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Office of Information and Regulatory Affairs (OIRA)
Office of Management and Budget (OMB)

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Subject: Change Request – Child Welfare Information Gateway OneReach Customer Survey (OMB #0970-0401)

This memo requests approval of changes to the approved information collection, Child Welfare Information Gateway OneReach Customer Survey, approved under the ACF Generic Clearance for the Collection of Routine Customer Feedback (OMB #0970-0401).

Background

The Child Welfare Information Gateway OneReach Customer Survey was previously approved under this generic clearance for the Child Welfare Information Gateway (Information Gateway), which is a service of the Children's Bureau (CB), to collect feedback from Information Gateway customers. This was previously done through the OneReach system. Information Gateway launched a new Amazon Web Services (AWS) Connect service in July 2025 that replaced the OneReach system. AWS Connect is a comprehensive, cloud-based contact center solution that can manage customer interactions across multiple channels within a single system.

As a result of the system change, Information Gateway developed the AWS Connect Survey to replace the Child Welfare Information Gateway OneReach Survey. This AWS Connect Survey contains two questions geared at obtaining feedback on customer interactions across phone, SMS, and web chat channels.

Additionally, the previously approved Child Welfare Information Gateway's OneReach Customer Feedback Survey is no longer in use and can be discontinued.

Overview of Requested Changes

The AWS Connect Survey consists of two questions administered immediately following customer interactions (this is a reduction from three questions in the OneReach Survey). The survey focuses on whether users received the information they needed, improving the relevance and usability of the feedback collected.

The former OneReach Survey questions were:

1. Were you satisfied with this automated service?
2. Was the nature of your inquiry personal or professional?
3. Do you have any suggestions on how we can improve our automated services?

The AWS Connect Survey questions are:

1. Did we provide the help or information you needed?
2. How can we improve our services?

The revised approach reduces respondent burden by **over 40 percent** while still providing timely, actionable feedback to support continuous quality improvement.

The Child Welfare Information Gateway's OneReach Customer Feedback Survey and the Child Welfare Information Gateway OneReach Customer Survey were both included under the Umbrella Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (0970-0401) – Extension 2024 package submitted in the spring of 2024. It was re-approved on 5/15/2024 and has a current expiration date of 5/31/2027. With these updates, ACF has adjusted Attachment B - Ongoing Generic Information Collections - Extension 2024 to remove both surveys. The AWS Connect Survey is now an individual IC line in ROCIS.