

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

TITLE OF INFORMATION COLLECTION: Immigration Legal Services for Afghan Arrivals *Eligible Afghan Arrival Focus Group*

PURPOSE: Immigration Legal Services for Afghan Arrivals (ILSAA) is a service of the Office of Refugee Resettlement (ORR) within the Administration for Children and Families and is dedicated to providing new populations with the opportunity to achieve their full potential in the United States. ORR’s programs provide people in need with critical resources to assist them in becoming integrated members of American society. ILSAA provides immigration legal services to Eligible Arriving Afghans (EAAs) across the country and helps build the capacity of immigration legal service providers (LSPs). ILSAA is funded by ORR and implemented by the U.S. Committee for Refugees and Immigrants (USCRI) and ICF.

The *ILSAA EAA Focus Group* is designed to gather feedback from EAAs about their experience receiving legal services from ILSAA. The information collected will help inform how ILSAA can better serve EAAs.

DESCRIPTION OF RESPONDENTS: Respondents will be EAAs who have received legal services from ILSAA.

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 checked="" 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: David Warunek, Support Services, Contracting Officer Representative
ACF Office of Refugee Resettlement

To assist review, please provide answers to the following questions:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No

Name and signature will be collected on the consent form and voices will be recorded.

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

Participants will receive a \$50 gift card as a token of appreciation to acknowledge their contribution to program improvement by sharing their experience. As the population is often low-income, individuals may be less able or likely to participate without a token of appreciation. Additionally, focus groups will be held in-person so this token of appreciation will help to offset incidental costs such as travel and/or child care.

BURDEN HOURS

The goal is to engage up to 20 EAAs in a focus group. The estimated time per response includes the estimated time for the actual focus group (1.5 hours) and time for recruitment, reviewing materials, and travel.

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
Immigration Legal Services for Afghan Arrivals Eligible Afghan Arrivals Focus Group	Individuals	20	1	3	60

FEDERAL COST: The estimated annual cost to the Federal government is \$14,187.08.

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?

Potential respondents will be selected from a client list of EAAs who are receiving immigration legal services from ILSAA. Sampling will be primarily based on the EAA’s proximity to the location of the focus group site.

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 No

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