

4. Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery—0960–0788. SSA, as part of our continuing effort to reduce paperwork and respondent burden, invites the general public to take this opportunity to comment on the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 et. seq.). This collection was developed as part of a Federal Government-wide effort to streamline the process for seeking feedback from the public on service delivery.

Under the auspices of Executive Order 12862, Setting Customer Service Standards, SSA conducts multiple satisfaction surveys each year. This proposed information collection activity provides a means to garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with SSA’s commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative, and actionable communications between SSA and our customers and stakeholders.

The solicitation of feedback will target areas such as: Timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on SSA’s services will be unavailable.

We will only submit a collection for approval under this generic clearance if it meets the following conditions: (1) The collections are voluntary; (2) the collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government; (3) the collections are non-controversial and do not raise issues of

concern to other Federal agencies; (4) any collection targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future; (5) personally identifiable information (PII) is collected only to the extent necessary and is not retained; (6) information gathered will be used only internally for general service improvement and program management purposes and is not intended for release outside of the agency; (7) information gathered will not be used for the purpose of substantially informing influential policy decisions; and (8) information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study.

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

As a general matter, information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

The respondents are recipients of SSA services (including most members of the public), professionals, and individuals who work on behalf of SSA beneficiaries.

Type of Request: Extension of an OMB-approved information collection.

Affected Public: Individuals and households, businesses and

organizations, State, Local or Tribal government.

This is a correction notice: SSA published the incorrect burden information for this collection at 79 FR 17632, on 03/28/14. We are correcting this error here.

Total Estimated Number of Respondents: 46,530.

Below we provide projected average estimates for the next three years:

Average Expected Annual Number of activities: 125.

Annual Respondents: 15,510.

Annual Responses: 15,510.

Frequency of Response: Once per request.

Average minutes per response: 41.53 minutes.

Estimated Annual Burden: 10,581 hours.

Dated: June 13, 2014.

Faye Lipsky,

Reports Clearance Director, Social Security Administration.

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SOCIAL SECURITY ADMINISTRATION

[Docket No. SSA–2014–0023]

Agreement on Social Security Between the United States and the Slovak Republic; Entry Into Force

AGENCY: Social Security Administration (SSA).

ACTION: Notice.

SUMMARY: We are giving notice that an agreement coordinating the United States (U.S.) and the Slovak social security programs entered into force on May 1, 2014. The agreement with the Slovak Republic, which was signed on December 10, 2012, is similar to U.S. social security agreements already in force with 24 other countries—Australia, Austria, Belgium, Canada, Chile, the Czech Republic, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Japan, Korea (South), Luxembourg, the Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and the United Kingdom. Section 233 of the Social Security Act authorizes agreements of this type. 42 U.S.C. 433.

SUPPLEMENTARY INFORMATION: Like the other agreements, the U.S.-Slovak agreement eliminates dual social security coverage. This situation exists when a worker from one country works in the other country and has coverage under the social security systems of both countries for the same work. Without such agreements in force, when

dual coverage occurs, the worker, the worker's employer, or both may be required to pay social security contributions to the two countries simultaneously. Under the U.S.-Slovak agreement, a worker who is sent by an employer in one country to work in the other country for 5 years or less remains covered only by the sending country. The agreement includes additional rules that eliminate dual U.S. and Slovak coverage in other work situations.

The agreement also helps eliminate situations where workers suffer a loss of

benefit rights because they have divided their careers between the two countries. Under the agreement, workers may qualify for partial U.S. benefits or partial Slovak benefits based on combined (totalized) work credits from both countries.

If you want more information about the agreement's provisions, you may write to the Social Security Administration, Office of International Programs, Post Office Box 17741, Baltimore, MD 21235-7741 or visit the Social Security Web site at

www.socialsecurity.gov/international. The full text of the agreement and its accompanying administrative arrangement is available at www.socialsecurity.gov/international/Agreement_Texts/slovakrepublic.html.

Dated: June 10, 2014.

Carolyn Colvin,

Acting Commissioner of Social Security.

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