

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

TITLE OF INFORMATION COLLECTION: Feedback on Post-Release Service (PRS) Referral Queue Data Fields

PURPOSE: The Office of Refugee Resettlement (ORR) Unaccompanied Children (UC) Program is working with the UC Tech Team to improve systems used for data reporting. As part of these efforts, the UC Tech Team is beginning work to redesign post-release service (PRS) functions for a modernized version of the UC Program’s case management system (UC Portal). The first task in this effort centers around the PRS referral queue, which is a table with information about children who have been referred for PRS. PRS providers assess this list on a regular basis, keeping an eye on information like how long a child's case has been sitting, how close they are to aging out, and where they live. PRS providers accept cases off their referral queue based on the capacity of their case managers.

The purpose of this feedback exercise is to understand how much information people really need in a referral queue.

UC Tech has chosen to use a card sort, which is a methodology commonly used in user experience design – it involves users organizing content into groups on their own. In this case, sorting different types of child information they might see in the PRS Referral Queue (age, gender, zip code, state, etc.) into categories based on how important in helping providers deliver post release services.

The information obtained from this exercise will be used to understand the information needs of providers, case managers, and others who interact with the PRS referral queue and improve the queue for users by reducing unnecessary cognitive work and increasing usability.

DESCRIPTION OF RESPONDENTS: A selection of post-release service providers as well as others who access and use the PRS Referral Queue.

TYPE OF COLLECTION:

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: <u>Card Sort</u> |

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: Jillian Gilburne, Service Transformation & Tech Modernization (SET-TM), ORR

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

ANNUAL BURDEN HOURS

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
PRS Referral Queue Prioritization Card Sort	Private Sector - Grantee providers & case managers	100	1	10 minutes	17

FEDERAL COST

Total Number of Federal Staff	Estimated Time For Reviewing Findings	Average Hourly Wage	Total Cost
1	16 hrs (includes buffer time for additional work needed)	\$41.88	\$670.08

The estimated annual cost to the Federal government is: **\$670.08**

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?

The pool of potential respondents includes over 1,300 staff from 26 different PRS provider grantees who regularly use the PRS Referral Queue to accept cases. Names and contact information for this group are located in the user management tool that is used to manage access to all UC Program technology. The UC Tech Team will randomly select 100 respondents from the pool and request their voluntary participation in the feedback exercise via email.

Administration of the Instrument

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

Web-based or other forms of Social Media: *We will use the Optimal Workshop OptimalSort survey tool, developed specifically for asynchronous card sorting. This tool has been approved for use in this project.*

Telephone

In-person

Mail

Other, Explain

1. Will interviewers or facilitators be used? Yes No