

## 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:** National Center on Substance Abuse and Child Welfare’s Training and Technical Assistance Satisfaction Surveys

**PURPOSE AND USE:** The proposed information collection activity is intended to gather feedback from recipients of the National Center on Substance Abuse and Child Welfare’s (NCSACW) Training and Technical Assistance (TTA) as to their satisfaction with the training and/or technical assistance received from NCSACW staff. Feedback will be used to improve future training events and make modifications to NCSACW content to better meet TTA recipients’ needs. Information collected will not be used for evaluation purposes. Overall, the goal is to better serve NCSACW customers. NCSACW is funded by both the Administration for Children and Families and the Substance Abuse and Mental Health Services Administration.

NCSACW’s TTA consists of a variety of activities, including individual TTA events, long-term TA engagement activities, and tutorials. Individual TTA events including standard TTA (delivery of standard TTA materials – level 1), customized TTA (extensive customization of standard TTA packages, product development, and/or brief consultation – level 2) and event based TTA (extensive development of customized materials and a variety of in-person, virtual, or hybrid trainings or consultations – level 3). Long-term engagement activities involve engagement with a dedicated site team or grantee to develop and implement an intensive scope of work for strategic planning including the Regional Partnership Grants (RPG) and the In-Depth Technical Assistance (IDTA) programs. The NCSACW’s website hosts three online tutorials for substance use disorder (SUD) treatment, child welfare, and legal professionals to promote learning, collaboration, and practice skills to support families affected by SUDs and child welfare involvement. To collect feedback, we propose to administer three surveys, dependent on the activity(ies):

- **NCSACW TTA Satisfaction Survey (Instrument 1):** The NCSACW will administer *training or technical assistance* satisfaction surveys after completion of an individual training or technical assistance event. Instrument 1 includes a bank of potential questions from which NCSACW will select specific feedback questions based on the level of TTA (standard, customized and extensive TTA), content, and audience for the individual event. Time per response will vary for each tailored survey but will not exceed 5 minutes.
- **NCSACW TTA Long-term Technical Assistance Engagement Satisfaction Survey (Instrument 2):** The NCSACW will administer *long-term technical assistance engagement* satisfaction surveys annually for the term of the engagement. Instrument 2 includes a bank of potential questions from which NCSACW will select questions specific to the desired outcomes for long term-TTA engagements. The specific questions will be chosen based on the type of engagement and key partners. Time per response will vary for each tailored survey but will not exceed 15 minutes. Individuals receiving long-term TA engagement activities will receive satisfaction surveys annually.
- **NCSACW Online Tutorial Satisfaction Survey (Instrument 3):** The NCSACW will administer *NCSACW Tutorials* satisfaction surveys annually for the term of the engagement. Instrument 3 includes a bank of potential questions from which NCSACW

will select questions specific to each *NCSACW Tutorial* to improve content. Time per response will vary for each tailored survey but will not exceed 5 minutes.

- **NCSACW Online Child Welfare Training Toolkit Satisfaction Survey (Instrument 4):** The NCSACW will administer *Child Welfare Training Toolkit* satisfaction surveys annually for the term of the engagement. Instrument 4 includes questions to elicit feedback to improve content. Time per response will not exceed 5 minutes.

**DESCRIPTION OF RESPONDENTS:** Respondents will be NCSACW TTA recipients and participants of training events. This may include staff from state, regional, county, and tribal human services agencies, non-profit organizations, medical or hospital systems, state, regional, local, or tribal court systems, adult drug courts, family drug/treatment courts, Healing to Wellness courts, education providers, or other public or private organizations.

**TYPE OF COLLECTION:**

- |   |  |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form                     | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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: Surina Amin, ACF Child Welfare Program Specialist

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

**Tokens of Appreciation or Honoraria:**

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

**BURDEN HOURS**

The estimated total burden is 1,214 hours.

For the NCSACW TTA Satisfaction Survey (Instrument 1), time per response is dependent on the level of effort at a specific event. The different categories include:

- Standard TTA - Delivery of standard TTA materials (including resources, publications, and/or referrals)
- Customized TTA - Extensive customization of standard TTA packages, product development, and/or brief consultation
- Event Based TTA - Extensive development of customized materials and a variety of in-person, virtual, or hybrid trainings or consultations

The NCSACW estimates data collection will begin in July 2024, dependent on OMB approval. ACF would like to collect data through the end of the NCSACW contract – March 2027 and will submit an extension request prior to the expiration date of this umbrella generic.

<b>Information Collection</b>	<b>Category of Respondent</b>	<b>Annual No. of Respondents</b>	<b>No. of Responses per Respondent</b>	<b>Estimated Time per Response</b>	<b>Burden Hours</b>
NCSACW TTA Satisfaction Survey – <i>Standard</i> (Instrument 1)	Individuals	500	1	2 minutes	17 hours
NCSACW TTA Satisfaction Survey – <i>Customized</i> (Instrument 1)	Individuals	100	1	3 minutes	5 hours
NCSACW TTA Satisfaction Survey – <i>Event Based</i> (Instrument 1)	Individuals	5,000	1	5 minutes	417 hours
NCSACW TTA Long-term Technical Assistance Engagement (Instrument 2)	Individuals	100	1	15 minutes	25 hours
NCSACW Online Tutorials Satisfaction Survey (Instrument 3)	Individuals	6,000	1	5 minutes	500 hours
NCSACW Child Welfare Training Toolkit (Instrument 4)	Individuals	3,000	1	5 minutes	250 hours
<b>Totals</b>		<b>14,700</b>			<b>1,214 hours</b>

FEDERAL COST: The estimated annual cost to the Federal government is \$10,865.

**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.

Following TTA delivery (e.g., training, delivery of materials, Child Welfare Training Toolkit download), individuals will receive a satisfaction survey appropriate to the level of TTA engagement, as outlined above. The potential group of respondents will include anyone who has received NCSACW TTA.

**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