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

**TITLE OF INFORMATION COLLECTION:** Temporary Assistance for Needy Families (TANF) Data User Research

**PURPOSE AND USE:** The Administration for Children and Families (ACF) regularly publishes data related to the Temporary Assistance for Needy Families (TANF) program on the ACF website in PDF and CSV format (https://www.acf.hhs.gov/ofa/programs/tanf/data-reports) . This data has many users and potential use cases, but anecdotally the agency has heard that the data is hard to use (in format, location, and scope). The instruments in this package will be used to conduct user research to better understand the needs of our users and adjust the TANF data publication program to better serve our users.

**DESCRIPTION OF RESPONDENTS**: Respondents will be individuals of the public who have an interest in the TANF data published by ACF.

**TYPE OF COLLECTION:**

[ ] Customer Comment Card/Complaint Form     [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software     [ ] Small Discussion Group
[ ] Focus Group     [X] Other: <u>Single Ease Question</u>

**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>Alexandra Dolan-Mescal, Customer Experience Strategist, Digital Service at ACF</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

**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 |
|---|---|---|---|---|---|
| TANF Data CSAT | Individuals | 100 | 3 | 6 minutes | 30 |
| TANF Data Single Ease Question | Individuals | 1000 | 1 | 1 minute | 17 |
| | | | | **Total** | **47** |

**FEDERAL COST:**  The estimated annual cost to the Federal government is $1,500

**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.

The Customer Satisfaction Survey respondents will be sourced through professional contacts of the Office of Financial Affairs and known user groups who have published research, articles, or data analyses that have used TANF data as an information source. They will be emailed the voluntary form link. The Single Ease Question will be posted on the webpage that hosts the datasets for voluntary submission by visitors to that page.

**Administration of the Instrument**
1.  How will you collect the information? (Check all that apply)
        [X] Web-based or other forms of Social Media (Touchpoints App)
        [ ] Telephone
        [ ] In-person
        [ ] Mail
        [ ] Other, Explain

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