

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0970-0401)

TITLE OF INFORMATION COLLECTION:

Center for States Needs Assessment 2017 - Coordinated State Child Welfare Program Grantee Meeting Focus Group Guide

PURPOSE:

This is a request for approval by the Office of Management and Budget (OMB), under the Federal Paperwork Reduction Act of 1995, for a new data collection task to be added to the Administration for Children and Families’ already approved generic OMB clearance # 0970-0401. The proposed information collection activity is intended to allow for customer input regarding the Children’s Bureau’s Capacity Building Collaborative, Center for States planning for FY2017. The Center for States is one of the three centers funded by the Children’s Bureau to provide national child welfare expertise and evidence-informed training and technical assistance services for State and Territorial public child welfare agencies. The feedback received will allow Center for States staff to utilize input from current service recipients to plan for upcoming products and services. Due to potential scheduling preferences, the information collection includes focus group questions, and participants will also be offered the opportunity to answer the questions in writing to provide feedback, if preferred. This approach is designed to minimize burden while capturing information across the breadth of potential respondents.

DESCRIPTION OF RESPONDENTS:

Participants will include child welfare agency staff who attend upcoming grantee meetings. These participants will include State Child Welfare Directors, State Adoption Managers, Foster Care Managers, State Liaison Officers, Children’s Justice Act Managers, In-Home Services Managers, & Promoting Safe and Stable Families (PSSF) State Leads.

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 checked="" type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

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: _____ Brian Deakins _____

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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 (Hours)	Burden (Hours)
Federal/State/local governments	50	1 hour	50 hours
Private sector			
Indian Tribes and Tribal organizations			
Totals			50 hours

FEDERAL COST: The estimated annual cost to the Federal government is: \$577.20

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?

The participants for the focus group will be child welfare stakeholders who are registered to attend the Coordinated State Child Welfare Program Grantee Meetings to be held on August 10-11, 2017 in Washington, DC. An invitation will be emailed to all registered participants to electronically sign up for focus groups to be held after the first day of the meetings. The first 15 to sign up for each group will be sent a confirmation and logistics for the focus groups.

Three focus groups will be held on the first day of the Coordinated State Child Welfare Program Grantee Meetings. One focus group will include the State Child Welfare Directors. The second focus group will include the State Adoption Managers & Foster Care Managers. The third focus group will include State Liaison Officers, Children’s Justice Act Managers, In-Home Services Managers, & Promoting Safe and Stable Families (PSSF) State Leads. Each focus group will

include 10-15 participants and run for approximately 1 hour. Burden estimates also include the potential for up to 20 participants to submit their answers in writing, if preferred.

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.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of Respondents.

Participation Time: Provide an estimate of the amount of time (in minutes) required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of Respondents and the Participation Time then divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.