

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

TITLE OF INFORMATION COLLECTION: Immigration Legal Services for Afghan Arrivals *Legal Service Providers (LSPs) and Paralegals Feedback Survey*

PURPOSE AND USE: Immigration Legal Services for Afghan Arrivals (ILSAA) is a service of the Office of Refugee Resettlement (ORR) within the Administration for Children and Families. ORR is dedicated to providing new populations with the opportunity to achieve their full potential in the United States. ORR’s programs provide people in need with critical resources to assist them in becoming integrated members of American society. ILSAA provides immigration legal services to Eligible Afghan Arrivals (EAAs) across the country and helps build the capacity of immigration legal service providers (LSPs). ILSAA is funded by ORR and implemented by the U.S. Committee for Refugees and Immigrants (USCRI) and ICF.

The *ILSAA LSPs and Paralegals Feedback Survey* is designed to gather feedback from service providers about their experience interacting with other service areas of the ILSAA project to assess satisfaction with and effectiveness of service areas and support resources. The information collected will help inform best practices for similar future projects.

DESCRIPTION OF RESPONDENTS: Respondents will be LSPs and paralegals who have provided legal services through ILSAA.

TYPE OF COLLECTION:

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|---|--|
| ☐ 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 program or may have experience with the program in the future.

Name and affiliation: David Warunek, Support Services, Contracting Officer Representative
ACF Office of Refugee Resettlement

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

An electronic survey will be distributed to the 67 active LSPs and paralegals providing services for the ILSAA project. The estimated number of respondents is based on a 75% response rate. The estimated time per response includes the estimated time for reviewing materials and responding to the survey.

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
Immigration Legal Services for Afghan Arrivals Legal Service Providers and Paralegals Feedback Survey	Individuals	50	1	15 minutes	12.5 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$301.40

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.

Potential respondents will be LSPs and paralegals who are providing immigration legal services for ILSAA. The survey will be sent to all LSPs and paralegals actively providing services through ILSAA.

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

Please make sure that all instruments, instructions, and scripts are submitted with the request.