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

**TITLE OF INFORMATION COLLECTION:** Child Care State Capacity Building Center Feedback Collection for Individualized Technical Assistance

**PURPOSE AND USE:** The Administration for Children and Families, Office of Child Care (OCC) seeks approval to collect feedback from participants of individualized technical assistance provided by the Child Care State Capacity Building Center (SCBC) to understand (1) whether participation is useful, timely, and relevant; and (2) whether technical assistance services improve participants' awareness, knowledge, practice, and organizational capacity. The information gathered will inform planning and improvement of future OCC training and technical assistance to best meet the needs of users for quality, relevant, and useful information. OCC funds SCBC to provide data-informed training and technical assistance services for public state and territory child care agencies and their partners.

**DESCRIPTION OF RESPONDENTS**: Respondents will be individuals who received individualized technical assistance provided by SCBC. These individuals may include OCC grantees (namely, government staff from states, Tribes, and territories); partner organizations, including nonprofit organizations that provide professional development, technical assistance, and other services in support of child care and child care programs and direct providers of early care and education services, such as child care providers.

### TYPE OF COLLECTION:

[ ] Customer Comment Card/Complaint Form	[ x ] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software	[ ] Small Discussion Group
[] Focus Group	[ ] Other:
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#### **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 <u>not</u> raise issues of concern to other federal agencies.
- 4. The primary purpose of the results is <u>not</u> for public dissemination.
- 5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: Patricia Haley, OCC, Supervisory Child Care Program Specialist for TA

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

## **Personally Identifiable Information:**

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

<ol> <li>If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No</li> <li>If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [ ] No</li> </ol>					
Gifts or Payments: Is an incentive (e.g., n participants? [ ] Yes  BURDEN HOURS	noney or reimbursemer [ x ] No	nt of expenses, to	oken of apprecia	ation) provide	d to
Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
State Capacity Building Center feedback on Individualized TA	Individuals in State, local, or Tribal government Private Sector	75 25	1	5 minutes	8 hours
ilidividudil2cd 171	Totals	100	1	5 minutes	8 hours
<ul><li>includes staff of the Canalyzing feedback.</li><li>The selection of your</li><li>1. Do you have a cus</li></ul>	The estimated annual child Care State Capacing targeted respondents tomer list or something by you have a sampling	ty Building Cen s g similar that de	ter disseminatin	g, collecting, a se of potential verse?	and
5 1	lease provide a descrip se provide a description you will select them?		`	1 01	,
individualized technic contact information (e	tial respondents consis al assistance provided. .g., participants' email participants. Responses	SCBC maintair addresses). SCI	is a participant l	ist that contain	ns

# Administration of the Instrument 1. How will you collect the information

1.	How will you collect the information? (Check all that apply)
	[ x ] Web-based or other forms of Social Media
	[ ] Telephone
	[ ] In-person
	[ ] Mail
	[ ] Other, Explain

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