

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) The purpose of this information collection is to gather feedback on capacity building products and services to better meet the needs of child welfare professionals. Public reporting burden for this collection of information is estimated to average two minutes per respondent, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The control number for this project is 0970-0401. The control number expires on 6/30/2024. If you have any comments on this collection of information, please contact Lyscha Marcynyszyn, Child Welfare Information Gateway, by e-mail at [Lyscha.Marcynyszyn@icf.com](mailto:Lyscha.Marcynyszyn@icf.com).

## Survey Instrument for ISS Customers via OneReach

**This survey will be directed at users of the Child Welfare Information Gateway virtual assistant either by phone or over SMS. After customers confirm they have no more questions at the end of the text interaction OR 45 minutes after phone call has been transferred (to ISS, Child help line, Abuse/Neglect State hotline) the survey will be texted to the customer. All customers, regardless of virtual assistant platform, will receive the same survey via SMS message.**

### Survey Introduction:

“Please help us better meet your needs by answering the following questions about the Child Welfare Information Gateway virtual assistant! Your participation is voluntary. Responses will be anonymously shared with the service team. If you have any questions, please email us at [info@childwelfare.gov](mailto:info@childwelfare.gov) or call 1.800.394.3366.”

1. Were you satisfied with this automated service? *Please, only respond by texting ‘Yes’ or ‘No’ to participate or ‘STOP’ to opt out.*
  - Yes
  - No
  - STOP (End)
2. Was the nature of your inquiry personal or professional? *Please, respond ‘1’ for personal or ‘2’ for professional or ‘STOP’ to opt out* \_\_\_\_\_.
  - 1
  - 2
  - STOP (End)
3. Do you have any suggestions on how we can improve our automated services? *Please type you answer or type ‘STOP’ to opt out.* \_\_\_\_\_

### Conclusion:

[After customer responds with feedback]: “Thank you for leaving feedback to help improve this virtual assistant. Remember, you can reach a live Information Gateway agent at 1.800.394.3366 between 9:30 a.m. and 5:00 p.m. (ET) or by email at [info@childwelfare.gov](mailto:info@childwelfare.gov).”