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

TITLE OF INFORMATION COLLECTION: Sponsor Application for Family Unification Ongoing Customer Feedback

PURPOSE: The Office of Refugee Resettlement's (ORR) Sponsor Application for Family Unification (approved under OMB# 0970-0278) is completed by Case Managers and Sponsors. ACF is launching a new digital application for users. To understand if the tool is meeting the needs of users and to inform improvements to the tool's usability, ORR proposes to collect feedback through the following information collections.

1. **Sponsor Application for Family Unification Customer Satisfaction Survey:** To gauge how Case Managers like the new digital application.

2. **PDF Family Unification Forms Customer Satisfaction Survey:** To measure how Case Managers like the old application process, for use to benchmark against the feedback on new digital application.

3. **Sponsor Application Usability Survey:** To track how application enhancements affect Case Managers' assessment of the application's usability.

4. **Single Ease Question:** A brief survey to be used on individual feature designs.

Surveys would be fielded repeatedly over time until June 30, 2026 to continually inform and improve the application for users.

DESCRIPTION OF RESPONDENTS: Across all ORR field programs, we anticipate up to 1,000 Case Managers. This is the user base from which we will seek respondents. At any time on any of the 4 surveys as part of this collection, we will seek out 50-100 responses before closing the survey.

TYPE OF COLLECTION:

[ ] Customer Comment Card/Complaint Form   [**X**] Customer Satisfaction Survey
[**X**] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The primary purpose of the results is <u>not</u> for public dissemination.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential </u>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: Alexandra Dolan-Mescal, CX Strategist, Office of the Chief Technology Officer, 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 [**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

ANNUAL BURDEN HOURS:

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
Sponsor Application for Family Unification Customer Satisfaction Survey	Private Sector - Contractor Case Managers	100	6	7 minutes	70
PDF Family Unification Forms Customer Satisfaction Survey	Private Sector - Contractor Case Managers	200	2	7 minutes	47
Sponsor Application Usability Survey	Private Sector - Contractor Case Managers	100	6	7 minutes	70
Single Ease Question	Private Sector - Contractor Case Managers	100	10	3 minutes	50
Annual Burden Hours Total					**237**

FEDERAL COST: The estimated annual cost to the Federal government is: **$6,000.**

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?
    [**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 list of potential respondents is the group of users for the application. Up to 1,000 users (Case Managers and Lead Case Managers) deployed across ORR field programs, will use the Sponsor Application for Family Unification. We will request, via an email list-serve, voluntary responses from this group as we continue to develop and improve the application.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
    [**X**] Web-based or other forms of Social Media: We will use the Touchpoints survey tool, developed by the General Services Administration specifically for the collection of qualitative CX routine customer feedback.
    [ ] Telephone
    [ ] In-person
    [ ] Mail
    [ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [**X**] No