

**Request for Approval under the “Generic Clearance for Interviewing Former  
OCC Hispanic Employees for Feedback”  
OMB Control No. 1557-0248**

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**TITLE OF INFORMATION REQUEST:** 34 Phone Interviews

**PURPOSE:**

These interviews are in response to an EEOC directed Barrier Analysis to better understand the root cause of low participation of Hispanic employees in the OCC workforce. The purpose for the interviews is for the following reasons: (1) to better understand the career experience of Hispanic employees who resigned from 2013-2018; (2) try to reconnect with former employees and possibly encourage them to return to the OCC; and (3) use feedback from interviews to inform questions that will be used in focus group sessions with current employees in an effort to retain them. This collection of information will allow the OCC to do its best to retain and possibly increase its existing Hispanic workforce.

**DESCRIPTION OF INTERVIEWEES:**

Former OCC Hispanic employees who resigned from 2013-2018.

**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: Interviews

**CERTIFICATION:**

I certify the following to be true:

1. The phone interview is voluntary.
2. The phone interview is low-burden for respondents and low-cost for the federal government.
3. The phone interview 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 interview is targeted to the solicitation of opinions from former OCC Hispanic employees who have experience with the OCC.

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Applicable, has a System or Records Notice 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 | Burden     |
|--|--------------------|--------------------|------------|
| Private Sector – former Hispanic employees | 34                 | 45 minutes         | 25.5 hours |

**FEDERAL COST:** The estimated annual cost to the Federal government is zero.

**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**

- 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?

Phone interviews will be conducted with 33 former OCC employees. Attachment A is the list of the employees.

**Administration of the Instrument**

- How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain (e-mail)
- Will interviewers or facilitators be used?  Yes  No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

Attachment B includes the intro script for the interviews and the list of questions to be asked.