This document is scheduled to be published in the Federal Register on 2026-09-22 and available online at https://www.federalregister.gov/d/2026-19339, and on https://govinfo.gov

: 4165-15-P

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Health Resources and Services Administration

Agency Information Collection Activities: Submission to OMB for Review and Approval; Public Comment Request; Generic Information Collection Request for Health Resources and Services Administration Hotlines, Chatlines, and Online Portals

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

ACTION: Notice.

SUMMARY: In compliance with the Paperwork Reduction Act of 1995, HRSA submitted an Information Collection Request (ICR) to the Office of Management and Budget (OMB) for review and approval. Comments submitted during the first public review of this ICR will be provided to OMB. OMB will accept further comments from the public during the review and approval period. OMB may act on HRSA's ICR only after the 30-day comment period for this notice has closed.

DATES: Comments on this ICR should be received no later than **[INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE *FEDERAL REGISTER*]**.

ADDRESSES: Written comments and recommendations for the proposed information collection should be sent within 30 days of publication of this notice to www.reginfo.gov/public/do/PRAMain. Find this particular information collection by selecting "Currently under Review - Open for Public Comments" or by using the search function.

FOR FURTHER INFORMATION CONTACT: To request a copy of the clearance requests submitted to OMB for review, email Samantha Miller, the HRSA Information Collection Clearance Officer, at paperwork@hrsa.gov or call (301) 443-9094.

SUPPLEMENTARY INFORMATION:

Information Collection Request Title: Generic Information Collection Request for Collections Related to HRSA Hotlines, Chatlines, and Online Portals, OMB No. 0906-New

HRSA administers approximately 20 hotlines, chatlines, and online portals for use by customers, members of the public, and HRSA funding recipients. These hotlines, chatlines, and online portals are administered by HRSA or a contractor on behalf of HRSA. The purpose of information collections under this umbrella ICR package is to allow HRSA to collect information on the operation of HRSA hotlines, chatlines, and online portals to assist HRSA in improving their operation and determining if these services are helpful. In addition to collecting basic demographic information, the information collections would include questions such as reasons for inquiry, topics covered by inquiry, and feedback on provided guidance or the hotline/chatline/online portal user experience. Individual collections approved under this umbrella ICR are referred to as generic or fast-track collections.

An illustrative, but not exhaustive, list of examples of information collection activities that would fall under this collection include standardized questions that are asked during the inquiry; surveys about the inquiry; and information collected about the customer's experience in the use of hotlines, chatlines, and online portals. This umbrella collection covers responses to standardized and survey questions relating to the public's use of HRSA's hotlines, chatlines, and online portals. Responses to any generic information collections under this umbrella collection will be voluntary and low burden. Any collections that raise substantive or policy issues would be approved by a standard ICR package, with the standard clearance periods, as opposed to a generic information collection.

A 60-day notice published in the **Federal Register** on November 18, 2024, vol. 89, No. 22; pp. 90708-09. There were no public comments.

Need and Proposed Use of the Information: The purpose of collections under this umbrella ICR is for accountability, program management, and oversight purposes. Collecting information from the public about these services will help ensure that HRSA hotlines,

chatlines, and online portals are operating to the best of their abilities. While HRSA can evaluate the general need for and the overall practical utility of such information collection in advance, HRSA is unable to determine the details of the specific individual collection methodologies until a later time. Using an umbrella collection will allow HRSA to quickly respond to public needs and efficiently provide vital services to grantees and the general public. The standard 6-to-9-month timeline to comply with a full ICR under the Paperwork Reduction Act could inhibit HRSA's ability to collect information that will inform these services, since they may require rapid updates to be responsive to their users.

Although HRSA has approved collections about hotlines, chatlines, and online portals via the umbrella collection covering Voluntary Partner Surveys on HRSA Customer Service (OMB No. 0906-0084), there is a need for generic collections that cover a broader scope of information about the operation of HRSA hotlines, chatlines, and online portals. For example, HRSA intends to continue the information collection for the National Maternal Mental Health Hotline under this umbrella collection. Although this generic collection collects customer feedback, it also covers more general information about the use of the hotline, making a broader umbrella ICR necessary.

Likely Respondents: The most likely respondents include users of a HRSA-funded hotline, chatline, or portal. These users may include members of the public and public or private entities who receive HRSA funding.

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. HRSA updated the burden estimate that was provided in the 60-day FRN based on a review of recent burden estimates for forms from previous HRSA customer service surveys as well as an estimate of the number of collections we expect to have covering HRSA's hotlines, chatlines, and online portals. As a result, the estimated total responses declined by approximately100,000 responses and the estimated total burden hours declined by 2,850 hours, compared to the 60-day FRN.

Total Estimated Annualized Burden Hours:

Instrument Name	Number of Respondents	Number of Responses per Respondent	Total Responses	Average Burden per Response (in hours)	Total Burden Hours
Standardized Hotline Interaction	100,000	1	100,000	0.25	25,000
Standardized Chatline Interaction	5,500	1	5,500	0.50	2,750
Online Portal Submission	17,500	1	17,500	0.40	7,000
Follow-Up Surveys	27,000	1	51,750	0.05	1,350
Total	150,000		150,000		36,100

Maria G. Button,

Director, Executive Secretariat.

[FR Doc. 2026-19339 Filed: 9/21/2026 8:45 am; Publication Date: 9/22/2026]