

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

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**TITLE OF INFORMATION COLLECTION:** State Capacity Building Center Feedback Collections for Communities of Practice and Peer Learning Groups, Training for Trainers, and Fundamentals of CCDF Administration

**PURPOSE:** The Administration for Children and Families (ACF) Office of Child Care (OCC) is seeking approval to collect feedback from recipients of all technical assistance provided through 1) Communities of Practice (CoP) and Peer Learning Groups (PLG), 2) Training for Trainers, and 3) Fundamentals of CCDF Administration to understand if participation is useful and how it can be improved. The information gathered will be used to inform planning and improvement of future training and technical assistance (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.

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 T/TA services to best meet the needs of users for quality, relevant and useful information.

**DESCRIPTION OF RESPONDENTS:** Respondents will be individuals who received technical assistance through 1) CoPs and PLGs, 2) Training for Trainers, and 3) Fundamentals of CCDF Administration. These individuals include state and tribal government staff (who are ACF grantees); partners of state and tribal government staff including staff of state partners; direct providers of early care and education services, such as child care providers; and families who use child care services. State partner organizations include non-profit organizations who provide professional development, technical assistance, and other services in support of child care, and child care programs.

**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 [ 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	Participation Time	Frequency of Data Collection	Burden
Communities of Practice/Peer Learning Groups: Individuals	300	8 minutes	3*	40 hours
Training for Trainers: Individuals	75	8 minutes	1	10 hours
Training for Trainers Follow Up Survey: Individuals	75	8 minutes	1	10 hours
Fundamentals of CCDF Administration: State, local or tribal government and individuals	180	8 minutes	1	24 hours
TOTAL	630	32 minutes	1 annually except for CoP, which is 2 annually	84 hours

\*1 for PLF and 2 annually for CoP

**FEDERAL COST:** For Communities of Practice and Peer Learning Groups, the estimated annual cost to the Federal government is \$1335.36. This includes staff of the State Capacity Building Center reaching out to the participants 2 times a year for Communities of Practice and once at the conclusion for Peer Learning Forums, analyzing responses and preparing a report, assuming there are a total of 17 events annually, i.e. 8 peer learning forums with 15 participants each and 9 communities of practice with 20 participants each.

For Training for Trainers, the estimated annual cost to the Federal government is \$1027.20. This includes staff of the State Capacity Building Center reaching out to the recipients two times- one right after the training and several months later after the trainers who were trained have started

using the new information and expertise. Those trained are themselves trainers who are using the information and knowledge gained to reach many others in their states and communities.

For Fundamentals of CCDF Administration, the estimated annual cost to the Federal government is \$616.32. This includes staff of the State Capacity Building Center reaching out to the participants, analyzing responses and preparing a report, assuming 12 Fundamentals of CCDF Administration annually each with 15 people.

**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 individuals who have participated in 1) Communities of Practice or Peer Learning Groups, 2) Training for Trainers, and 3) Fundamentals of CCDF Administration. Survey questions are provided through an electronic link for all of those who participate. This is a voluntary survey.

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