Request for Approval Under the "Generic Clearance for the Collection of Routine Customer Feedback"
(OMB Control Number: 0970-0401, Expiration Date: June 30, 2024)

TITLE OF INFORMATION COLLECTION: Child Welfare Reviews Project Help Desk Survey

PURPOSE: The Child Welfare Reviews Project (CWRP), funded by the Children's Bureau (CB), provides support to CB in administering the Child and Family Services Reviews (CFSR). The CFSR is designed to provide federal oversight of states' compliance with title IV-B and IV-E requirements of the Social Security Act, strengthen state child welfare programs, and improve safety, permanency, and well-being outcomes for children and families served.

CWRP's support includes the CFSR Information Portal, a website[1] that provides information and resources on the CFSR process. Users of the portal can access CB's guidance and announcements, state-specific CFSR information, the E-Learning Academy, and the Online Monitoring System. All CFSR Information Portal users may contact the CWRP Help Desk to ask questions and/or request technical support.

The purpose of the CWRP Help Desk Survey is to collect customer satisfaction feedback from users who close a ticket with the CWRP Help Desk. The data collected will be analyzed and visualized on a routine basis to monitor and improve CWRP Help Desk processes and to ensure that high-quality support is delivered to users of the portal. All information collected is for internal planning purposes.

CB has contracted with JBS International to carry out the CWRP, including this survey.

DESCRIPTION OF RESPONDENTS:

The targeted group for this collection of information is users of the CFSR Information Portal who have received support from the CWRP Help Desk, including state and federal staff, and members of the public.

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.

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[1]Link to CFSR Information Portal website: https://www.cfsrportal.acf.hhs.gov/

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>Danielle McConaga, Child Welfare Program Specialist, ACF</u>
<u>Administration on Children, Youth and Families (ACYF)</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

Although the CWRP Help Desk Survey does not request PII, all users of the CFSR Information Portal who contact the CWRP Help Desk to ask questions and/or request technical support provide their full name and email address (with rare exceptions). This information is collected so that Help Desk staff can respond to users with customized responses via email, phone, or chat. Email addresses will also be used to disseminate the CWRP Help Desk Survey.

All users' PII will be separated from responses. Only aggregated conclusions and impressions of customer satisfaction will be shared with internal JBS staff and CB.

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS
To continuously provide support to users, this data collection will continue until renewal is needed under this OMB number. The following burden table includes annual estimates for responses and associated burden.

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
CWRP Help Desk Survey	Individual/household	10	1	1 minute	.17 hour
	Federal Government	19	1	1 minute	.32 hour
	State, local, or tribal governments	497	1	1 minute	8.28 hours
Totals		**526**			**8.77 hours**

FEDERAL COST: The estimated annual cost to the Federal Government is $3,090 per year.

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 [X] 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?

To identify and select respondents for the CWRP Help Desk Survey, an email including the survey questions will be sent to users when their Help Desk ticket is closed (i.e., one survey per ticket). Response to the survey is optional. Burden estimates were calculated based on typical annual volume of 2,629 Help Desk users and target 20% response rate. A Help Desk ticket automatically opens when the user contacts the CWRP Help Desk and is closed once the ticket is solved (e.g., a question is answered; a technical issue was addressed). It is uncommon for users to open/close multiple tickets with the CWRP Help Desk within a short time; however, JBS plans to monitor the data and comments for user burden. Should user burden become a concern, JBS can turn off the survey for specific users.

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
   [ ] Other, Explain

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

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