

Jeffrey M. Zirger,

Lead, Information Collection Review Office, Office of Public Health Ethics and Regulations, Office of Science, Centers for Disease Control and Prevention.

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DEPARTMENT OF HEALTH AND HUMAN SERVICES

Centers for Disease Control and Prevention

[30Day-24-1071]

Agency Forms Undergoing Paperwork Reduction Act Review

In accordance with the Paperwork Reduction Act of 1995, the Centers for Disease Control and Prevention (CDC) has submitted the information collection request titled “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” to the Office of Management and Budget (OMB) for review and approval. CDC previously published a “Proposed Data Collection Submitted for Public Comment and Recommendations” notice on January 23, 2024 to obtain comments from the public and affected agencies. CDC received two comments related to the previous notice. This notice serves to allow an additional 30 days for public and affected agency comments.

CDC will accept all comments for this proposed information collection project. The Office of Management and Budget is particularly interested in comments that:

- (a) Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- (b) Evaluate the accuracy of the agencies estimate of the burden of the proposed collection of information,

including the validity of the methodology and assumptions used;

(c) Enhance the quality, utility, and clarity of the information to be collected;

(d) Minimize the burden of the collection of information on those who are to respond, including, through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses; and

(e) Assess information collection costs.

To request additional information on the proposed project or to obtain a copy of the information collection plan and instruments, call (404) 639-7570. 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 30-day Review—Open for Public Comments” or by using the search function. Direct written comments and/or suggestions regarding the items contained in this notice to the Attention: CDC Desk Officer, Office of Management and Budget, 725 17th Street NW, Washington, DC 20503 or by fax to (202) 395-5806. Provide written comments within 30 days of notice publication.

Proposed Project

Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (OMB Control No. 0920-1071, Exp. 5/31/2024)—Revision—National Center for Emerging and Zoonotic Infectious Diseases (NCEZID), Centers for Disease Control and Prevention (CDC).

Background and Brief 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. In order to work continuously to ensure that our programs are effective and meet our customers’ needs, the National Center for Emerging and Zoonotic Infectious Diseases (NCEZID), Centers for Disease Control and Prevention (CDC) (hereafter the “Agency”) seeks to obtain OMB approval of a Generic Clearance to collect qualitative feedback on our 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 collection of information is necessary to enable the Agency to garner customer and stakeholder feedback in an efficient, timely manner, in accordance with our commitment to improving service delivery. The information collected from our customers and stakeholders will help ensure that users have an effective, efficient, and satisfying experience with the Agency’s programs. 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 the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

This Revision includes a request to increase the burden allotment from the previously approved 3,850 hours to 5,000 hours. CDC’s use of this Generic has continued to increase since 2015. Increasing the burden would help the Agency continue to garner customer and stakeholder feedback to improve service delivery. There is no cost to respondents other than their time to participate.

ESTIMATED ANNUALIZED BURDEN HOURS

Type of collection	Number of respondents	Annual frequency per response	Hours per response	Total hours
Online Surveys	3800	1	30/60	1900
Focus Groups	800	1	2	1600
In-person Surveys	1000	1	30/60	500
Usability testing	1500	1	30/60	750
Customer comment cards	1000	1	15/60	250

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Lead, Information Collection Review Office,
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Disease Control and Prevention.

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DEPARTMENT OF HEALTH AND HUMAN SERVICES

Administration for Children and Families

Submission for Office of Management and Budget Review; Proposed Information Collection Activity; Generic Clearance for Financial Reports Used for ACF Non- Discretionary Grant Programs (Office of Management and Budget #: 0970- 0510)

AGENCY: Office of Planning, Research,
and Evaluation, Administration for
Children and Families, U.S. Department
of Health and Human Services.

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and Families, Department of Health and
Human Services.

ACTION: Request for public comments.

SUMMARY: The Administration for
Children and Families (ACF) proposes
to extend approval of the existing
overarching generic clearance for
Financial Reports used for ACF Non-
discretionary Grant Programs (OMB
#0970-0510) as well as all information
collections currently approved under
the overarching generic. There are no
changes to the proposed types of
information collection or uses of data as
described in the overarching generic.
The title of the collection has been
updated from *ACF Mandatory Grant
Programs* to *ACF Non-Discretionary
Grant Programs*. This request also
includes updates to three of the
collections approved under this generic
(GenICs): the Child Care and
Development Fund (CCDF) ACF-696
Financial Report for States and
Territories, the CCDF ACF-696T
Financial Report for Tribal Grantees,
and the Child Support Services Program
Financial Reporting Forms (OCSS-34
and OCSS-396). Finally, burden
estimates for the next 3 years have been
adjusted based on use to date.

DATES: *Comments due June 6, 2024.*
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. Find this particular
information collection by selecting
“Currently under 30-day Review—Open
for Public Comments” or by using the
search function. You can also obtain
copies of the proposed collection of
information by emailing
OPREinfocollection@acf.hhs.gov.
Identify all requests by the title of the
information collection.

SUPPLEMENTARY INFORMATION:

Description: ACF programs require
detailed financial information from their
grantees that allows ACF to monitor
various specialized cost categories
within each program, to closely manage
program activities, and to have
sufficient financial information to
enable periodic thorough and detailed
audits.

The information included on the
standard Federal Financial Report Form
(SF-425; OMB #4040-0014) provides
only minimal, bare-bones, non-program
specific financial information
insufficient for these purposes. This
generic clearance allows ACF programs
to efficiently develop and receive
approval for financial reports that are
tailored to specific funding recipients
and the associated needs of the program.
This umbrella generic is a mechanism
that is available to all ACF non-
discretionary grant programs to obtain
OMB approval of financial forms.
Currently only a small number of ACF’s
non-discretionary grant program
financial forms are covered under this
umbrella; it does *not* cover all ACF non-
discretionary grant program financial
forms.

Program offices use the information
collected under this generic information
collection to:

- Monitor program operations and
prepare technical assistance and
guidance as needed.
- Assess the effect of program
changes and make informed decisions.
- Assist in the computation of the
grant awards issued to each program’s
grantees.
- Assist in the computation of the
Child Support Services program’s
annual incentive payments.
- Determine that child support
collections are being properly
distributed (Child Support Services
Program only).
- Ensure funding recipients are
meeting funding requirements
established by Congress.
- Produce annual financial and
statistical reports as may be required by

Congress and respond to periodic
detailed inquiries from Congress.

ACF may require an information
collection approved under this generic
from funding recipients to obtain or
retain benefits.

Prior to a new form being submitted
for review under this umbrella generic,
ACF will publish a notice in the **Federal
Register** announcing the agency’s
intention to request an OMB review of
the form and providing a 14-day period
for public comment on that specific
request. ACF will review any comments
received and address them as
appropriate. ACF will provide a copy of
any comments received and will
provide a description of how comments
were considered in the submission
form, along with the request package for
the individual collection. ACF will then
follow standard OMB requirements for a
generic information collection and
submit a generic information collection
request for each individual data
collection activity under this generic
clearance. Each request will include the
individual form(s) and instructions, a
summary of any comments received,
and a short overview of the proposed
purpose and use of the data collected.
ACF requests OMB to review requests
within 10 days of submission.

This request includes the extension of
multiple GenICs and requests updates to
three of these GenICs through this
revision process.

- *CCDF ACF-696 Financial Report for
States and Territories:* ACF proposes
minor updates to the ACF-696 form that
include the removal of “CCDX2” which
is a subaccount code not used by ACF;
the removal of Column F for
“Discretionary Disaster Relief Funds
Construction and Major Renovation
Grant Document Number CCDY” which
is a program not funded by ACF; the
removal of line 9(a) “was the state or
territory unable to obligate at least 50%
of the CCDF stabilization grants by
December 11, 2021?” because this
question relates to a subaccount for a
program set to close by 9/30/2024; and
the removal of the reallocated funds
selection for COVID supplemental funds
since the deadline to request reallocated
funds for these subaccount awards is in
the past. The instructions for this form
were updated to account for the
described changes, to clarify existing
instructions, and to update language to
reflect current Office of Child Care and
Office of Grants Management policies
and program instruction to recipients.

- *CCDF ACF-696T Financial Report
for Tribal Grantees:* ACF proposes
minor updates to the ACF-696 form that
include the removal of “CCDX2” which
is a subaccount code not used by ACF;