

## View ICR - OIRA Conclusion

<b>OMB Control No :</b> 2900-0782 <b>Status :</b> Historical Active <b>Agency/Subagency :</b> VA <b>Title :</b> VOV (Voice of Veteran) Surveys <b>Type of Information Collection :</b> New collection (Request for a new OMB Control Number) <b>Type of Review Request :</b> Regular <b>Requested Expiration Date :</b> 36 Months From Approved <b>Date Received in OIRA:</b> 04/21/2011 <b>OIRA Conclusion Action:</b> Approved with change	<b>ICR Reference No :</b> 201012-2900-007 <b>Previous ICR Reference No :</b> <b>Agency Tracking No :</b>  <b>Approved Expiration Date:</b> 07/31/2015  <b>Conclusion Date:</b> 07/09/2012
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**Please see NOA at last page**

**Terms of Clearance:**

By the time of the next submission, VA will provide an assessment of whether the items that are unrelated to customer satisfaction are necessary/appropriate in this set of surveys, and a re-assessment of whether any of the items can be obtained from administrative data.

**Abstract:**

VOV (Voice of Veteran) Surveys will be used primarily to measure customer satisfaction from the veterans and their dependents.

**Authorizing Statute(s):**

**Citations for New Statutory Requirements :**

None

**Associated Rulemaking Information :**

<b>RIN :</b>	<b>Stage of Rulemaking :</b>	<b>Federal Register Citation :</b>	<b>Date :</b>
	Not associated with rulemaking		

**Federal Register Notices & Comments :**

<b>60-day Notice:</b>	<b>Federal Register Citation:</b>	<b>Citation Date:</b>
	76 FR 15	01/24/2011
<b>30-day Notice:</b>	<b>Federal Register Citation:</b>	<b>Citation Date:</b>
	76 FR 71	04/13/2011

**Did the Agency receive public comments on this ICR ?** No

**Number of Information Collection( IC ) in this ICR :** 1

**ICR Summary of Burden**

	Total Approved	Previously Approved	Change Due to New Statute	Change Due to Agency Discretion	Change Due to Adjustment in Estimate	Change Due to Potential Violation of the PRA

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	Total Approved	Previously Approved	Change Due to New Statute	Change Due to Agency Discretion	Change Due to Adjustment in Estimate	Change Due to Potential Violation of the PRA
<b>Annual Number of Responses</b>	30,000	0	0	30,000	0	0
<b>Annual Time Burden (Hr)</b>	7,500	0	0	7,500	0	0
<b>Annual Cost Burden (\$)</b>	0	0	0	0	0	0

**Burden increases because of Program Change due to Agency Discretion :** Yes

**Burden Increase Due to :** Miscellaneous Actions

**Burden decreases because of Program Change due to Agency Discretion :** No

**Burden Reduction Due to :**

**Short Statement :**

New Data Collection.

**Annual cost to the Federal Government :** \$1,001,885

**Does this IC contains surveys, censuses or employ statistical methods ?** Yes Part B of Supporting Statement

**Is the Supporting Statement intended to be a Privacy Impact Assessment required by the E-Government Act 2002 ?** No

**Is this ICR related to the Affordable Care Act ?** No

**Is this ICR related to the American Recovery and Reinvestment Act of 2009 (ARRA)?** No

**Is this ICR related to a guidance document ?** No

**Agency Contact :** Denise McLamb 202 632-7479 denise.mclamb@va.gov

On behalf of this Federal agency, I certify that the collection of information encompassed by this request complies with 5 CFR 1320.9 and the related provisions of 5 CFR 1320.8(b)(3).

The following is a summary of the topics, regarding the proposed collection of information, that the certification covers:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It reduces burden on small entities;
- (d) It uses plain, coherent, and unambiguous language that is understandable to respondents;
- (e) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (f) It indicates the retention periods for recordkeeping requirements;
- (g) It informs respondents of the information called for under 5 CFR 1320.8 (b)(3) about:
  - (i) Why the information is being collected;
  - (ii) Use of information;
  - (iii) Burden estimate;
  - (iv) Nature of response (voluntary, required for a benefit, or mandatory);
  - (v) Nature and extent of confidentiality; and
  - (vi) Need to display currently valid OMB control number;
- (h) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to be collected.
  - (i) It uses effective and efficient statistical survey methodology (if applicable); and
  - (j) It makes appropriate use of information technology.

If you are unable to certify compliance with any of these provisions, identify the item(s) and explain the reason in the Supporting Statement.

**Certification Date :** 04/21/2011

## View ICR - OIRA Conclusion

**Certifying Official**

**APC:** McLamb, Denise 202 632-7479 ext. denise.mclamb@va.

**On Behalf of:** Baker, Roger 202 461-6911 roger.baker2@va.gov

### Sign-Off History

Sign-Off From	Action Date	Action	Sign-Off To	Notes
Dooling, Bridget	07/09/2012	Approved with change	Malanoski, Margaret	#

<b>OMB Control No :</b>	<b>ICR Ref No. :</b>	<b>ICR Expiration Date :</b>	<b>ICR Status :</b>
2900-0782	201012-2900-007	07/31/2015	Historical Active
<b>Agency/SubAgency : Agency Tracking No : Title :</b> VOV (Voice of Veteran) Surveys			
VA			
<b>Request Status :</b>	<b>Last Event :</b>	<b>Last Event User :</b>	<b>Last Event Date :</b>
Approved	Superseded [by]	Dooling, Bridget	01/24/2014

### View IC

**IC Title :** VOV (Voice of Veteran) Surveys

**Agency IC Tracking Number :**

**Is this a Common Form?** No

**IC Status :** New

**Obligation to Respond :** Voluntary

**CFR Citation :**

#### Information Collection Instruments :

Instrument File	Form No.	Form Name	Document Type	URL	Available Electronically?	Can be Submitted Electronically	Electronic Capability
VBA_Comp_Servicing questionnaire_7.2.12.final.docx			Other - Comp Servicing Questionnaire		Yes	Yes	Fillable Fileable
VBA_CP_Enrollment questionnaire_7.2.12.final.docx			Other - Compensation & Pension Enrollment questionnaire		Yes	Yes	Fillable Fileable
VBA_EDU_Enrollment questionnaire_7.2.12.final.docx			Other - EDU enrollment Questionnaire		Yes	Yes	Fillable Fileable
VBA_EDU_Servicing questionnaire_7.2.12.final.docx			Other - EDU Servicing Questionnaire		Yes	Yes	Fillable Fileable
VBA_LGY_Enrollment questionnaire_7.2.12.final.docx			Other - LGY Enrollment questionnaire		Yes	Yes	Fillable Fileable
VBA_Pens_Servicing questionnaire_7.2.12.final.docx			Other - Pens_Servicing questionnaire		Yes	Yes	Fillable Fileable
VBA_SAH_Servicing questionnaire_7.2.12.final.docx			Other - SAH_Servicing questionnaire		Yes	Yes	Fillable Fileable

Instrument File	Form No.	Form Name	Document Type	URL	Available Electronically?	Can be Submitted Electronically	Electronic Capability
VBA_VRE_Enrollment questionnaire_7.2.12.final.docx			Other - VRE Enrollment questionnaire		Yes	Yes	Fillable Fileable
VBA_VRE_Escaped Beneficiary questionnaire_7.2.12.final.docx			Other - VRE Escaped Beneficiary questionnaire		Yes	Yes	Fillable Fileable
VBA_VRE_Servicing questionnaire_7.2.12.final.docx			Other - VRE Servicing questionnaire		Yes	Yes	Fillable Fileable

**Federal Enterprise Architecture Business Reference Model**

**Line of Business :** General Government

**SubFunction :** Central Records & Statistical Mgt

**Privacy Act System of Records**

**Title :**

**FR Citation :**

**Number of Respondents :** 30000

**Number of Respondents for Small Entity :** 0

**Affected Public :** Individuals or Households

**Percentage of Respondents Reporting Electronically :** 10%

**Annual IC Burden :**

	Approved	Program Change Due to New Statute	Program Change Due to Agency	Change Due to Adjustment in Agency	Change Due to Potential Violation	Previously Approved
Annual Number of Responses for this IC	30,000	0	30,000	0	0	0
Annual IC Time Burden (Hours)	7,500	0	7,500	0	0	0
Annual IC Cost Burden (Dollars)	0	0	0	0	0	0

<b>OMB Control No :</b> 2900-0782	<b>ICR Ref No. :</b> 201012-2900-007	<b>ICR Expiration Date :</b> 07/31/2015	<b>ICR Status :</b> Historical Active
<b>Agency/SubAgency :</b> VA			
<b>Agency Tracking No :</b> VOV (Voice of Veteran) Surveys			
<b>Request Status :</b> Approved	<b>Last Event :</b> Superseded [by]	<b>Last Event User :</b> Dooling, Bridget	<b>Last Event Date :</b> 01/24/2014

## View ICR Documents

### Supporting Statement A

Document	Version	Date Uploaded	Uploaded By
VOV_Supporting Statement A_6 25 12.docx	2.0	07/05/2012	Mclamb, Denise
VOV justification.docx	1.0	04/21/2011	Mclamb, Denise

### Supporting Statement B

Document	Version	Date Uploaded	Uploaded By
VOV_Supporting Statement B_6 28 12.docx	2.0	07/05/2012	Mclamb, Denise
Part B Supporting Statement_VOV Pilot_12 09 10.doc	1.0	12/09/2010	Bolyard, Dottie

### Supplementary Documents

Title	Document	Document Type	Date Uploaded	Uploaded By
Comp_Enrollment Cover Letter	Comp_Enrollment_Cover_Letter_4 26 11 clean.doc	Supplementary Document	07/09/2012	Dooling, Bridget
Comp Enrollment Postcard	Comp_Enrollment_Postcard_4 26 11 clean.doc	Supplementary Document	07/09/2012	Dooling, Bridget
Analytic Map - C&P Enrollment	VBA_Analytic Map_C&P Enrollment_06.27.final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget
Analytic Map - Compensation Servicing	VBA_Analytic Map_Compensation Servicing_06.27.12.final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget
Analytic Map - Education Enrollment	VBA_Analytic Map_Education Enrollment_06.27.12.final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget
Analytic Map - Education Servicing	VBA_Analytic Map_Education Servicing_06.27.12.final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget

Analytic Map - LGY Enrollment	VBA_Analytic Map_LGY Enrollment_06.27.12 final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget
Analytic Map - Pension Servicing	VBA_Analytic Map_Pension Servicing_06.27.12.final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget
Analytic Map - SAH Servicing	VBA_Analytic Map_SAH Servicing_06.27.12.final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget
Analytic Map - VR&E Escaped Beneficiary	VBA_Analytic Map_VR&E Escaped Beneficiary_06.27.12.final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget
Analytic Map - VR&E Enrollment	VBA_Analytic Map_VRE Enrollment_627 12.final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget
Analytic Map - VR&E Servicing	VBA_Analytic Map_VRE Servicing_0627 12 final.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget
VOV Benchmark Overview	VBA_VOV Benchmark Overview_OMB Response 6.7.12.xlsx	Supplementary Document	07/09/2012	Dooling, Bridget

# NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 07/09/2012

Department of Veterans Affairs

FOR CERTIFYING OFFICIAL: Roger Baker  
FOR CLEARANCE OFFICER: Denise McLamb

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 04/21/2011

ACTION REQUESTED: New collection (Request for a new OMB Control Number)

TYPE OF REVIEW REQUESTED: Regular

ICR REFERENCE NUMBER: 201012-2900-007

AGENCY ICR TRACKING NUMBER:

TITLE: VOV (Voice of Veteran) Surveys

LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved with change

OMB CONTROL NUMBER: 2900-0782

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE: 07/31/2015

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	0	0	0
New	30,000	7,500	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	30,000	7,500	0
Change due to Agency Adjustment	0	0	0
Change due to PRA Violation	0	0	0

TERMS OF CLEARANCE: By the time of the next submission, VA will provide an assessment of whether the items that are unrelated to customer satisfaction are necessary/appropriate in this set of surveys, and a re-assessment of whether any of the items can be obtained from administrative data.

OMB Authorizing Official: Kevin F. Neyland  
Deputy Administrator,  
Office Of Information And Regulatory Affairs

List of ICs

IC Title	Form No.	Form Name	CFR Citation
VOV (Voice of Veteran) Surveys			