

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

TITLE OF INFORMATION COLLECTION: *Jurisdiction Lead Observation Debrief*

PURPOSE: The Capacity Building Collaborative’s Center for States (Center) provides a variety of training and technical assistance in the form of projects, products, services, and supports to states and territories (i.e., jurisdictions). The proposed *Jurisdiction Lead Observation Debrief* would be used with two types of projects: (a) intensive tailored services projects and (b) Child and Family Services Reviews (CFSR) projects. Intensive tailored service projects are expected to last nine months or longer, and require a higher level of service intensity versus other types of Center services and projects (e.g., brief projects). CFSR projects also focus on intensive service delivery for jurisdiction specific CFSR support plans to address identified services and supports.

The Center conducts observations of service delivery for participating jurisdictions. The purpose of the proposed *Jurisdiction Lead Observation Debrief* is to gather feedback from the jurisdiction lead about the Center’s services following the Center’s observation of service delivery. Trained observers will meet informally with a key jurisdiction leader who participated in the observed service delivery, to ask a few questions aligned with the observed service delivery and fidelity to the Center’s practice model. Data collected will support ongoing continuous quality improvement of services provided to jurisdictions (e.g., by identifying successful practices and potential areas for growth as they relate to the provision of training and technical assistance).

DESCRIPTION OF RESPONDENTS: Up to 25 Jurisdictional intensive and CFSR project leads that work for public child welfare agencies that are receiving Center services.

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>Debrief Guide</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.

Name and affiliation: Beth Claxon, Child Welfare Program Specialist, ACF Administration on Children, Youth and Families (ACYF)

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	Annual Total No. of Respondents	Annual No. of Responses per Respondent	Estimated Time (Hours) per Response	Annual Burden Hours
Jurisdiction Lead Observation Debrief	Individuals from State and Territory Governments	25	1	0.25	6.25
Totals					6

FEDERAL COST: The estimated annual cost to the Federal government is \$692.63

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 Center implements approximately 45 tailored services intensive projects and 10-12 CFSR projects each fiscal year. The goal is to observe one service delivery for 70% of those projects. Following each observation is a jurisdiction debrief. Based on jurisdiction lead debrief interview response rates for prior data collection, we estimate that approximately 25 interviews will be conducted on an annual basis.

Administration of the Instrument

- 1. How will you collect the information? (Check all that apply)
 - [X] Web-based or other forms of Social Media
 - [X] Telephone
 - [X] In-person
 - [] Mail
 - [] Other, Explain

For on-site observations, the debrief will occur in-person and for virtual observations, the debrief will occur via phone or email with the jurisdiction leads.

2. Will interviewers or facilitators be used? Yes No

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