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

TITLE OF INFORMATION COLLECTION: Rapid-Cycle Learning Reflection and Technical Assistance Feedback for Community Services Block Grant (CSBG) Project Impact Grant Recipients

PURPOSE: The Office of Community Services (OCS) in the Administration for Children and Families (ACF) awarded 16 Project Impact grants in FY22. The goal of Project Impact is to grow the capacity of grant recipients to use rapid-cycle learning to improve community-based projects focused on responding to the COVID-19 pandemic. Project Impact grants focus on Coronavirus Aid, Relief, and Economic Security (CARES) Act priorities, including addressing health outcomes, adapting to remote service delivery, reinventing the local safety net, providing job training for the post-COVID economy, supporting families affected by school and child care disruptions, and offering services to strengthen individual and family resilience.

Project Impact grant recipients developed and implemented rapid-cycle learning plans to guide the implementation of their projects. This plan template was approved by OMB under the Formative Data Collections for ACF Program Support generic clearance (0970-0531). During the project, grant recipients received technical assistance support developing and implementing their rapid-cycle learning plans. We propose to administer a one-time survey to collect feedback from each grant recipient on their experiences and satisfaction with rapid-cycle learning and the technical assistance support they received as they developed and implemented these plans. The overall purpose is to inform and improve future similar ACF efforts. Specifically, this information will be used to (1) understand successes and challenges grant recipients experienced when engaging in rapid-cycle learning, (2) identify lessons learned about providing technical assistance for rapid-cycle learning that can be communicated within and beyond OCS to inform similar projects, and (3) inform future supports for similar entities funded by the Community Services Block Grant to engage in rapid-cycle learning.

DESCRIPTION OF RESPONDENTS:

Respondents include one staff person per organization that received a Project Impact grant and participates in technical assistance support activities.

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>Roneika Carr, Program Specialist, Office of Community Services</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 [ ] 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
Project Impact rapid-cycle learning reflection and technical assistance feedback survey	Private Sector	15	1	20 minutes	5 hours
	State, local, or tribal governments	1	1	20 minutes	.33 hours
Totals		**16**	**1**	**20 minutes**	**5.3 hours**

FEDERAL COST: The estimated annual cost to the Federal government is $3,400.

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?

The survey will be distributed to all team leads for Project Impact grant recipients (one survey per organization). We do not intend to sample respondents from the universe.

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.