

320. (For policy questions regarding this collection contact Effie George at 410-786-8639.)

Dated: May 12, 2021.

**William N. Parham, III,**

*Director, Paperwork Reduction Staff, Office of Strategic Operations and Regulatory Affairs.*

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**DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**Administration for Children and Families**

[OMB No. 0970-0401]

**Submission for OMB Review; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery**

**AGENCY:** Administration for Children and Families, HHS.

**ACTION:** Request for public comment.

**SUMMARY:** The Administration for Children and Families (ACF) proposes to extend data collection under the existing overarching Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (OMB #0970-0401). There are no changes to the proposed types of information collection or uses of data, but ACF is requesting an increase to the estimated number of respondents.

**DATES:** *Comments due within 30 days of publication.* OMB must make a decision

about the collection of information between 30 and 60 days after publication of this document in the **Federal Register**. Therefore, a comment is best assured of having its full effect if OMB receives it within 30 days of publication.

**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](http://www.reginfo.gov/public/do/PRAMain). Find this particular information collection by selecting “Currently under 30-day Review—Open for Public Comments” or by using the search function.

**SUPPLEMENTARY INFORMATION:**

*Description:* Executive Order 12862 directs federal agencies to provide service to the public that matches or exceeds the best service available in the private sector. As outlined in Memorandum M-11-26, the Office of Management and Budget (OMB) worked with agencies to create a Fast Track Process to allow agencies to obtain timely feedback on service delivery while ensuring that the information collected is useful and minimally burdensome for the public, as required by the Paperwork Reduction Act of 1995. ACF created this generic clearance in response to this effort by OMB.

In order to work continuously to ensure that the ACF programs are effective and meet our customers’ needs, we use this Fast Track generic clearance process to collect qualitative feedback on our service delivery. This collection of information is necessary to enable

ACF to garner customer and stakeholder feedback in an efficient, timely manner in accord with our commitment to improving service delivery. The information collected from our customers and stakeholders helps ensure that users have an effective, efficient, and satisfying experience with the programs. This feedback provides insights into customer or stakeholder perceptions, experiences, and expectations; provides 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 allow for ongoing, collaborative, and actionable communications between ACF and its customers and stakeholders. They also allow feedback to contribute directly to the improvement of program management.

Per Memorandum M-11-26, information collection requests submitted under this Fast Track generic will be considered approved unless OMB notifies ACF otherwise within 5 days.

*Respondents:* ACF program participants, potential program participants, stakeholders, and other customers.

**Annual Burden Estimates**

Based on the use of this generic clearance over the past 3 years, ACF is requesting an increase to the estimated burden based on use over the past three years.

| Instrument  | Total number of respondents | Average total number of responses per respondent | Average burden hours per response  | Total burden hours |
|---|-----------------------------|--|--|--------------------|
| <i>Example instruments include:</i><br>Customer Comment Card/Complaint Form<br>Customer Satisfaction Survey<br>Usability Testing (e.g., Website or Software)<br>Small Discussion Group.<br>Focus Group. | 175,000                     | 1  | Varies based on instrument. Most requests fall between 5 minutes and 1 hour. | 25,000             |

**Authority:** Social Security Act, Sec. 1110. [42 U.S.C. 1310].

**Mary B. Jones,**

*ACF/OPRE Certifying Officer.*

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