

# Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3045-0137)

**TITLE OF INFORMATION COLLECTION:** Senior Corps Grantee COVID-19 Impact Survey

**PURPOSE:** To collect feedback from current Senior Corps grantees about the impact that COVID-19 is having on their operations and ability for volunteers to continue service in the pandemic. Responses to the survey will inform Senior Corps’ training and technical assistance approaches and give insight into potentially needed programmatic flexibilities.

**DESCRIPTION OF RESPONDENTS:** Current Senior Corps grantees, with the Project Director being the person most likely to complete the survey. These individuals may also have been receiving information in the form of weekly email bulletins from the Senior Corps for a period of time.

**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 type="checkbox"/> Focus Group                                   | <input checked="" type="checkbox"/> Other: <u>Covid-19 Impact Survey</u> |

## 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: Colin White

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  N/A
3. If Yes, has an up-to-date System of Records Notice (SORN) been published?  Yes  No  N/A

## 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
Grantee Recipients	1,088	7 min	126.9 hrs.
<b>Totals</b>	<b>1,088</b>	<b>7 min.</b>	<b>126.9 hrs.</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$0.

**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?  
[X] 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?

Senior Corps has an accurate and up-to-date list of current grantees and their appropriate points of contact. We will utilize this list to distribute the survey.

### **Administration of the Instrument**

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

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