

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

TITLE OF INFORMATION COLLECTION:

Personal Responsibility Education Program (PREP) Local Evaluation Support: PREP LES Annual Satisfaction Survey

PURPOSE:

The Office of Planning, Research, and Evaluation (OPRE) within the Administration for Children and Families (ACF) at the U.S. Department of Health and Human Services (HHS) is funding Abt Associates to provide local evaluation support to Personal Responsibility Education Program (PREP) grantees to enhance evaluation rigor and set the stage for the next generation of evidence building specifically for this grant program.

As the technical assistance provider for local evaluation support, our team provides evaluation technical assistance to grantees and local evaluators through various activities, such as: 1) individual technical assistance calls with grantees and evaluators, 2) evaluation-related templates for grantees and evaluators to complete for their program evaluation, 3) group technical assistance, such as webinars, community of learning calls for peer learning, 4) evaluation-related resources, and 5) a website as a tool for grantees and evaluators to access resources.

The purpose of this fast-track OMB request is to obtain feedback from PREP grantees on the evaluation technical assistance we provide. We will collect feedback with the PREP Local evaluation Support (LES) Annual Satisfaction Survey to gauge grantees’/evaluators’ experience and satisfaction with the technical assistance activities and resources that we provide. The feedback will allow us to continuously improve the technical assistance we provide and ensure it meets the needs of grantees. We would like to ask respondents about their opinions on the technical assistance monthly calls, the evaluation templates and review process, usefulness of our webinars/community of learning sessions, feedback on content and delivery, and obtain suggestion for improvement.

DESCRIPTION OF RESPONDENTS:

All PREP grantees receive some form of evaluation technical assistance. Project managers from all PREP grantees, as well as grantee local evaluators, are the respondents. All PREP grantees can choose to attend the webinars and community of learning sessions that we provide as part of our local evaluation support. In addition to opting to attend the webinars and community of learning sessions, the Personal Responsibility Education – Innovative Strategies and Tribal PREP grantees are required to receive individual technical assistance and complete evaluation-related templates.

TYPE OF COLLECTION:

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion 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: Selma Caal, OPRE, Social Science Research Analyst (COR)

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
PREP LES Annual Satisfaction Survey	Individuals	65	3	0.08 hrs	15.6 hrs
Totals					15.6 hrs

FEDERAL COST: The estimated annual cost to the Federal government is \$52.22

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?

We have a list of all grantee and local evaluator contacts who we are aware of, and we will use this list to invite respondents to complete the Annual Satisfaction Survey. Those willing to complete the satisfaction survey will do so.

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.

See attached for PREP LES Annual Satisfaction Survey