

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0970-0401, Expiration Date: 5/31/2027)**

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**TITLE OF INFORMATION COLLECTION:** Survey for Refugee Program Bureau (RPB) Stakeholders

**PURPOSE AND USE:** The purpose of this information collection is to gather feedback on the Office of Refugee Resettlement’s (ORR’s) Division of Interagency Outreach and Response’s (DIOR’s) interagency outreach and resource dissemination, both in general and through a recurring, virtual meeting, called the Resettlement Stakeholder (RS) call. The information would be gathered via a voluntary survey, and its results would assist DIOR’s staff in program development, identifying areas of improvement, and conceptualizing any unaddressed needs of ORR’s stakeholders and beneficiaries.

**DESCRIPTION OF RESPONDENTS:** The respondents are stakeholders within ORR Refugee Program Bureau’s (RPB’s) ecosystem, and include, but are not limited to, the following:

- State Refugee Coordinators
- State Refugee Health Coordinators
- National Resettlement Agencies
- National-Level Non-Governmental Organizations (NGOs)
- Technical Assistance Provider(s)

**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.

Name and affiliation: Ashley Davis, Interagency Outreach & Response Specialist

To assist review, please provide answers to the following questions:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? ☒ Yes ☐ No
  - a. Requesting emails optionally if the survey taker would like to be contacted to provide further feedback.
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 ☒ No

**BURDEN HOURS**

The survey is estimated to take 5-7 minutes, or an average of 6 minutes per respondent. Individuals will respond annually to the survey.

Information Collection	Category of Respondent	No. of Respondents	Annual No. of Responses per Respondent	Estimated Time per Response	Annual Burden Hours
Survey for Refugee RPB Stakeholders	Private Sector	168	1	6 Minutes	16.8
	State, Local, or Tribal Governments	138	1	6 Minutes	13.8
<b>Totals</b>		<b>306</b>	<b>1</b>	<b>6 Minutes</b>	<b>30.6 Hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$2,400

**The selection of your targeted respondents**

- 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 group of respondents will be identified via a listserv of stakeholders that regularly attend the Resettlement Stakeholder virtual meeting.

**Administration of the Instrument**

- How will you collect the information? (Check all that apply)
  - ☐ Web-based or other forms of Social Media
  - ☐ Telephone
  - ☐ In-person
  - ☐ Mail
  - ☒ Other, Email
- Will interviewers or facilitators be used? ☐ Yes ☒ No