. _____ b. <input checked="" type="checkbox"/> None
3. Type of information collection (check one) a. <input checked="" type="checkbox"/> New collection b. <input type="checkbox"/> Revision of a currently approved collection c. <input type="checkbox"/> Extension, without change, of a currently approved collection d. <input type="checkbox"/> Reinstatement, without change, of a previously approved collection for which approval has expired e. <input type="checkbox"/> Reinstatement, with change, of a previously approved collection for which approval has expired f. <input type="checkbox"/> Existing collection in use without an OMB control number	4. Type of review requested (check one) a. <input checked="" type="checkbox"/> Regular b. <input type="checkbox"/> Emergency - Approval requested by: ____/____/____ c. <input type="checkbox"/> Delegated
3a. Public Comments Has the agency received public comments on this information collection? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	5. Small entities Will this information collection have a significant economic impact on a substantial number of small entities? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6. Requested expiration date a. <input checked="" type="checkbox"/> Three years from approval date <input type="checkbox"/> Other Specify ____/____/____	
7. Title Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery	
8. Agency form number(s) (if applicable)	
9. Keywords Government employees; Administrative practice and procedure	
10. Abstract The surveys collects qualitative customer and stakeholder feedback that will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with services, or focus attention on areas where communication, training, or changes in operations might improve delivery of product or services that are not statistical surveys that yield quantitative results but that can be generalized to the population of study.	
11. Affected public (Mark primary with "P" and all others that apply with "X") a. <u>P</u> Individuals or households b. <u>X</u> Business or other for-profit c. <u>X</u> Not-for-profit institutions d. <u> </u> Farms e. <u>X</u> Federal Government f. <u>X</u> State, Local or Tribal Government	12. Obligation to respond (Mark primary with "P" and all others that apply with "X") a. <u>X</u> Voluntary b. <u> </u> Required to obtain or retain benefits c. <u> </u> Mandatory
13. Annual reporting and recordkeeping hour burden a. Number of respondents <u>1340</u> b. Total annual responses <u>4020</u> 1. Percentage of these responses collected electronically <u>100</u> % c. Total annual hours requested <u>145</u> d. Current OMB inventory <u>0</u> e. Difference <u>0</u> f. Explanation of difference 1. Program change <u>New submission</u> 2. Adjustment _____	14. Annual reporting and recordkeeping cost burden (in thousands of dollars) a. Total annualized capital/startup costs <u>19,160</u> b. Total annual costs (O&M) <u>324</u> c. Total annualized cost requested <u>19,484</u> d. Current OMB inventory <u>0</u> e. Difference <u>0</u> f. Explanation of difference 1. Program change <u>New Submission</u> 2. Adjustment _____
15. Purpose of information collection (Mark primary with "P" and all others that apply with "X") a. <u> </u> Application for benefits b. <u>P</u> Program evaluation c. <u> </u> General purpose statistics d. <u> </u> Audit e. <u>X</u> Program planning or management f. <u>X</u> Research g. <u> </u> Regulatory or compliance	16. Frequency of recordkeeping or reporting (check all that apply) a. <input checked="" type="checkbox"/> Recordkeeping b. <u> </u> Third party disclosure c. <input checked="" type="checkbox"/> Reporting 1. <u> </u> On occasion 2. <u> </u> Weekly 3. <u> </u> Monthly 4. <u> </u> Quarterly 5. <u> </u> Semi-annually 6. <u> </u> Annually 7. <u> </u> Biennially 8. <u> </u> Other (describe) _____
17. Statistical methods Does this information collection employ statistical methods? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	18. Agency contact (person who can best answer questions regarding the content of this submission) Name <u>David Huffer</u> Phone <u>202-442-1715</u>

19. Certification for Paperwork Reduction Act Submissions

On behalf of this Federal agency, I certify that the collection of information encompassed by this request complies with 5 CFR 1320.9.

Note: The text of 5 CFR 1320.9, and the related provisions of 5 CFR 1320.8(b)(3), appear at the end of the instructions. *The certification is to be made with reference to those regulatory provisions as set forth in the instructions.*

The following is a summary of the topics, regarding the proposed collection of information, that the certification covers:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It reduces burden on small entities;
- (d) It uses plain, coherent, and unambiguous terminology that is understandable to respondents;
- (e) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (f) It indicates the retention period for recordkeeping requirements;
- (g) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):
 - (i) Why the information is being collected;
 - (ii) Use of information;
 - (iii) Burden estimate;
 - (iv) Nature of response (voluntary, required for a benefit, or mandatory);
 - (v) Nature and extent of confidentiality; and
 - (vi) Need to display currently valid OMB control number;
- (h) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to be collected (see note in Item 19 of the instructions);
- (i) It uses effective and efficient statistical survey methodology; and
- (j) It makes appropriate use of information technology.

If you are unable to certify compliance with any of these provisions, identify the item below and explain the reason in Item 18 of the Supporting Statement.

Signature of Senior Official or designee



Date

12/6/13