

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) The purpose of this information collection is to gather feedback to improve the artificial intelligence that facilitates the chat conversations. Public reporting burden for this collection of information is estimated to average 1 minute per respondent, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The control number for this project is 0970-0401. The control number expires on 6/30/2024. If you have any comments on this collection of information, please contact Ashley Turk, Child Welfare Information Gateway, by e-mail at Ashley.Turk@icf.com.

Survey Instrument for ISS Customers via OneReach

After customers confirm they have no more questions at the end of the text interaction OR 45 minutes after phone call has been transferred (to ISS, Child help line, Abuse/Neglect State hotline) the survey will be texted to the customer.

Survey Introduction:

Hi, I'm a virtual assistant from Child Welfare Information Gateway. Please take one minute to answer the questions below so we can better meet your needs. There are no foreseeable risks and no direct benefits from participating with this survey. Your responses will be anonymously shared with the Information Gateway team to improve service delivery. If you have any questions or require accessibility assistance with this survey, please contact our staff by email at info@childwelfare.gov or by telephone at 800.394.3366. Thank you for helping us help you.

1. Was the information you received today helpful? Please, only respond by texting:
 - a) Yes
 - b) No
2. [If 1a is selected] Are there any topics or specific needs that you'd like Information Gateway to cover more in-depth?
3. [If 1b is selected] I'm sorry that I couldn't help you find the information you were looking for. It will help me learn faster if you could provide some details about your experience today. Please limit your response to one text message.

Conclusion:

After customer responds with feedback: Thank you for leaving feedback to help improve this virtual assistant. Remember, you can reach a live Information Gateway agent at 1.800.394.3366 between 9:30 a.m. and 5:00 p.m. (ET) or by email at info@childwelfare.gov.