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

**TITLE OF INFORMATION COLLECTION:** Office of Refugee Resettlement Unaccompanied Children Sponsor Satisfaction Survey

**PURPOSE:** The Office of Refugee Resettlement (ORR), Unaccompanied Children (UC) Program has recently partnered with The Providencia Group (TPG) for the Sponsor Services initiative. This initiative focuses on gathering valuable feedback from sponsors to enhance the services provided by TPG and the UC Program.

Through voluntary surveys conducted within a week of a child’s discharge, TPG aims to collect feedback from sponsors to continually improve their services. This feedback will contribute to the overall analysis and improvement of TPG’s services, and the UC Program's operations.

By actively seeking feedback from sponsors, TPG and the UC Program aim to ensure that their services meet the evolving needs and expectations of the sponsor population. This collaborative effort aims to create a supportive and efficient environment for the sponsors throughout the unification process.

The feedback gathered through these surveys will play a vital role in shaping the future direction and improvements of the Sponsor Services initiative. TPG and the UC Program are committed to leveraging this feedback to enhance their processes and ensure the provision of quality services to sponsors and the unaccompanied children population they support.

**DESCRIPTION OF RESPONDENTS**: Sponsors of unaccompanied children, who are defined as parents, guardians, relatives, or individuals designed by the child’s parents.

**TYPE OF COLLECTION:**

[ ] Customer Comment Card/Complaint Form [X] 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: Ryan Mulkey Case Management Program Specialist, UC Field Strategy, ORR

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**  | **No. of Respondents per Year** | **No. of Responses per Respondent** | **Estimated Time per Response (hours)** | **Burden Hours** |
| Sponsor Satisfaction Survey | Sponsors of children from UC Program | 900  | 1 | 0.08 | 72 |

**FEDERAL COST:** The survey will be conducted and results analyzed by TPG to obtain feedback on the services they provide under the sponsor services contract between ORR and TPG. The average annual cost of the related contract, for all activities including this survey and other tasks is $104,861,026.

In addition, ORR federal staff will review monthly analysis reports produced by TPG. The annualized cost estimate for this review considers the time of a step 1 GS-12 in the Washington, DC locality. The hourly rate was multiplied by two to account for fringe benefits and overhead.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No. of Federal Staff**  | **No. of Reviews per Federal Staff per Year**  | **Burden per Review (hours)**  | **Annual Burden**  | **Average Hourly Wage**  | **Total Annual Cost**  |
| 5 | 12 | 0.5 | 30 | $86.08 | $2,582.40 |

**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?

TPG will use their database of sponsors to disseminate the survey. The survey will be sent to a sampling of Spanish-speaking sponsors within a week of discharge of a child that they are sponsoring, and it is anticipated that a majority of sponsors will respond to the survey and that TPG will be able to utilize the information gained to improve the services provided to sponsors.

**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

[X] Other, Explain: The survey will be issued via an SMS (text-based) request.

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