

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

TITLE OF INFORMATION COLLECTION: State and Tribal Technical Assistance and Resources Training and Technical Assistance Feedback Surveys

PURPOSE AND USE: The Office of Family Assistance (OFA), an operating division of the U.S. Department of Health and Human Services (HHS), Administration for Children and Families (ACF), administers several key federal programs that foster economic security and stability. Among other programs, this includes the state and Tribal Temporary Assistance for Needy Families (TANF) programs and the Native Employment Works (NEW) program. The purpose of the State and Tribal Technical Assistance and Resources (STAR) Training and Technical Assistance (TTA) for TANF Programs contract is to support TTA to TANF programs and partners in improving the economic security of individuals and families.

Through STAR, OFA delivers a variety of TTA activities to state, Tribal, and local TANF programs and partners, NEW programs, and other TANF stakeholders. STAR supports in-person and virtual TTA activities and short- and long-term engagements, including a national meeting of Tribal program staff, three regional meetings for state program staff, three virtual learning collaboratives, and webinars. We propose to gather feedback directly from TTA participants to understand their experiences and satisfaction with TTA activities, for the purpose of continuously improving our TTA activities.

DESCRIPTION OF RESPONDENTS:

Respondents include state, Tribal, and local agencies that administer TANF cash assistance programs or Native Employment Works programs and participate in technical assistance activities that the Office of Family Assistance offers through its STAR TTA contract.

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: Lizeth Hester, Program Specialist, OFA Division of TANF Technical Assistance & Special Initiatives (TTASI)

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

Personally Identifiable Information:

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

BURDEN HOURS

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
1. TTA web pre-survey 2. TTA paper pre-survey (Same instrument; different modes)	State, local, or tribal governments	355	1	2 minutes	11.83 hours
3. TTA web post-survey 4. TTA paper post-survey (Same instrument; different modes)	State, local, or tribal governments	355	1	7 minutes	41.42 hours
5. Webinar pre-survey	State, local, or tribal governments	625	1	2 minutes	20.83 hours
6. Webinar post-survey	State, local, or tribal governments	625	1	4 minutes	41.67 hours
Totals		980	2		115.75 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$6,267

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?
[X] 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?

All staff within state, Tribal, and local agencies that administer TANF cash assistance programs or Native Employment Works programs, and participate in technical assistance activities offered through the STAR TTA contract, are eligible to provide responses. We do not intend to sample respondents from the universe.

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