

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 12/08/2017

Department of Veterans Affairs

FOR CERTIFYING OFFICIAL: Scott Blackburn

FOR CLEARANCE OFFICER: Cynthia Harvey-Pryor

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 11/30/2017

ACTION REQUESTED: Generic IC

IC TITLE: Veterans Experience: NCA Automated Phone Survey

ICR REFERENCE NUMBER: 201710-2900-001

AGENCY ICR TRACKING NUMBER: 2900-0770

TITLE: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (NCA, VBA, VHA)

LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved without change

OMB CONTROL NUMBER: 2900-0770

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: 09/30/2020

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	335,000	214,167	0
New	335,000	300,000	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	0	85,833	0
Change due to Agency Adjustment	0	0	0
Change due to PRA Violation	0	0	0

TERMS OF CLEARANCE: Terms of the Generic ICR remain in effect.

OMB Authorizing Official: Dominic J. Mancini
Deputy and Acting Administrator,
Office Of Information And Regulatory Affairs

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
White House Hotline Call Center Email/Survey				67 / 0 / 4,000
Veterans Experience Agency Priority Goal (APG) Trust Phone Survey				250 / 0 / 1,500
Network Consolidated Laboratory (NCL) Phlebotomy Service: Patient Satisfaction Questionnaire	10-0516	Patient Satisfaction Questionnaire: Network Consolidated Laboratory (NCL) Phlebotomy Service		431 / 0 / 8,612
Health Advocate Pilot Project Patient Satisfaction Assessment				13 / 0 / 150
VISN 1 - Medical Center Solutions Call Centers Customer Satisfaction Survey				287 / 0 / 4,300
VA Pittsburgh Community Nursing Home Satisfaction Survey				10 / 0 / 120
Revised VE Outpatient Survey				33 / 0 / 200
SORCC - Veterans Satisfaction Survey of Spiritual Care Needs				7 / 0 / 200
VEO Disability Compensation Survey / VE Outpatient Survey Questions Non-Sub Change Request				538 / 0 / 32,300
Veterans Benefits Administration Veterans Success on Campus (VSOC) Survey				3,333 / 0 / 20,000
Veterans Experience: NCA Automated Phone Survey				180 / 0 / 3,600
Total Hours Actually Used for Information Collections Under Currently Approved ICR:				5,149