

**Request for Approval under the “Generic Clearance for the Collection of  
Qualitative Feedback on Agency Service Delivery”  
(OMB Control Number: 2030-0051; EPA ICR Number: 2434.282)**

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**TITLE OF INFORMATION COLLECTION:**

Groundwork USA Nonprofit Technical Assistance Grant Satisfaction Surveys

**PURPOSE:**

EPA's Office of Brownfields and Land Revitalization awarded a four-year cooperative agreement to Groundwork USA to provide technical assistance to nonprofits in brownfields communities. Throughout the grant, the cooperative agreement recipient will provide direct technical assistance via webinars, workshops, and coaching cohorts.

The goal of this customer satisfaction survey is to collect feedback and information on the technical assistance provided. Feedback collected will be analyzed and reviewed to identify efficacy of technical assistance. In addition, the information will inform new opportunities for enhancing technical assistance opportunities. Surveys may be provided prior to or after a technical assistance event.

**DESCRIPTION OF RESPONDENTS:**

Respondents to the satisfaction survey include brownfields grantees or potential grantees who have received specialized technical assistance from Groundwork USA to support their brownfields projects.

Respondents are representatives from communities affected by brownfields. In particular, given that this technical assistance cooperative agreement is specific to nonprofits, respondents should be from or have some affiliation with a nonprofit supporting a brownfields project.

**TYPE OF COLLECTION:**

☐ Customer Comment Card/Complaint Form

☒ Customer Satisfaction Survey

☐ Usability Testing (e.g., Website or Software)

☐ Small Discussion Group

☐ Focus Group

☐ Other: \_\_\_\_\_

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Applicable, has a System or Records Notice 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:**

| Category of Respondent | No. of Respondents | Participation Time (per respondent) | Burden Hours |
|------------------------|--------------------|-------------------------------------|--------------|
|                        |                    |                                     |              |

|                           |            |            |       |
|---------------------------|------------|------------|-------|
| Individuals or Households | 25         | 10 minutes | 4.17  |
| Private Sector            | 350        | 10 minutes | 58.33 |
| <b>Totals</b>             | <b>375</b> | 10 minutes | 62.5  |

**FEDERAL COST:** The estimated annual cost to the Federal government is: \$0.

**The selection of your targeted respondents.**

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 ☒ N

Satisfaction Surveys: The respondent list is derived from voluntary workshop registration records via Zoom, attendance lists from voluntary workshops, or cohort or 1:1 technical assistance recipients.

**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

**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 results are not intended to be disseminated to the public.
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.

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