

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

TITLE OF INFORMATION COLLECTION: Community-Based Child Abuse Prevention (CBCAP) Participant Feedback Survey

PURPOSE: The Administration for Children and Families, Administration on Children, Youth, and Families, Children’s Bureau, Office on Child Abuse and Neglect (CB/OCAN) proposes to collect participant satisfaction information from participants in peer learning opportunities, meetings, and other events organized by through FRIENDS National Center on Community Based Child Abuse Prevention (CBCAP), a service of the Children’s Bureau that supports the federally funded CBCAP State Lead Agencies, their local network of public-private grantees and organizations, and Tribal partners by building their capacity to meet the requirements of CAPTA, Title II through the provision of Universal Capacity Building Services, Targeted/ Specialized Capacity Building Services, and Tailored and Intensive Services.

These proposed information collections will allow the FRIENDS National Center on CBCAP to collect feedback on the webinars, online courses, peer learning sessions and the annual CBCAP Grantee Meeting on a session-by-session and overall meeting basis. The questions focus on the ability of the speakers to convey information and the effectiveness of the materials used to support learning. Information will be used to improve future events.

The proposed collections include the following:

- Webinar Feedback Survey: These questions will be posed after webinars, online courses, and peer learning sessions to collect feedback from participants to inform future events.
- Annual CBCAP Grantee Meeting Feedback Surveys: This survey is intended to be used at the Annual CBCAP Grantee Meeting to elicit feedback from participants on their meeting experiences in an effort to improve future meetings.

DESCRIPTION OF RESPONDENTS: Respondents will be participants who are CBCAP Grantees and stakeholders.

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: Julie Fliss, Child Welfare Program Specialist and Sharon McKinley, Child Welfare Program Specialist, CB/OCAN

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] 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 [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Participation Time	Burden - Total	Burden - Annual
CBCAP State Leads - Grantee Meeting	300	2	5 minutes	50 hrs.	16
CBCAP State Leads - Webinar Feedback Surveys	300	60	5 minutes	1,500 hrs.	500
Totals	300	62	5	1,550 hrs.	525 hrs.

FEDERAL COST: The estimated annual cost to the Federal government is \$12,140 for the external evaluator’s time to develop the surveys and compile results into a report.

Explanation: The evaluator and staff spend about 329 hours per year developing webinar surveys and compiling the results at a cost of \$10,480.00. For the Annual Grantee Meeting, this team spends about 52 hours developing the survey and compiling the results at a cost of \$1,660.00.

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?

Community Based Child Abuse Prevention Grantees

FRIENDS maintains a CBCAP listserv of 300 contacts who receive periodic notices of peer learning opportunities, meetings, and other events being organized on behalf of OCAN/ CBCAP. A convenience sample will comprise the potential group of respondents through their self-selected participation in these events and voluntary participation in the survey. Participants in the events will see a posted list of the survey questions. Response is optional.

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 or e-mail for follow-up
2. Will interviewers or facilitators be used? Yes No