

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

TITLE OF INFORMATION COLLECTION: State Capacity Building Center Feedback Collections for CCDF Administrators and for Technical Assistance Partners

PURPOSE: The Administration for Children and Families (ACF) Office of Child Care (OCC) is seeking approval to collect feedback from 1) Child Care and Development Fund (CCDF) Administrators and 2) Technical Assistance Partners to understand if participation in current training and technical assistance (T/TA) is useful and how it can be improved. The information gathered will be used to inform planning and improvement of future T/TA by OCC.

The Child Care State Capacity Building Center (SCBC) is funded by the Office of Child Care to provide evidence-informed T/TA services for State and Territorial public child care agencies and their partners. In addition, one of the requirements of the State Capacity Building Center is to convene staff affiliated with ACF OCC National Centers for the purpose of supporting their understanding of the needs of states and territories, and assisting with coordination and collaboration across the various National Centers.

Completed survey information will be reviewed by the SCBC evaluation team and the SCBC leadership team to identify areas of strength and weakness to develop recommendations to improve the provision of its services.

Overall, the survey information will be used to improve TA services to best meet the needs of users for quality, relevant and useful information.

DESCRIPTION OF RESPONDENTS: Respondents will be individuals who are CCDF Administrators and participated in CCDF Administrators TA as well as TA partners such as TA specialists who are part of ACF OCC National Centers.

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: Patricia Haley, Management and Program Analyst, ACF Office of Child Care

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	Frequency of Data Collection	Burden
State, local or tribal government	65	6 minutes	1	6.5 hours
Individual	65	6 minutes	1	6.5 hours
Totals	130	6 minutes	1	13 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$616.32. This includes staff of the State Capacity Building Center reaching out annually to each CCDF administrator as well as relevant TA partner staff, analyzing responses and preparing a report. Sometimes states designate co-administrators, and the total number of government respondents takes this possibility into account.

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 universe of potential respondents consists of CCDF Administrators who are CCDF grantees and receive technical assistance provided by the State Capacity Building Centers. This is a voluntary survey. For all technical assistance, the survey will be anonymous and the participant list will not be linked in any way to individual survey responses.

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