

**Request for Approval under the “Generic Clearance for the Collection of  
Routine Customer Feedback” (OMB Control Number: 0920-1071)**

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**TITLE OF INFORMATION COLLECTION:** Evaluation of communication between the Immigrant, Refugee, Migrant Health Branch at the CDC and Association of Refugee Health Coordinators partners during responses in 2020-2022

**PURPOSE:** During the North American Refugee Health conference held June 23-25, 2022, concerns were noted from various state partners about losing trust in the CDC and feeling a lack of understanding as to why certain decisions were made regarding recent Afghan and Ukrainian responses. This project will evaluate how both members of the Immigrant Refugee Migrant Health Branch (IRMH) at the CDC and members of Association of Refugee Health Coordinators (ARHC) perceived communication paths during the multiple responses that occurred during 2020-2022 (COVID-19, Southwest Border, Operation Allies Welcome, United for Ukraine). This information will be used to create a thematic analysis of the differences in experience and perceived communication success, which will inform a proposal for a shift in how IRMH and ARHC communicate during emergency responses to foster trust and collaboration between the federal and state levels.

**DESCRIPTION OF RESPONDENTS:** Respondents will include both leadership and members of ARHC. ARHC is composed of state refugee health coordinators, reflecting no more than one person per state.

**TYPE OF COLLECTION:** (Check one)

- |  |   |
|--|---|
| <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>1 on 1 interviews</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 results are not intended to be disseminated to the public.
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: Sarah Kuech

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Applicable, has a System or Records Notice 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**

Category of Respondent	No. of Respondents	Participation Time	Burden
State Partners (ARHC members)	40	30 min	20 hours
<b>Total</b>			<b>20 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is No additional cost other than time, as Kuech is an ORISE fellow and paid by ORISE

**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 ☐ 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?

CDC will send an email (Attachment 1: Survey Invitation) to each state refugee health coordinator as designated on the list of [Key State Contacts](#) kept by the Office of Refugee Resettlement, ensuring no more than one person per state is reflected in the evaluation. The participation request sent to potential participants via email will include a statement of purpose. This email will also link to a scheduling mechanism. CDC personnel or representatives will hold 30-minute one-on-one interviews with all respondents using a predetermined list of questions (Attachment 2: Interview Questions).

Responses will be password protected in an Excel sheet on the Shared Drive (Attachment 3: Data Collection Tool). A descriptive analysis will be generated from the collected information. Perceptions will be compared between the CDC participants and the ARHC participants to create a thematic analysis of differences in experience, perceived communication success, and a

proposal for a shift in the communication approach to foster trust and collaboration between the federal and state levels.

**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

1 CDC ORISE fellow will conduct the interviews, and no additional interviewers will be used.

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

Attachments:

- Attachment 1 [Survey Invitation](#)
- Attachment 2 [Interview Questions](#)
- Attachment 3 [Data Collection Tool](#)