

BUREAU OF CONSUMER FINANCIAL PROTECTION

**REQUEST FOR APPROVAL UNDER THE
“GENERIC INFORMATION COLLECTION PLAN FOR THE COLLECTION OF
QUALITATIVE FEEDBACK ON THE SERVICE DELIVERY OF THE CONSUMER
FINANCIAL PROTECTION BUREAU”**

(OMB Control Number: 3170-0024)

1. TITLE OF INFORMATION COLLECTION:

Savings Initiative: Training Survey

2. PURPOSE:

The Savings Initiative seeks to engage communities as part of a cohort to participate in training, technical assistance, and research activities to build capacity of organizations supporting the financial well-being of individuals in the communities they serve. Specifically, implementation will involve developing and providing training products to cohort participants through workshops and webinars. This data collection seeks to gather information from participants about their experiences with training opportunities, through a post-training survey that has been developed for this purpose. This survey will be implemented by a third-party vendor and administered online. The instrument covers questions about training relevance to participants’ work, their confidence in helping community members with savings-related topics, and any suggestions for improving the training.

3. DESCRIPTION OF RESPONDENTS:

Individuals who work with community organizations and financial institutions that are participating in Saving Initiative training opportunities.

4. TYPE OF COLLECTION (ADMINISTRATION OF THE COLLECTION INSTRUMENT):

a. How will you collect the information? Check all that apply.

- | | |
|--|--------------------------------------|
| <input checked="" type="checkbox"/> Web-based or other forms of Social Media | <input type="checkbox"/> Telephone |
| <input type="checkbox"/> In-person | <input type="checkbox"/> Mail |
| <input type="checkbox"/> Small Discussion Group | <input type="checkbox"/> Focus Group |
| <input type="checkbox"/> Other (please explain) _____ | |

b. Will interviewers or facilitators be used?

- Yes No Not Applicable

5. FOCUS GROUP OR SURVEY:

If you plan to conduct a focus group or survey, please provide answers to the following questions:

a. 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 Not Applicable

If **yes**, please provide a description below. If **no**, please provide a description of how you plan to identify your potential group of respondents and how you will select them.

Survey participants will be limited to those who participate in training and thus can share their experiences and perspectives on training content. Eight workshops are planned, each of which may be attended by 21-60 people. Up to 12 webinars will also be conducted, with an anticipated 150-350 attendees each. All individuals who register for and participate in workshops and webinars would be recruited as potential survey participants.

6. INFORMATION COLLECTION PROCEDURES:

Please summarize the procedures that will be used to collect data from respondents.

After each training opportunity ends, all participants will be provided with a link to the online survey to complete.

7. PERSONALLY IDENTIFIABLE INFORMATION:

a. Is personally identifiable information (PII) collected? Yes No

b. If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?

Yes No Not Applicable

If Yes, describe what PII will be collected and why it is needed and how it will be used.

N/A

c. Has a System or Records Notice (SORN) been published?

Yes No Not Applicable

If yes, list the SORN title and the *Federal Register* (FR) citation:

Title: _____.

d. If applicable, please provide a link to the Privacy Impact Assessment.

N/A

8. INCENTIVES:

- a. Is an incentive provided to participants? [] Yes [x] No
- b. If yes, provide a statement justifying the use and amount of the incentive **and** the amount or value of the incentive: \$ N/A.

9. ASSURANCES OF CONFIDENTIALITY:

- a. Will a pledge of confidentiality be made to respondents? [] Yes [X] No
- b. If yes, please cite the statute, regulation, or contractual terms supporting the pledge.

The survey instrument will feature confidentiality language based on CFPB’s standard language in cases where there is no statutory basis for a pledge of confidentiality: “Please note that the Bureau intends to keep your responses private to the extent permitted by law, and when results are reported none of your answers will be connected to your organization.”

10. JUSTIFICATION OF SENSITIVE QUESTIONS (if applicable):

No sensitive questions are being asked (N/A).

11. BURDEN HOURS:

Collection of Information	Number of Respondents	Frequency	Number of Annual Responses	Average Response Time (hours)	Burden (hours)
Training Survey (for Workshops)	480 (8 workshops, with 21-60 participants each)	1	480	.1	48
Training Survey (for Webinars)	4,200 (12 webinars, with 150-350 participants each)	1	4,200	.1	420
Totals:		//////////	4,680	//////////	468

12. FEDERAL COST: The estimated annual cost to the Federal government is \$ 0.

13. CERTIFICATION:

CERTIFICATION PURSUANT TO 5 CFR 1320.9, AND THE RELATED PROVISIONS OF 5 CFR 1320.8(b)(3):

By submitting this document, the Bureau certifies the following to be true:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It uses plain, coherent, and unambiguous terminology that is understandable to respondents;
- (d) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (e) It indicates the retention period for recordkeeping requirements;
- (f) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):
 - (i) Why the information is being collected;
 - (ii) Use of information;
 - (iii) Burden estimate;
 - (iv) Nature of response (voluntary);
 - (v) Nature and extent of confidentiality; and
 - (vi) Need to display currently valid OMB control number;
- (g) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to be collected;
- (h) It uses effective and efficient statistical survey methodology; and
- (i) It makes appropriate use of information technology.

CERTIFICATION FOR INFORMATION COLLECTIONS SUBMITTED UNDER A GENERIC INFORMATION COLLECTION PLAN

By submitting this document, the Bureau certifies the following to be true:

- The collection is voluntary.
- The collection is low-burden for respondents.
- The collection is non-controversial and does not raise issues of concern to other Federal agencies.
- Information gathered will not be used for the purpose of substantially informing influential policy decisions.
- The collection is not statistically significant; the results are not intended to be generalizable beyond the survey population.
- The results will not be used to measure regulatory compliance or for program evaluation.