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 Community Services (OCS) Service Finder and OCS Service Reviewer Beta Testing Forms

PURPOSE AND USE: The Office of Community Services (OCS) developed a draft application (app) to help families and communities find OCS funded services closest to their specific location. The OCS Service Finder was built based on information publicly available on our grant recipient and sub-recipient websites. OCS also developed the OCS Service Reviewer to allow Community Services Block Grant (CSBG) CSBG sub-recipients to validate that the information publicly available on their websites about services offered at their sites is accurate. The OCS Service Reviewer requests that respondents verify contact information, hours of operation, physical address, language services, and all current services available at their organization.

The information collected through the OCS Service Finder Beta Testing Form and OCS Service Reviewer Beta Testing Form will be used to validate and update the OCS Service Finder and the OCS Service Reviewer. Feedback collected through the OCS Service Finder and OCS Service Reviewer Beta Testing Forms will then be used to update and improve both tools to ensure they meet the needs of future users, as well as help OCS obtain a reliable time burden estimate. Information collected through both beta testing forms will not be used for service verification purposes or included in the OCS Service Finder or OCS Service Reviewer.

DESCRIPTION OF RESPONDENTS: CSBG grant recipients and subrecipients

TYPE OF COLLECTION:

[ ] Customer Comment Card/Complaint Form	[ ] Customer Satisfaction Survey
[X] 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 program or may have experience with the program in the future.

Name and affiliation: Juliana Melara, Policy Advisor, Office of Community Services

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 [X] 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

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
OCS Service Finder Beta Testing Form	CSBG Grant Recipients and Subrecipients	40	1	30 minutes	20 hours
OCS Service Reviewer Beta Testing Form	CSBG Subrecipients	30	1	45 minutes	22.5 hours
Totals		**40**	1-2	1 hour and 15 mins	**42.5 hours**

FEDERAL COST: The estimated annual cost to the Federal government is $860. This sum reflects federal staff time give a live training session on both tools, review the written feedback submitted, and incorporate written feedback into the OCS Service Finder and the OCS Service Reviewer. The average salary of the staff working on this program is a GS12, which is compensated at an average wage rate of $89,834 annually, $43 hourly. It is anticipated that federal staff will spend about 20 hours on this project.

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 [X] 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.

OCS selected a diverse range of 14 state agencies and then asked states to identify subrecipients as volunteers to complete the OCS Service Finder and OCS Service Reviewer Beta Testing Form. OCS will then invite all grant recipient and subrecipient volunteers to attend a live session for instructions on how to use both the OCS Service Finder and OCS Service Reviewer Beta Testing Forms. Following that live session, the volunteers will be asked to complete both forms.

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