

**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:** Program Management and Fiscal Operations (PMFO) Consulting Initiative (FCI) Feedback Surveys

**PURPOSE:** The information provided here-in pertains to the following data collection instruments:

- 1. PMFO FCI Initial Feedback Survey**
- 2. PMFO FCI 6-Month Follow-up Survey**
- 3. PMFO FCI One-Year Follow-up Survey**

The Fiscal Consulting Initiative (FCI) Initial Feedback Survey and the FCI Follow-up Surveys are voluntary collections of data administered to Head Start grantee leaders who work with a PMFO fiscal consultant. The initial feedback survey is administered immediately after completion of on-site consulting (post-transaction), and the follow-up surveys are administered six months and one year after the consulting event. The follow-up surveys (6 month and 1 year) ask participants to share information about changes that have occurred as a result of participating in the consultation.

This request updates the previously approved FCI Initial Survey and the FCI 6-Month Follow-up (originally approved November 7, 2019). The FCI One-Year Follow-up Survey is a new survey, but contains the same questions as the revised FCI 6-Month Follow-up in addition to four new questions. The new questions were added to better understand organizational change and grantees’ perceptions of service quality; these questions do not focus on any new constructs but serve to provide more nuanced information.

These satisfaction surveys provide timely feedback to program managers in an efficient manner to improve future service delivery. This is the sole source of systematically collected satisfaction data for the FCI consultations.

**DESCRIPTION OF RESPONDENTS:** Respondents include grantee executive leadership, fiscal and other grantee staff, and regional training and technical assistance (T/TA) staff.

**TYPE OF COLLECTION:**

- |   |  |
|---|--|
| <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 primary purpose of the results is not for public dissemination.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.

- 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 and affiliation: David Jones, Senior Program Specialist/Federal Program Officer, Office of Head Start

To assist review, please provide answers to the following questions:

**Personally Identifiable Information:**

- Is personally identifiable information (PII) collected?  Yes  No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
- 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**

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
<b>FCI Initial Feedback Survey</b>	Grantee fiscal and other staff (25%)	8	1	10 minutes	1.33 hours
	Grantee executive leadership (75%)	22	1	10 minutes	3.67 hours
<b>FCI 6 Month Follow-up Survey</b>	Grantee fiscal and other staff (25%)	8	1	15 minutes	2 hours
	Grantee executive leadership (75%)	22	1	15 minutes	5.5 hours
<b>FCI 1 Year Follow-up Survey</b>	Grantee fiscal and other staff (25%)	8	1	15 minutes	2 hours
	Grantee executive leadership (75%)	22	1	15 minutes	5.5 hours
<b>Totals</b>		<b>90</b>			<b>20 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$10,087.80

**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**

- 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?

For the three PMFO feedback surveys—for the FCI Initial Feedback Survey, the FCI Six-Month Follow-Up Survey, and the FCI One-Year Follow-up Survey—the PMFO evaluation team will typically receive a roster of participants and utilize the email addresses from this list to administer the web-based survey.

### **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

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**