

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 Live Chat Survey

PURPOSE: The Capacity Building Center for States (Center) 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 Center provides public access to services for child welfare professionals on a website. On this website, a real time chat feature is employed to support timely responses to inquiries from the child welfare field. This includes providing research assistance and access to products, tools, and federal guidance. The *Center for States Live Chat Survey* will be offered after each chat session, to gather feedback about customer experiences that will inform the Center’s future improvements of this service.

This is a request for approval by the Office of Management and Budget (OMB), under the Federal Paperwork Reduction Act of 1995, for data collection activities to be authorized under the Administration for Children and Families’ generic OMB clearance # 0970-0401. Information collection activities include delivering a voluntary online survey.

DESCRIPTION OF RESPONDENTS: Survey respondents will include State and local governments, service providers, legal and judicial staff that visit the Center’ website and engage with the live chat feature. An estimate of the annual response burden is outlined in the following table.

TYPE OF COLLECTION:

- | | |
|--|--|
| <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: Beth Claxon, Child Welfare Program Specialist, Children’s Bureau

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

Instrument	Number of Respondents	Number of Responses per Respondent	Average Burden Hours per Response	Total Burden Hours
Center for States Live Chat Survey	763	1	.017	13

FEDERAL COST: The estimated annual cost to the Federal government is approximately \$1,222.64.

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.

Potential respondents for all data collection consist of visitors to the Center’s website who engage with the live chat feature. The estimated number of potential respondents is based on historical averages of a similar service, the Child Welfare Information Gateway’s live chat, adjusted for differences in the volume of visitor traffic that the Center website typically experiences.

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