

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

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**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:**

- |  |  |
|--|--|
| <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: 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  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  No

**BURDEN HOURS**

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	75	1	5 minutes	8 hours
	Private Sector	25			
<b>Totals</b>		100	1	5 minutes	<b>8 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$2,552.3. This includes staff of the Child Care State Capacity Building Center disseminating, collecting, and analyzing feedback.

**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?

The universe of potential respondents consists of individuals who have participated in SCBC’s individualized technical assistance provided. SCBC maintains a participant list that contains contact information (e.g., participants’ email addresses). SCBC emails an electronic link to the web-based survey to participants. Responses are voluntary.

**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