

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

TITLE OF INFORMATION COLLECTION: Healthy Marriage and Responsible Fatherhood Sustained Training and Technical Assistance Feedback Survey

PURPOSE: The Administration for Children and Families (ACF) requests approval to collect customer service feedback on sustained training and technical assistance (TTA) for Healthy Marriage and Responsible Fatherhood (HMRF) grantees. ACF has contracted with organizations including but not limited to Mathematica, Manhattan Strategy Group, and MDRC to provide TTA to HMRF grantees. Sustained TTA is available to all 110 HMRF grantees funded by ACF to help grantees address significant programmatic, data capacity, continuous quality improvement, and local evaluation challenges. Sustained TTA is a group-based activity in which multiple staff from a participating grantee meet over time with their Family Assistance Program Specialist (FPS) and the TTA provider to diagnose challenges and develop and implement solutions.

Feedback requested in the proposed survey will help ACF and its contractors to improve the TTA they provide during sustained engagements with individual grantees. The survey has been piloted with up to nine grantees to provide feedback on sustained TTA efforts. Note that each provider will tailor the introduction to the survey to describe the services provided to the grantee (programmatic, data capacity, continuous quality improvement, or local evaluation TTA) and solicit feedback specific to those services from each grantee staff member who participated.

DESCRIPTION OF RESPONDENTS: Grantee staff who participate in sustained TTA for their HMRF grant program will be invited to respond to the customer service feedback survey.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" 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 type="checkbox"/> 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 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: Rebecca Hjelm, Project Officer

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

The survey will be administered in the least burdensome mode for the grantees receiving the survey, which will occur after TTA services have concluded. Survey administration modes may include the following: (1) web-based survey via Qualtrics, Survey Monkey, Google Docs, or a similar platform; (2) Word version of survey attached to an email; or (3) telephone administration. We estimate that on average 40 grantees will participate in sustained TTA per year and up to 4 grant program staff at each of 40 grantees will participate. The estimated time to complete the survey is 5 minutes.

Category of Respondent	No. of Respondents per survey	No. of Responses per respondent	Participation Time	Annual Burden
Private sector (HMRF grant program staff who received sustained TTA)	160 per year	1	5 min	13.3 hours per year

FEDERAL COST: The estimated annual cost to the Federal government is \$908. For cost calculations, we take into account the time needed for multiple ACF and contractor staff to distribute the survey and review customer feedback. We estimate this will take 16 hours per year (approximately 6 minutes per response), split between federal ACF and contractor staff at the GS-12, GS-13, and GS-14 or comparable levels, for an annual cost of \$908.

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?

Sustained TTA is available to all 110 HMRF grant recipients. We assume that all HMRF grantees will ultimately complete this survey; most will complete the survey based on their participation in local evaluation TTA while others will participate in sustained programmatic, data capacity, or CQI TTA. A small number of grantees (up to ten) may receive multiple types of sustained TTA and be asked to complete the survey more than once. We thus assume that over

the three-year renewal period grantees will participate in 120 sustained TTA engagements (on average 40 grantees per year) and that an average of 4 staff at each grantee will participate in the TTA engagement and be asked to complete the survey.

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 (email only)

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.