

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 Customer Experience Focus Group Guide

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 offers opportunities for child welfare professionals to virtually connect with peers working in similar practice areas or on common initiatives through networks called peer learning groups. Peer learning groups consist of child welfare cohorts from a variety of fields who communicate online and gather at virtual events to share knowledge, tools, strategies, and resources to improve practice and outcomes. The *Center for States Customer Experience Focus Group Guide* is designed to get feedback from peer learning group participants to better understand their experiences accessing and engaging with Center services and to identify improvements for the future.

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 facilitating focus groups.

DESCRIPTION OF RESPONDENTS: Focus group participants will include State and local child welfare staff who participate in the Center’s peer learning groups. 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 type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input checked="" 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 Customer Experience Focus Group Guide	40	1	1.5	60

FEDERAL COST: The estimated annual cost to the Federal government is approximately \$3,077.68.

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.

Approximately 100 members across 26 peer learning groups will be randomly selected and invited to participate in 1 of 5 virtual focus groups conducted between April and May 2021. Based on participation rates from similar data collection with this audience, the total number of respondents estimated is 40.

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 – virtual meeting platform (e.g., Microsoft Teams)
2. Will interviewers or facilitators be used? Yes No