

To: Steph Tatham, Office of Information and Regulatory Affairs (OIRA), Office of Management and Budget (OMB)

From: Melissa Brodowski, Office of Regional Operations (ORO), Administration for Children and Families (ACF)

Date: November 16, 2017

Subject: Updates to State and Local Human Services Customer Feedback Formative Generic (0970-0356)

This memo describes updates to the original data collection instruments submitted for this formative information collection, approved November 9, 2017. ACF made minor changes to the State and Local Customer Survey based on feedback from our Acting Assistant Secretary, Steve Wagner. The changes are listed below.

Appendix B State Human Services Commissioner Customer Feedback Survey

Question 1: added a phrase to the end of two of the response options under Programmatic Topics (see italics below)

- Child welfare/foster care systems/*preventing child abuse and neglect*
- Workforce development/education and training/*employing hard to employ populations*

Question 1b: The question was edited to rename to “Overall Priority” instead of “Top Priority” and added a phrase at the beginning of the sentence, “Without addressing the need for more funding,” and “overall” before priority.

Question 2:

- We inserted a phrase, “..and the recognition that no new resources may be available” in the question.
- We deleted one of the response options, “Lack of political support at the state level to enact reform efforts.”

Added a new question after the original question #4:

Please rate the overall strength of your state agency’s interagency collaborations across several health and human services programs.

- Workforce/Employment/Labor
- Early childhood
- Food Assistance
- Health/Maternal and child health
- Housing/homelessness

- Child welfare
- Other (specify)

Respondent will provide rating for each program listed with the following response options:

- a. Poor
- b. Fair
- c. Good
- d. Very Good
- e. Excellent

Question 7: We added three more response options for this question:

- Incorporating the latest research into programs (i.e., child development in child care)
- Preventing child abuse and neglect
- Putting hard-to-employ populations to work

Question 9: We added a phrase to the end of response option 9d. "...regarding other state's initiatives"

#### Appendix C Local Human Services Commissioner Customer Feedback Survey

We made the same changes outlined previously to the Local Human Services Customer Feedback Survey.