

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

TITLE OF INFORMATION COLLECTION: TANF Data Collaborative (TDC) 2.0 Customer Feedback Collection

PURPOSE AND USE: The Temporary Assistance for Needy Families (TANF) Data Collaborative (TDC) 2.0 project is funded by the Administration for Children and Families, Office of Planning, Research, and Evaluation (OPRE). The purpose of the TDC 2.0 project is to provide training and technical assistance (TA) support to six TANF agency teams who were awarded TDC Equity Analysis Awards (discretionary grants funded by OPRE) to complete equity-related data analytics projects using their TANF administrative and program data. This proposed information collection is to request feedback from participating teams about their experiences during TA activities throughout the 36-month project.

OPRE proposes to administer customer satisfaction surveys to individuals from TANF agency teams who attend the following TA activities:

- Three annual in-person convenings;
- TA webinars (approximately 15 throughout the 36-month period); and
- the Advanced Data Analytics (ADA) course (weekly surveys throughout the 22-week course).

The surveys will gather feedback from participants to understand their experiences and satisfaction with the TA. The information collected will be both qualitative and quantitative. OPRE will use the information internally to improve any subsequent TA activities during TDC 2.0 and to potentially inform future planning for TA activities following TDC 2.0. The information may also be included in the final project report to describe participants’ experiences with the initiative. Any written material containing information from this collection will indicate that the information collected is not generalizable to all participants in TDC 2.0.

DESCRIPTION OF RESPONDENTS: Individuals who are government employees who work with the TANF program in their state or county that was awarded a TDC Equity Analysis Award and who have been active participants in the initiative.

TYPE OF COLLECTION:

☐ 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.

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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

For some of the data collection instruments, names and e-mail addresses will be collected so that the team can follow-up with respondents if needed to clarify the feedback.

Tokens of Appreciation or Honoraria:

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

BURDEN HOURS

Burden estimates are based on the following assumptions:

- TDC 2.0 Webinar Feedback Survey: We estimate that 32 team members will attend each monthly webinar and 100% will respond.
- TDC 2.0 ADA Surveys: We estimate that all 30 ADA participants will respond to each survey administration.
- TDC 2.0 Annual Convening Feedback Survey: We estimate that all 32 convening attendees will respond to the survey.

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
TDC 2.0 Webinar Feedback Survey	State or local governments	32	15 (no more than 15 webinars)	.10 hour {6 min}	48
TDC 2.0 ADA Six-Month Follow-Up Survey	State or local governments	30	1	.15 hour {9 min}	4.5
TDC 2.0 ADA Post Course Survey	State or local governments	30	1	.15 hour {9 min}	4.5
TDC 2.0 ADA Weekly Webinar Survey	State or local governments	30	22	.10 hour {6 min}	66
TDC 2.0 Annual Convening Feedback Survey	State or local governments	32	9	.15 {9 min}	43.2
Totals		32			166.2

FEDERAL COST: The estimated cost to the Federal government is \$2,130, which includes the costs of project staff time to administer and analyze the web-based surveys.

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 universe of potential respondents are individuals who are government employees who work with the TANF program in their state or county that was awarded a TDC Equity Analysis Award and who are members of one of the six participating agency teams. We will not sample from this universe but will invite all who attend each event to respond to the relevant survey.

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

5 attachments are included:

- TDC 2.0 Webinar Feedback Survey
- TDC 2.0 Annual Convening Feedback Survey
- TDC 2.0 ADA Six-Month Follow-Up Survey
- TDC 2.0 ADA Post Course Survey
- TDC 2.0 ADA Weekly Webinar Survey