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

**TITLE OF INFORMATION COLLECTION:** State Refugee Coordinator Interview Guide

ORR Data Modernization Effort

**PURPOSE:** The Office of Refugee Resettlement (ORR) at the Administration for Children and Families (ACF), U.S. Department of Health and Human Services (HHS) is proposing to collect information from grantees to better understand challenges with ORR reporting. ORR will consider the information gathered during internal discussions around data collection modernization efforts.

**DESCRIPTION OF RESPONDENTS**: State Refugee Coordinators and staff.

**TYPE OF COLLECTION:**

[ ] Customer Comment Card/Complaint Form [ ] Customer Satisfaction Survey

[ ] Usability Testing (e.g., Website or Software [X] 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: Amelia Salem, 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 [X] 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** | **No. of Responses per Respondent** | **Estimated Time per Response** | **Burden Hours** |
| State Refugee Coordinator Interview Guide  ORR Data Modernization Effort | State Refugee Coordinator and State Refugee Health Coordinator | 50\* | 1 | 45 minutes | 37.5 hours |

\*Note: The main outreach will be to the 50 State Refugee Coordinators, but we anticipate and will encourage participation from multiple individuals who could contribute relevant feedback. While the actual number of individuals involved with the interviews is likely to be more than 50, the total time to complete the interview for each of the 50 states is expected to be a total of 45 minutes of time.

**FEDERAL COST:** The estimated annual cost to the Federal government is 100 hours \* $36.76 = $3,676.

**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 [X] 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?

ORR will interview the State Refugee Coordinators (and as available, State Refugee Health Coordinators and other staff) from each of 50 states, who receive funds from ORR to deliver services to eligible populations and submit data to ORR to report on service provision.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

[X] Web-based or other forms of Social Media

[ ] Telephone

[ ] In-person

[ ] Mail

[ ] Other, Explain:

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

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**