

**To:** Jordan Cohen  
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Office of Management and Budget (OMB)

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**Date:** August 25, 2022

**Subject:** NonSubstantive Change Request – Child Welfare Information Gateway’s OneReach Customer Feedback Survey Generic Information Collection (OMB #0970-0401)

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This memo requests approval of nonsubstantive changes to the approved generic information collection, Child Welfare Information Gateway’s (CWIG) OneReach Customer Feedback Survey, approved under the Generic Clearance for the Collection of Routine Customer Feedback (OMB #0970-0401).

### ***Background***

OMB approved the CWIG OneReach Customer Feedback Survey on February 17, 2022. Since approval, a need for a Spanish version of the survey was identified. For the OneReach messaging chat system, 10% of users are Spanish speaking.

### ***Overview of Requested Changes***

To allow for Spanish speakers to complete the survey, the CWIG team created a Spanish version of the OneReach Customer Feedback Survey. With the additional Spanish-speaker respondents, the estimated number of respondents has been updated from the original estimated total number of 100 respondents to 110 respondents, increasing total burden from 3 hours to 4 hours. This request includes a Spanish version of the survey and an updated submission form to reflect the updated number of respondents and time.