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: 4165-15-P

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Health Resources and Services Administration

Agency Information Collection Activities: Proposed Collection: Public Comment Request; Information Collection Request Title: Voluntary Partner Survey on HRSA Customer Service, OMB No. 0906-0084 - Revision

AGENCY: Health Resources and Services Administration (HRSA), Department of Health and Human Services (HHS).

ACTION: Notice.

SUMMARY: In compliance with the requirement for opportunity for public comment on proposed data collection projects of the Paperwork Reduction Act of 1995, HRSA announces plans to submit an Information Collection Request (ICR), described below, to the Office of Management and Budget (OMB). Prior to submitting the ICR to OMB, HRSA seeks comments from the public regarding the burden estimate, below, or any other aspect of the ICR.

DATES: Comments on this ICR should be received no later than **[INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE *FEDERAL REGISTER*]**.

ADDRESSES: Submit your comments to paperwork@hrsa.gov or mail the HRSA Information Collection Clearance Officer, Room 13N82, 5600 Fishers Lane, Rockville, Maryland 20857.

FOR FURTHER INFORMATION CONTACT: To request more information on the proposed project or to obtain a copy of the data collection plans and draft instruments, email paperwork@hrsa.gov or call Samantha Miller, the HRSA Information Collection Clearance Officer, at (301) 443-9094.

SUPPLEMENTARY INFORMATION: When submitting comments or requesting information, please include the ICR title for reference.

Information Collection Request Title: Voluntary Partner Survey on HRSA Customer Service - OMB No. 0906-0084 - Revision

Abstract: The purpose of the information collections under this generic umbrella ICR package is to conduct customer satisfaction surveys to gather feedback from customers, set customer service standards, and measure performance against those standards with the goal of improving federal government service delivery.

HRSA customer service feedback will mostly be gathered in the form of voluntary surveys about stakeholder experiences with HRSA programs, resources, training experiences, internal procedures, and other standard interactions between HRSA and stakeholders. Voluntary focus groups may also be used to learn more about the needs and concerns of HRSA stakeholders (e.g., grantees, people served by HRSA programs). The majority of collections approved under this ICR will be conducted online, but collections may occur via phone, mail, or in-person.

Along with the instruments themselves, each information collection under this ICR will specify the specific procedures to be used to assess customer satisfaction. Participation will be fully voluntary, and non-participation will not affect eligibility for, or receipt of, future HRSA health services research activities, grant awards, recruitment, or participation. In the case of focus groups, appropriate consent procedures will be customized and used for each information collection activity, and any collection of personal, privacy-protected information will be handled in accordance with all applicable federal requirements. If HRSA wishes to record the encounter, the respondent's permission to record will be obtained before beginning the interview. If consent is not provided, the interview will either not be recorded or not be conducted. When screening is used (e.g., quota sampling), the screening will be as brief as possible, and the screening questionnaire will be provided to OMB for review.

Once the information collection is confirmed to be voluntary, low-burden, and uncontroversial, a proposed customer satisfaction survey will go through an abbreviated approval process called a "generic" or "fast-track" information collection. Information collected under this generic clearance will not be used for data collection, reports, or policy documents to be released to the public. It is anticipated that data collection approved under this generic clearance will rely heavily on qualitative techniques and not the collection of numerical data. In general, these activities will be used to assess strengths and weaknesses in HRSA program services and processes as they are not designed to yield results that meet generally accepted standards of statistical rigor.

HRSA will also request continued approval for the following generic information collections previously approved by OMB:

- Tree Testing of HRSA's Ryan White HIV/AIDS Program website
- HRSA Web User Survey
- HRSA Electronic Handbooks Customer Service Survey
- Division of Independent Review Objective Review Assessment Survey
- Collection of Qualitative Feedback on Telehealth.HHS.gov
- National Maternal Mental Health Hotline
- Maternal, Infant, and Early Childhood Home Visiting Technical Assistance Resource Center Satisfaction Survey
- Maternal, Infant, and Early Childhood Home Visiting Awardee Feedback Form
- National Marrow Donor Program Donation Experience Survey
- Federal Tort Claim Act Site Visit Follow-Up Survey
- Technical Assistance to Support the HHS Viral Hepatitis National Strategic Plan
- Health Center Program Support Customer Service Survey
- Bureau of Primary Health Care Customer Service Survey
- Division of Practitioner Data Bank Webinar Feedback and Satisfaction Surveys

Need and Proposed Use of the Information: Results of these surveys will be used to plan and redirect resources and efforts as needed to improve services and processes.

Likely Respondents: HRSA partners are typically state or local governments, health care facilities, health care consortia, health care providers, and researchers. HRSA partners may also include individuals served by HRSA programs and/or funding recipients. Participation in any collections under this clearance will be entirely voluntary.

Burden Statement: Burden in this context means the time expended by persons to generate, maintain, retain, disclose, or provide the information requested. This includes the time needed to review instructions; to develop, acquire, install, and utilize technology and systems for the purpose of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information; to search data sources; to complete and review the collection of information; and to transmit or otherwise disclose the information. The total annual burden hours estimated for this ICR are summarized in the table below.

There will be a modest increase in the number of estimated collections, respondents, and total burden hours based on the shifts in the number of respondents, total burden hours, and the number of generic information collections approved over the past six generic umbrella ICRs. This increase will allow HRSA to assess its performance from a larger swath of its partner population to help ensure that HRSA's customer service delivery continues to improve.

Total Estimated Annualized Burden Hours:

Type of Information Collection	**Number of Collections**	**Number of Respondents Per Collection**	**Number of Responses per Respondent**	**Total Responses**	**Average Burden per Response (in hours)**	**Total Annual Burden Hours**

Customer Service Instruments	35	3,930	1	137,550	0.13	17,881.50

HRSA specifically requests comments on (1) the necessity and utility of the proposed information collection for the proper performance of the agency's functions; (2) the accuracy of the estimated burden; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) the use of automated collection techniques or other forms of information technology to minimize the information collection burden.

Maria G. Button,

Director, Executive Secretariat.

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