

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

TITLE OF INFORMATION COLLECTION: ACF Grant Recipient Experience Survey

PURPOSE: The purpose of the Administration for Children and Families (ACF) Grant Recipient Experience Survey is to better understand the experiences of ACF discretionary grant recipients. The information will be used to identify areas that are causing challenges for grant recipients, and ACF will address those areas to ease burden (i.e., reduce the “time tax”) for grant recipients and administrators within the agency. Further, this survey will help identify “bright spots” that can be communicated across and beyond ACF to help facilitate collaboration, learning, and break down intra- and inter-agency siloes.

The design of this survey has been created with guidance from OMB Circular A-11, Section 280 on customer experience measurement. The survey consists of multiple question blocks, including: introduction, relational, application, post-award training, general guidance, technical assistance, reporting requirements, additional challenges, and demographics. These sections were prioritized based on prior stakeholder conversations. The survey focuses on metrics such as trust, equity, satisfaction, ease, and effectiveness. While all possible survey questions are included in the survey document, not all respondents will see all questions – there are instances noted throughout the survey in **bold** where questions only apply based on specific responses to previous questions. This survey will be distributed electronically, therefore respondents will not see these notes – they are included for internal reference and review.

DESCRIPTION OF RESPONDENTS: Respondents will be primary points of contact for recipients of discretionary grants. These individuals are the most appropriate audience as they will have relevant insight into the experience their organizations have with ACF.

TYPE OF COLLECTION:

☐ Customer Comment Card/Complaint Form	☒ 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 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: **Emily Mella, Chief Experience Officer, Office of Administration,**
Administration for Children and Families

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ 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 ☒ No

BURDEN HOURS

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
ACF Grant Recipient Experience Survey	Point of contact for recipient of competitive grants	3,000	1	9 minutes	450

FEDERAL COST: The estimated annual cost to the Federal government is \$10,000.

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?

ACF has identified the universe of potential respondents as being all current recipients of discretionary grants across program offices (approximately ~3,000 potential respondents). A list of points of contact for these potential respondents has been identified by the Office of Grants Management. The universe of recipients for this survey is small enough that an additional sampling plan will not be used, i.e., ACF will attempt to survey all potential respondents.

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.