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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](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. 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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## 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.

**AGENCY:** Administration for Children  
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](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. You can also obtain  
copies of the proposed collection of  
information by emailing  
[OPREinfocollection@acf.hhs.gov](mailto: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;