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

TITLE OF INFORMATION COLLECTION: Feedback on Runaway and Homeless Youth (RHY) National Grantee Training

PURPOSE: This request includes two feedback surveys to gather feedback on the usefulness, satisfaction, and experience of Runaway and Homeless Youth (RHY) grantees and youth-serving providers who attend the RHY National Grantee Training. One survey is on the overall training and the second survey is intended to collect feedback on individual sessions. Attendees would complete one overall conference feedback form and up to nine session feedback forms – one for each session attended over three half days.

Feedback collected will inform future training and technical assistance events and the development of sessions at future RHY National Grantee Trainings.

DESCRIPTION OF RESPONDENTS: RHY grantees and youth-serving organizations who attend the National Grantee Training.

TYPE OF COLLECTION:

[ ] Customer Comment Card/Complaint Form   [X] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The primary purpose of the results is <u>not</u> for public dissemination.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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 and affiliation: <u>Tyanna Williams, Project Officer, Family and Youth Service Bureau,</u>
                                 <u>Division of Runaway and Homeless Youth</u>

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

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 [X] 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

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
RHY National Grantee Training: Overall Conference Feedback	Private Sector	1200	1 (max)	5 minutes (0.083 hours)	100
RHY National Grantee Training: Session Feedback	Private Sector	1200	9 (max)	3 minutes (0.05 hours)	540
Totals (maximum possible)		**1200**	**10**	**Avg 3.2 minutes (0.0533 hours)**	**640**

FEDERAL COST: The estimated annual cost to the Federal government is $17,236.

Item/Activity	Details	$ Amount
Deployment of survey instrument; data collection, collating, and synthesis; and analysis of survey results (Contractor)	Labor hours = 170 (for contractor staff)	$17,236
Total		**$17,236**

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?
    [X] 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?

Attendees of the RHY National Grantee Training will be asked to complete a feedback form after attending each session, and to provide feedback on the overall training at the conclusion of the event. The event is virtual this year, and attendees must register with an email address to receive session login information. The link to the session feedback forms will be shared with session attendees in the chat at the conclusion of each individual session. If a session feedback form is not completed at the end of the session, an email will be sent to the attendee at the end of

the day with the link to the session feedback they have not yet completed. Additionally, a link to the overall training feedback form will be emailed to the list of all registered participants at the end of the training.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
   [X] Web-based or other forms of Social Media
   [ ] Telephone
   [ ] In-person
   [ ] Mail
   [X] Other, Explain Email to training attendees at the end of each day

2. Will interviewers or facilitators be used? [ ] Yes [X] No

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