



Date: June 26, 2009

TO: Office of Management and Budget (OMB)

Through: Seleda Perryman, DHHS Report Clearance Officer  
Marilyn Tuttleman, NIH Project Clearance Officer, OPERA  
Vivian Horovitch-Kelley, NCI OMB Project Clearance Liaison Office

FROM: Mary Anne Bright, Associate Director,  
Office of Public Information and Resource Management, OCE,  
National Cancer Institute/National Institute of Health

SUBJECT: Extension of "Collection of Customer Service, Demographic, and Smoking/Tobacco Use Information from NCI Cancer Information Service Clients" (OMB No. 0925-0208, Expiry 9/30/2009).

This is a request for OMB approval for an extension of the submission titled, "*Collection of Customer Service, Demographic, and Smoking/Tobacco Use Information from NCI Cancer Information Service (CIS) Clients*" for three years. This data collection was originally approved in 2003 and an emergency clearance was submitted in 2006.

CIS seeks approval to continue data collection for the next three years, beginning in September 2009. Regular review of this renewal application is requested, with the goal of obtaining approval before the current approval expires in September 2009. The Supporting Statements and required documents providing specific information about the current data collection are attached.

The CIS currently collects demographic, customer service, and smoking cessation information from clients contacting CIS by telephone and through LiveHelp, an online instant messaging service, for cancer information or smoking cessation assistance. These data are collected in order to properly plan, implement, and evaluate cancer education efforts and to provide smoking cessation services tailored to the individual client's needs. An estimated 97,883 CIS clients will be surveyed annually, with an estimated annual burden of 2,492 hours. The increase in burden represents an increase in the number of respondents and a change in policy in calculation of the burden time to intervals of one minute.

I would be pleased to answer any questions about this request. I can be reached at the National Cancer Institute, Office of Public Information and Resource Management, Office of Communications and Education, Office of Cancer Information Service, 6116 Executive Boulevard, MSC 8322, Bethesda, MD, 20892-8322, (301) 594-9048 or [brightma@mail.nih.gov](mailto:brightma@mail.nih.gov).

Thank you for your attention to this request.