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

TITLE OF INFORMATION COLLECTION: National Center on Subsidy Innovation and Accountability Feedback Surveys

PURPOSE AND USE: The National Center on Subsidy Innovation and Accountability (NCSIA), funded by the Office of Child Care (OCC), offers a variety of technical assistance (TA) opportunities related to Child Care and Development Fund (CCDF) subsidy. This includes TA on topics such as equal access to care, fiscal management, program integrity and accountability, and comprehensive background checks. To improve our services, NCSIA proposes gathering user feedback on our TA offerings using polls, discussion prompts, and surveys.

This request includes a bank of questions to use for poll, discussion, pre and post surveys and other customer feedback surveys for the NCSIA's training and TA offerings. This includes requesting customer feedback on the following TA and training offerings:
- Universal TA (products and services widely available to states/grantees including resources on websites and webinars)
- Intensive TA (typically one-on-one support for a state/grantee where a TA plan is developed articulating goals/objectives of TA and the TA services that will help meet the objectives),
- Individualized (TA products and services delivered directly to a state/grantee on a shorter-term basis), and,
- Targeted (typically focused on a specific topic and moving from merely an understanding of the topic to an analysis of it with applications to the work)

Questions will be selected from the bank of questions and used to request feedback from participants of NCSIA TA opportunities. Feedback activities are estimated not to exceed 3 minutes for discussion questions and polls and 6 minutes total for pre-post surveys. NCSIA will select the most appropriate questions from this bank of questions based on the specific technical assistance event.

Information from the surveys will be used internally to help inform customer service feedback. Questions will be asked to determine whether NCSIA's technical assistance and training provides high quality content that fits the needs of states, territories, and Tribes administering the CCDF program. Additionally, questions will help ensure that recipients are increasing their understanding and application of the technical assistance provided. Each data gathering will be voluntary and a low burden for respondents.

DESCRIPTION OF RESPONDENTS: Respondents will include state, territory, and Tribal level staff that work with the CCDF. This includes, but is not limited to, state administrators, division directors, fiscal management staff, program integrity and accountability staff, and staff that administer comprehensive background checks for the program. There may also be non-governmental organizations, including NCSIA's partners, that respond to the questions. These respondents are the typical recipients of NCSIA's training and TA offerings.

TYPE OF COLLECTION:

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software)   [X] 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>Ann Renaud Avila, NCSIA, Subject Matter Expert Manager</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

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

Burden is estimated for NCSIA training and TA opportunities on an **ongoing annual basis**.

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Annual Burden Hours
Universal TA surveys, discussion prompts, and polls	State, Local, Tribal Governments, Non-governmental organizations	200	1	3 min	10
Intensive TA surveys, including discussion prompts, and	State, Local, Tribal Governments, Non-governmental organizations	250	1	3 min	12.5

polls					
Intensive TA pre-post surveys	State, Local, Tribal Governments, Non-governmental organizations	100	2	3 min	10
Targeted TA surveys, including discussion prompts and polls	State, Local, Tribal Governments, Non-governmental organizations	50	1	3 min	2.5
Targeted TA pre-post surveys	State, Local, Tribal Governments, Non-governmental organizations	25	2	3 min	2.5
Individualized TA surveys, including discussion prompts and polls	State, Local, Tribal, Governments, Non-governmental organizations	50	1	3 min	2.5
Individualized TA pre-post surveys	State, Local, Tribal Governments, Non-governmental organizations	25	2	3 min	2.5
Annual Totals		**700***			**42.5**

*NCSIA estimated 700 individual respondents based on existing technical assistance distribution lists. Respondents could participate in multiple TA offerings or respond to more than one data gathering (e.g., respond to both a poll and a pre-post survey).

FEDERAL COST: The estimated annual cost to the Federal government is $2,829.

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?
                                    [ ] 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.

Respondents will be those who voluntarily participate in NCSIA TA and training offerings.

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
   [X] In-person
   [ ] Mail
   [ ] Other, Explain

2. Will interviewers or facilitators be used? [X] Yes [ ] No

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