

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

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**TITLE OF INFORMATION COLLECTION:** Unaccompanied Children Capacity Management Tools Provider Survey

**PURPOSE:** The Office of Refugee Resettlement (ORR), Unaccompanied Children (UC) Program Technology Products (UC Tech) has recently modernized the UC Bed Census to transform the current UC Bed Census tool into a tool used by providers to place specific children into specific rooms, giving care provider programs, the ORR Intakes team, and ORR leadership a tool to help them understand current capacity and characteristics of available and unavailable beds at a program level, and across the network. This granularity will help the UC Program improve overall bed utilization, and the improved user interface will increase efficiency of the UC Placement process. These tools (Bed Configuration Module (Form P-12A) and Bed Assignment Capacity Overview Module (Form P-12B)) are currently approved under OMB# 0970-0554.

UC Tech will be presenting information on the new Capacity Management Tools to care provider programs. Through voluntary surveys conducted within a week of a program’s presentation, UC Tech aims to collect feedback from providers to understand if the tools are meeting the needs of the users; to inform improvements to the tools’ usability; and to enhance the clarity of the presentation delivery. This feedback will contribute to the overall analysis, future updates of the tools, and the UC Program's operations.

**DESCRIPTION OF RESPONDENTS:** Care provider programs that house unaccompanied children.

**TYPE OF COLLECTION:**

- |                                                                        |                                                                  |
|------------------------------------------------------------------------|------------------------------------------------------------------|
| <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 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: Liane Peng, UC Technology Designer

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 |
|-------------------------------------------|---------------------------|--------------------|---------------------------------|-----------------------------|--------------|
| Capacity Management Tools Provider Survey | UC Program Care Providers | 300                | 1                               | 0.06                        | 18           |
| <b>Totals</b>                             |                           | <b>300</b>         | <b>1</b>                        | <b>0.06</b>                 | <b>18</b>    |

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1,083.

**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?

UC Tech will use the ORR database of care provider contact information to disseminate the survey. The survey will be sent to each provider within a week of the program participating in the roll-out presentation. We will request, via an email list-serve, voluntary responses from this group as we continue to develop and improve the tools.

**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:

A link to a web-based survey will be sent to care providers via email.

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