

## **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:** 360 Feedback Forms for the Runaway and Homeless Youth Monitoring Site Visits

**PURPOSE AND USE:** The Family and Youth Services Bureau (FYSB) conducts monitoring site visits with Runaway and Homeless Youth (RHY) grant recipients to review grantee compliance with the RHY Act, RHY Final Rule, and applicable Notice of Funding Opportunity (NOFO) requirements.

The purpose of the proposed information collection is to collect impressions from participants in the RHY Monitoring Site Visits in order to better understand the strengths of the site monitoring review process and identify areas where improvement may be needed. Grant recipient staff and RHY peer monitors are asked their impressions of the process and how other participants supported that process. The 360 Feedback Forms allow participants to identify whether a given site monitoring review included key components – e.g., an agenda agreed upon in advance, identification of compliance issues, and an overview of site visit outcomes. Review participants are also able to evaluate the expertise and performance of the other parties. For example, Peer Monitors (Peers) and Federal Project Officers (FPOs) are assessed on their flexibility, their knowledge of program administration, and their ability to provide technical assistance. Grant recipients are assessed on a narrower set of characteristics, including accessibility of staff and their responsiveness to suggested areas for improvement and technical assistance from the review team.

The feedback will be used as part of the continuous improvement of the site monitoring review process, to identify training and technical assistance needs among Peers, and to develop guidance and training on the process for grant recipient staff and peer monitors, as well as FPOs.

**DESCRIPTION OF RESPONDENTS:** The respondents for a given Monitoring Site Visit are the FPOs (FYSB staff<sup>1</sup>), the Peer Monitor (an RHY practitioner who supports the review, working as a team with the FPO), and the grant recipient staff from the agency being reviewed.

**TYPE OF COLLECTION:**

<input type="checkbox"/> Customer Comment Card/Complaint Form	<input checked="" type="checkbox"/> Customer Satisfaction Survey
<input 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.

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<sup>1</sup> OMB clearance is not requested for FPOs' Feedback Form, as they complete the 360 Form as part of their work-related duties.

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: Resa Matthew, Director, FYSB Division of Data, Performance, and Policy

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 Not applicable
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? ☐ Yes ☐ No Not applicable

**Tokens of Appreciation or Honoraria:**

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

**BURDEN HOURS**

Only one grant staff member completes the document for a given review. Each recipient completes their own variation of the Feedback Form, with all forms addressing the same core questions on the process and how other parties supported or contributed to that process. Peer Monitors each participate, on average, in two monitoring reviews each year.

Information Collection	Category of Respondent	Annual No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
360 Feedback Survey	Peer Monitors (Private Sector)	57	2 (on average)	10 minutes (0.17)	19
360 Feedback Survey)	Runaway and Homeless Youth Grant Recipients (Private Sector)	125	1	10 minutes (0.17)	21
<b>Totals</b>		182	1.3 (avg)	10 minutes (0.17 hours)	40

**FEDERAL COST:** The estimated annual cost to the Federal government is \$8,128. This is calculated at an average of 2.5% of FPO FTE (\$3,750 annually) and 35 hours of contractor time for tabulation, summary analysis, developer updates, and administration (\$4,378 annually)

**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.

The RHY Program has a legislative mandate to conduct on-site monitoring visits for each grant at least once in the three-year grant period. In order to improve the site monitoring process, each Peer Monitor and one grant recipient staff member participating in a review will be requested to complete the survey on their experience. There are approximately 57 active Peer Monitors with each participating, on average, two monitoring reviews each year, and approximately 105-125 RHY grantees that receive a monitoring visit each year.

#### **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.**

The Feedback Forms are attached along with this form as Attachments A and B.