

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

TITLE OF INFORMATION COLLECTION: The Runaway and Homeless Youth Training, Technical Assistance, and Capacity Building Center (RHYTTAC) Training and Technical Assistance Event Feedback Form

PURPOSE: The purpose of the planned activity is to collect feedback from Runaway and Homeless Youth (RHY) grant recipients related to the quality and value of training and technical assistance (T&TA) received. These questions will be asked via a web-based survey form following the delivery of planned training and technical assistance events. The information collected will be used to improve future RHYTTAC TTA events to ensure they meet the needs of RHY grant recipients. A survey link will remain live and participants will have limited time following the event to complete this feedback form.

DESCRIPTION OF RESPONDENTS: Participants attending the RHYTTAC training and technical assistance events that target some or all of the Family and Youth Services Bureau’s RHY Program grant recipients.

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: Resa Matthew, Director, Division of Data, Performance, and Policy

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 **Not Applicable**
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No **Not Applicable**

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

The survey includes the universe of possible questions to be asked at any RHYTTAC event but not all questions will be asked at each event. The survey includes 36 items in total and 24 items are common across all TTA event types, which allows for simple aggregation and comparison of information across all TTA event types for those items. We anticipate using these questions at multiple events over the approval period. In 2023, 3046 individuals attended 13 RHYTTAC events, and 1,114 completed the survey. We anticipate at least as many respondents over the next three years and therefore have estimated 1,500 responses per year.

Category of Respondent	Type of Collection	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
Runaway and Homeless Youth Grant Recipients	Web-based survey	4,500	1	5 minutes (0.083)	373

FEDERAL COST: The estimated annual cost to the Federal government is \$4,964 or \$14,892 over three years.

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?

Respondents will be individuals who register for and attend RHYTTAC training and technical assistance events. Attendees will be asked to complete the surveys upon conclusion of the event.

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

Please make sure that all instruments, instructions, and scripts are submitted with the request. The survey instrument is attached along with this form as Appendix A.