

**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:** Strengthening Child Welfare Systems Grantees Technical Assistance Feedback

**PURPOSE:** The Capacity Building Center for States (Center) is one of 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. One component of the Center’s services is providing technical assistance to the Strengthening Child Welfare Systems (SCWS) grantees, funded by the Children’s Bureau to conduct demonstration projects that improve permanency outcomes for children involved in the child welfare system. This information collection is intended to gather feedback from grantee recipients about their experiences with the Center’s TA. The Center will use the information collected to inform and improve future services to ACF grantees.

Proposed activities include two voluntary information collections:

1. Online feedback survey
2. Virtual focus groups

**DESCRIPTION OF RESPONDENTS:** Potential respondents include key members of the five SCWS grantee projects, comprised of state and local child welfare agency staff and staff from other related organizations that support child welfare systems (e.g., courts, universities).

**TYPE OF COLLECTION:**

- Customer Comment Card/Complaint Form       Customer Satisfaction Survey  
 Usability Testing (e.g., Website or Software)       Small Discussion Group  
 Focus Group  
 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: Serena Williams, 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**

<b>Instrument</b>	<b>Number of Respondents</b>	<b>Number of Responses per Respondent</b>	<b>Average Burden Hours per Response</b>	<b>Total Burden Hours</b>
Strengthening Child Welfare Systems Grantees Technical Assistance -Feedback Survey	25	1	.25	6.25
Strengthening Child Welfare Systems Grantees Technical Assistance Feedback -Focus Group Guide	25	1	1.5	37.5
Totals:	25	2	1.75	43.75

**FEDERAL COST:** The estimated annual cost to the Federal government is approximately \$4,806.24.

**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.

Each of the five SCWS grantee project teams have a key planning team of approximately five staff, for total of 25 potential respondents for this data collection. Potential respondents were identified by the Center’s TA providers and will be recruited to participate in this data collection via e-mail messaging. All potential respondents will be asked to complete an online survey in late July 2021 and participate in virtual focus in August 2021. Each grantee team will participate in separate focus groups.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media – for online surveys

Telephone

In-person

Mail

Other, Explain – Microsoft Teams (video conference) used for focus groups.

2. Will interviewers or facilitators be used?  Yes  No