

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

TITLE OF INFORMATION COLLECTION: Runaway and Homeless Youth (RHY) Monitoring Site Visit 360 Feedback Forms

PURPOSE: The purpose of this proposed information collection is to collect impressions from participants in the Runaway and Homeless Youth (RHY) grantee monitoring site visits. These site visits are conducted to review grantee compliance with the Runaway and Homeless Youth Act and funding opportunity announcement requirements, and are required (at least) once for every three-year grant. To better understand the strengths and weaknesses of the site review process, the Administration for Children and Families proposes to ask RHY grantee staff and Peer Monitors about their impressions of the monitoring visit and how to improve it. The surveys would be administered at the end of each on-site monitoring visit to get a better sense of how the RHY Program can continue to improve the process while meeting the legislative requirements. The responses will be used to improve the site review process and standard operating procedures, and to develop guidance on the process for participants.

DESCRIPTION OF RESPONDENTS: The two respondents include Peer Monitors (RHY practitioners who support the review, working as a team with the Federal Project Officer) and contact staff from the grantee agency being reviewed. Each respondent group would complete their own variation of the form, with both forms addressing the same core questions on the process and how other participants supported or contributed to that process.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" 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 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: Resa Matthew, Director, RHY Program

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	Burden
Individuals (Peer Monitors)	48	10 minutes	8 hours
Private Sector RHY Grantee staff contacts	123	10 minutes	20.5 hours
Totals	171		28.5 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$6,400_____

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 RHY Program has a legislative mandate to conduct on-site monitoring visits to at least one-third of all active grants each year. In order to improve the site monitoring process, each Peer Monitor and one grantee staff member will be requested to complete the survey on their experience. There are about 48 Peer Monitors each year who participate in the monitoring reviews and about 123 RHY grantees that receive a monitoring visit each year.

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.