

**RETENTION AND DISPOSAL:**

These records are retained and disposed of in accordance with General Records Schedule 18, item 22, approved by the National Archives and Records Administration (NARA). Records are destroyed by burning, pulping, or shredding, as scheduled in the HB GSA Records Maintenance and Disposition System (OAD P 1820.2A).

**SYSTEM MANAGER AND ADDRESS:**

The official responsible for personnel security files in the system is the Director, Personnel Security Requirements Division (CPR), 1800 F Street, NW., Washington, DC 20405.

**NOTIFICATION PROCEDURE:**

Inquiries by individuals as to whether the system contains a record pertaining to themselves should be addressed to the system manager.

**RECORD ACCESS PROCEDURES:**

Requests from individuals for access to records should be addressed to the system manager and should include full name (maiden name where appropriate), address, and date and place of birth. General inquiries may be made by telephone.

**PROCEDURES FOR CONTESTING RECORDS:**

GSA rules for accessing records, contesting their content, and appealing initial decisions appear in 41 CFR part 105-64.

**RECORD SOURCES:**

Individuals, employees, informants, law enforcement agencies, other Government agencies, employees' references, co-workers, neighbors, educational institutions, and intelligence sources. Security violation information is obtained from a variety of sources, such as security guard's reports, security inspections, witnesses, supervisor's reports, and audit reports.

**FILES EXEMPTED FROM PARTS OF THE ACT:**

Under 5 U.S.C. 552a(k)(5), the personnel security case files in the system of records are exempt from subsections (c)(3); (d); (e)(1); (e)(4)(G), (H), and (I); and (f) of the act. Information will be withheld to the extent it identifies witnesses promised confidentiality as a condition of providing information during the course of the background investigation.

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**GENERAL SERVICES ADMINISTRATION****Privacy Act of 1974; Notice of a New System of Records**

**AGENCY:** General Services Administration.

**ACTION:** Notice.

**SUMMARY:** The General Services Administration (GSA) is providing notice of a new record system, GSA/PPFM-11 (Pegasys). Pegasys is a commercial-off-the-shelf based financial management system.

*Effective Date:* The system of records will become effective without further notice on November 27, 2006 unless comments received on or before that date result in a contrary determination.

**FOR FURTHER INFORMATION CONTACT:** Call or e-mail the GSA Privacy Act Officer: telephone 202-501-1452; e-mail [gsa.privacyact@gsa.gov](mailto:gsa.privacyact@gsa.gov).

**ADDRESSES:** GSA Privacy Act Officer (CIB), General Services Administration, 1800 F Street, NW., Washington, DC 20405.

**SUPPLEMENTARY INFORMATION:** Pegasys is part of a shared-services financial operation providing a commercial-off-the-shelf financial system (in a private-vendor hosted environment), financial transaction processing, and financial analysis for its main business lines of Federal supplies and technology, public buildings, and general management and administration offices. GSA also utilizes this shared-service operation to cross service multiple external client agencies. The system information will be accessed and used by GSA employees, training centers, and outside agencies.

Dated: September 28, 2006.

**Cheryl Paige,**

*Acting Director, Office of Information Management.*

**GSA/PPFM-11****SYSTEM NAME:**

Pegasys.

**SYSTEM LOCATION:**

Pegasys records and files are maintained in the Phoenix Data Center (PDC), with records also stored in the Washington, DC Central Office, Ft. Worth regional office, and Kansas City regional office.

Individuals covered by the system: Individuals covered by Pegasys include GSA vendors and Federal employees.

**RECORDS IN THE SYSTEM:**

Pegasys contains records and files pertaining to financial information;

therefore, these files and records contain the following privacy data:

- Social Security Number (SSN)
- Employee address
- Banking information
- Credit Card number

**AUTHORITY FOR MAINTAINING THE SYSTEM:**

The Chief Financial Officers (CFO) Act of 1990 (Pub. L. 101-576) as amended.

**PURPOSE:**

Pegasys is the GSA core financial management system of records to make payments and record accounting transactions. This includes funds management (budget execution and purchasing), credit cards, accounts payable, disbursements, standard general ledger, and reporting. It is part of a shared-services financial operation providing a commercial-off-the-shelf (COTS) financial system (in a private-vendor hosted environment), financial transaction processing, and financial analysis for its main business lines of Federal supplies and technology, public buildings, and general management and administration offices. GSA also utilizes this shared-service operation to cross service multiple external client agencies.

**ROUTINE USES OF THE SYSTEM RECORDS, INCLUDING CATEGORIES OF USERS AND THEIR PURPOSE FOR USING THE SYSTEM:**

System information accessed by Pegasys may be used by designated finance center employees and their supervisors, along with designated analysts and managers. System information also may be used:

a. In any legal proceeding, where pertinent, to which GSA is a party before a court or administrative body.

b. To conduct investigations, by authorized officials, that are investigating or settling a grievance, complaint, or appeal filed by an individual who is the subject of the record.

c. To a Federal agency in connection with the hiring or retention of an employee; the issuance of a security clearance; the reporting of an investigation; the letting of a contract; or the issuance of a grant, license, or other benefit to the extent that the information is relevant and necessary to a decision.

d. To the Office of Personnel Management (OPM), the Office of Management and Budget (OMB), or the Government Accountability Office (GAO) when the information is required for program evaluation purposes.

e. To an expert, consultant, or contractor of GSA in the performance of a Federal duty to which the information is relevant.

f. To the National Archives and Records Administration (NARA) for records management purposes.

**POLICIES AND PRACTICES FOR STORING, RETRIEVING, ACCESSING, RETAINING, AND DISPOSING OF SYSTEM RECORDS:**

**STORAGE:**

All records and files in Pegasys are stored electronically in a password-protected database format.

**RETRIEVAL:**

Information on individuals contained in Pegasys records and files are retrievable by name or vendor number.

**SAFEGUARDS:**

Pegasys records and files are safeguarded in accordance with the requirements of the Privacy Act. Access is limited to authorized individuals with passwords, and the database is maintained behind a certified firewall. Information on individuals is released only to authorized persons on a need-to-know basis and in accordance with the provisions of routine use. This system undergoes frequent testing and is certified and accredited for operation. Periodic Privacy Act Impact Assessments are performed as well to ensure the adequacy of security controls to protect personally identifiable information.

**RETENTION AND DISPOSAL:**

Pegasys records and files are retained and disposed of according to GSA records maintenance and disposition schedules and the requirements of the National Archives and Records Administration (NARA).

**SYSTEM MANAGER AND ADDRESS:**

Director, Financial Systems Development Division (BDD), General Services Administration, 1800 F Street, NW., Washington, DC 20405.

**NOTIFICATION PROCEDURE:**

Individuals wishing to inquire if the system contains information about them should contact the Pegasys system manager.

**RECORD ACCESS PROCEDURE:**

Requests for access may be directed to the Pegasys system manager.

**RECORD CONTESTING PROCEDURE:**

GSA rules for accessing records, for contesting the contents, and appealing initial decisions are in 41 CFR part 105-64, published in the **Federal Register**.

**RECORD SOURCES:**

The sources for information in Pegasys are the individuals for whom the records are maintained, the

supervisors of those individuals, and existing agency systems.

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**DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**Agency for Healthcare Research and Quality**

**Request for Measures of Consumers' Assessment of Cultural Competency**

**AGENCY:** Agency for Healthcare Research and Quality (AHRQ), DHHS.

**ACTION:** Notice of request for measures.

**SUMMARY:** The Agency for Healthcare Research and Quality (AHRQ) is soliciting the submission of instruments or items that measure patient perspectives on the cultural awareness of the healthcare professionals providing care to those patients. This initiative is in response to the need to develop a new CAHPS® cultural competency survey. AHRQ is interested in incorporating this survey into an integrated set of carefully tested, standardized survey questionnaires and accompanying reports. The addition of the CAHPS® cultural competency component to the set is intended to empower consumers with quality of care information while also encouraging healthcare professionals to provide culturally competent care. The survey will be designed to assess the quality of care and services provided by healthcare professional in the context of cultural competency.

Based on prior work, there are several functional areas that the planned instrument could assess such as: (1) Patient-provider communication (*e.g.*, providers give clear explanations, patients feel that they get all the information they need.), (2) respect for patient preferences/shared decision-making (*e.g.*, providers discuss pros and cons of treatment options, providers understand and takes into account patient's environment, family members are appropriately included in decisions), (3) experiences leading to trust or distrust (*e.g.*, providers treat patients in a culturally sensitive or insensitive manner that led to trust or distrust), (4) experiences of discrimination (*e.g.*, providers or staff treat patients with disrespect because of a patients' racial/ethnic backgrounds, insurance type/status, lack of proficiency in English), (5) language access (*e.g.*, availability of interpreter services and translated materials), and (6) alternative treatment (*e.g.*, providers

are open to discussion about traditional healers and remedies).

**DATES:** Please submit instruments or individual items and supporting information on or before November 15, 2006. AHRQ will not respond individually to submitters, but will consider all submitted instruments and publicly report the results of the review of the submissions in aggregate.

**ADDRESSES:** Submissions should include a brief cover letter, copy of the instrument or items for consideration and supporting information as specified under the Submission Criteria below. Submissions may be in the form of a letter or e-mail, preferably with an electronic file as an e-mail attachment. Responses to this request should be submitted to: Anna Caponiti, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality, 540 Gaither Road, Rockville, MD 20850, Phone: (301) 427-1402, Fax: (301) 427-1341, E-mail: [anna.caponiti@ahrq.hhs.gov](mailto:anna.caponiti@ahrq.hhs.gov).

To facilitate handling of submissions, please include full information about the instrument developer or contact: (a) Name, (b) title, (c) organization, (d) mailing address, (e) telephone number, (f) fax number, and (g) e-mail address. Also please submit a copy of the instrument or items for consideration along with evidence that they meet the criteria below. It would be appreciated if each citation of a peer-reviewed journal article pertaining to the instrument includes the title of the article, author(s), publication year, journal name, volume, issue, and page numbers where article appears, but all of these details are not required. Submitters must also provide a statement of willingness to grant to AHRQ the right to use and authorize others to use submitted measures and their documentation as part of a CCAHPS®-trademarked instrument. This CAHPS® instrument for patients' perspectives on cultural competency of healthcare professionals provision of care will be made publicly available, free of charge. Electronic submissions are encouraged.

**FOR FURTHER INFORMATION CONTACT:** Anna Caponiti, at the address above.

**SUPPLEMENTARY INFORMATION:**

**Background Information**

The CAHPS® program was initiated in 1995 to develop a survey and report on consumers' perspectives on the quality of their health plans. Since that time, the CAHPS® program, in partnership with the Centers for Medicare and Medicaid Services (CMS) and others, has expanded its scope and developed