

To: Kelsi Feltz
Office of Information and Regulatory Affairs (OIRA)
Office of Management and Budget (OMB)

From: Kristie Ross
Division of UC Policy, UC Bureau
Office of Refugee Resettlement
Administration for Children and Families (ACF)

Date: September 25, 2024

Subject: Change Request – Office of Refugee Resettlement Unaccompanied Children Bureau
Technical Assistance Satisfaction Survey (OMB #0970-0401)

This memo requests approval of changes to the approved information collection, *Office of Refugee Resettlement Unaccompanied Children Bureau Technical Assistance Satisfaction Survey*, approved under the **Generic Clearance for the Collection of Routine Customer Feedback** (OMB #0970-0401).

Background

This survey was originally approved in February 2024 and was included in the extension request for the umbrella generic in spring 2024. Due to Office of Refugee Resettlement (ORR) organizational restructuring in June 2024 (see 89 FR 49889), the Multidiscipline Technical Assistance Team (MDTAT) is seeking to update ORR terminology used in the survey. Additionally, MDTAT has expanded its scope, service delivery, and customers. The program now offers technical assistance to a wider range of ORR UCB stakeholders—which now includes Unification Specialists, ORR NCC staff and HS/PRS Providers. Therefore, MDTAT is seeking to update survey OMB #0970-0401 to capture additional users of the survey.

Overview of Requested Changes

- **Question 1:**
 1. Removed original skip logic question, “Please select your job role.”
 2. Replaced with the question, “**Please select your organization and job role.**”
 3. Divided question 1 into subparts A – E.
 - a. Subparts A-E now included A) Care Provider Facility, B) Federal, C) Federal Contractors, D) HS/PRS, E) ORR National Call Center (NCC).
 4. Each sub question includes a branching question, which if selected will populate the respective job roles.
- **Question 3:** Changed “UC Program care provider” to “UC Bureau Care Provider.”

Finally, when this GenIC was extended, it was included in the submission in a document linking to RegInfo with all approved GenICs needing an extension (See Attachment B – Ongoing Generic Information Collections). As such, ROCIS has been updated to:

- Remove this GenIC from Attachment B

- Remove the burden for this GenIC from the IC line associated with Attachment B
- Add a new stand-alone line in ROCIS for this updated GenIC

Note that burden estimates remain the same, they are now just captured differently in ROCIS.

Time Sensitivities

MDTAT and the Division of UC Policy are hosting office hours for ORR stakeholders starting **10/15/2024** and would like to roll out these updates at those office hours, if feasible.

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