

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

TITLE OF INFORMATION COLLECTION: Office of Refugee Resettlement
Unaccompanied Children Bureau Technical Assistance Satisfaction Survey

PURPOSE:

The Multidiscipline Technical Assistance Team (MDTAT) within the Office of Refugee Resettlement (ORR) Unaccompanied Children (UC) Bureau was launched in March 2023 as a mandate from the Department of Health and Human Services (HHS) Office of Secretary (OS). Under the HHS OS mandate, every care provider is required to receive one annual in-person technical assistance visit. MDTAT was created to strengthen the safe and timely release of children in ORR's care and enhance UC Bureau care provider operations.

ORR's MDTAT plans to administer a survey to UC Bureau and care provider staff at the conclusion of each technical assistance visit to determine level of satisfaction with the visit and solicit additional feedback on how technical assistance sessions may be enhanced. The MDTAT will use the information collected in the surveys to evaluate and tailor the design, development, and delivery of technical assistance to the UC Bureau.

DESCRIPTION OF RESPONDENTS:

Respondents include care provider staff, and ORR UC Bureau federal¹ and contractor staff.

TYPE OF COLLECTION:

☐ Customer Comment Card/Complaint Form	☒ 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 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 bureau or may have experience with the bureau in the future.

Name and affiliation: Shebony Foster, Training Manager, ACF Office of Refugee Resettlement
Unaccompanied Children Bureau

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

Personally Identifiable Information:

¹ This information collection falls within the scope of these federal employees' work duties and therefore burden is not included for these respondents.

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 (hours)	Total Burden Hours
Technical Assistance Satisfaction Survey	UC Bureau and care provider staff	15,000	1	0.03	450

FEDERAL COST: The estimated annual cost to the Federal government is \$242,899. This cost includes the estimated staff time to administer the survey and analyze the data received (see table below), plus a \$496 annual fee for the survey software.

The annualized cost estimate to develop, deliver, and analyze survey data considers the time of a step 1 GS-12 in the Washington, DC locality. The hourly rate was multiplied by two to account for fringe benefits and overhead.

No. of Federal Staff	No. of Reviews per Federal Staff per Year	Burden per Review (hours)	Annual Burden	Average Hourly Wage	Total Annual Cost
1	15,000	0.17	2,550	\$95.06	\$242,403

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

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?

A web-based survey link will be emailed and/or shared at the conclusion of a technical assistance site visit to staff that received technical assistance. This includes program directors, case managers, clinicians, youth care workers, non-direct care staff, direct care staff, executives, trainers, federal and contract field staff, and other contractors (as applicable). If survey is

emailed rather than provided in-person during the site visit, ORR's Care Provider Distribution List will be used to identify email addresses for survey dissemination.

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