

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

TITLE OF INFORMATION COLLECTION: *Immigration Legal Services for Afghan Arrivals Event Registration and Event Feedback Forms*

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. Broadly, ORR’s programs provide people in need with critical resources to assist them in becoming integrated members of American society. More specifically, 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 the ILSAA project’s implementation of service delivery and supports, ILSAA hosts webinars and trainings and has developed two forms for use in relation with these activities: an *Event Registration Form* and an *Event Feedback Form*. These forms are intended for completion by legal service providers, State Refugee coordinators, and representatives from partner organizations when they register for webinars and trainings and to provide feedback after the activities. ILSAA is contracted to provide six webinars by September 2023 and develop trainings for legal service providers. These forms will provide a standardized way to collect information including information to enhance potential participant engagement (e.g., professional roles collected during registration) and improved customer service (ie. feedback will inform upcoming activities).

DESCRIPTION OF RESPONDENTS:

Respondents will be legal service providers who are (a) currently contracted or (b) have the potential to contract with ILSAA to provide immigration legal services to eligible Afghan arrivals, State Refugee coordinators, and representatives from partner organizations.

TYPE OF COLLECTION:

- | | |
|---|---|
| <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 type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other: <u>Event registration and feedback forms</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.

- 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: Joel Polanco, Support Services, Contracting Officer Representative
ACF Office of Refugee Resettlement

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

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
- 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 No

BURDEN HOURS

Information Collection	Category of Respondent	No. of Annual Respondents	No. of Responses per Respondent	Estimated Time per Response	Annual Burden Hours
ILSAA Event Registration Form	Individuals	95	4	0.017	6.46
ILSAA Event Feedback Form	Individuals	155	4	.05	31
Totals					37

FEDERAL COST: The estimated annual cost to the Federal government is \$2,238

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

- 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 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?

For the registration form, potential respondents will be legal service providers that are contracted, and have the potential to contract, with ILSAA to provide immigration legal services to eligible Afghan arrivals. These individuals will receive an email with a link to register for the training or webinar. Everyone who registers for the webinars or participates in trainings will receive an email with a link to the feedback form following the event.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
- Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No

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