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

TITLE OF INFORMATION COLLECTION: Division of Refugee Assistance General Training and Technical Assistance Event Feedback Survey

PURPOSE AND USE: Through this information collection, the Administration of Children and Families (ACF) Office of Refugee Resettlement (ORR) Division of Refugee Assistance (DRA) will collect feedback from grant recipients and sub-grant recipients on training and technical assistance (T & TA) events to inform the development of future such events. It is critical to assess grantees' satisfaction with the T & TA offered and to identify any gaps or unmet needs to be addressed in the future. The information collected will help ensure that future events are effective and efficient and that content is appropriately tailored to grant recipients' needs.

DESCRIPTION OF RESPONDENTS: Participants will include grant recipient and sub-grant recipient staff who attend a DRA T & TA event. This would generally include state employees, employees of private non-profit agencies designated by ORR to administer a state's Refugee Resettlement Program, and, occasionally, employees of sub-grantee service 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:_____

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:<u> Joseph Wantz, Research and Evaluation Lead, Monitoring, Evaluation, and Analysis Team, Office of Refugee Resettlement</u>

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

Tokens of Appreciation or Honoraria:

Will a token of appreciation or honoraria be provided to participants? [ ] Yes [X] No

BURDEN HOURS
Each participant is expected to take 5 minutes to fill out the survey and expected to respond to the survey approximately 4 times each year.

Information Collection	Category of Respondent	No. of Respondents	Annual No. of Responses per Respondent	Estimated Time per Response	Annual Burden Hours
DRA General T & TA Event Feedback Survey	State governments	40	4	20 minutes	53.3 hours
	Private sector	40	4	20 minutes	53.3 hours
	Totals	80	4	20	**106.6 hours**

FEDERAL COST: The estimated annual cost to the Federal government is $382.16. This is based on the approximately 8 hours total spent in the review and data analysis for these surveys by GS-13s who make approximately $47.77 per hour

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?

Only individuals who have attended a DRA webinar, training, or event will receive the survey. These will be DRA grant recipient and sub-grant recipient staff. The survey will be sent out following an event.

Administration of the Instrument
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