

# 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:** Office of Refugee Resettlement (ORR) Immigration Legal Services for Eligible Arriving Afghans Survey (“Digital Survey”); Focus Groups for the Human Rights First Legal Service group; and Focus Groups for State Refugee Coordinators and ORR Preferred Communities Grantees (“ORR Grantees”).

**PURPOSE:** Immigration Legal Services for Afghan Arrivals (ILSAA) is a service of the Office of Refugee Resettlement (ORR) within the Administration for Children and Families and is dedicated to providing new populations with the opportunity to achieve their full potential in the United States. ORR’s programs provide people in need with critical resources to assist them in becoming integrated members of American society. ILSAA provides immigration legal services to Eligible Arriving Afghans (EAAs) across the country and helps build the capacity of immigration legal service providers. ILSAA is funded by ORR and implemented by the U.S. Committee for Refugees and Immigrants (USCRI) and ICF.

As part of ILSAA, the purpose of this proposed data collection is to document existing resources, identify best practices, and any gaps in the work to provide legal services to EAAs to improve service delivery for these individuals. To collect this information, two types of data collection are proposed. First, we propose to conduct a needs assessment survey (“Digital Survey”) with a sample of respondents from the target population groups: known legal service providers (LSPs) including LSPs from the Human Rights First Legal Service group, ORR State Refugee Coordinators, known ORR grantees, and other immigrant LSPs who work with EAAs. Second, we propose to conduct focus groups with a sample from these same populations of interest.

**DESCRIPTION OF RESPONDENTS:** Known legal service providers (LSPs) including LSPs from the Human Rights First Legal Service group, ORR State Refugee Coordinators, known ORR grantees, and other immigrant LSPs who work with EAAs.

**TYPE OF COLLECTION:**

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|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input type="checkbox"/> Customer Satisfaction Survey                        |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                              |
| <input checked="" type="checkbox"/> Focus Group                        | <input checked="" type="checkbox"/> Other: <u>Program Improvement Survey</u> |

**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.
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.

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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**

<b>Information Collection</b>	<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>No. of Responses per Respondent</b>	<b>Estimated Time per Response</b>	<b>Burden Hours</b>
Digital Survey	Individuals	340	1	0.333	113.22
Focus Groups for Human Rights First Legal Service group	Individuals	18	1	1	18
Focus Groups for State Refugee Coordinators and ORR Grantees	Individuals	54	1	1	54
<b>Totals</b>					<b>185</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is: \$7,898.40 (please see table below for estimated annual cost to the Federal government for each instrument).

<b>Instrument</b>	<b>Estimated annual cost to the Federal government</b>
Digital Survey	\$1,053.12
Focus Groups for the Human Rights First Legal Service group	\$1,711.32
Focus Groups for State Refugee Coordinators and ORR Grantees	\$5,133.96
<b>Totals</b>	<b>\$7,898.40</b>

**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?

We will identify and select the potential respondents through publicly available information and U.S. federal grantee listserv distribution channels. A snowball sampling method will be employed due the small number of potential respondents who engage in this work. For example, participants may help recruit other potential participants by forwarding the recruitment email.

**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: Focus Groups will be conducted through a virtual platform such as Microsoft Teams.
2. Will interviewers or facilitators be used? [X] Yes [ ] No

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