

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 04/19/2018

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 04/04/2018

ACTION REQUESTED: Generic IC

IC TITLE: VE: White House Hotline VA Veterans Call Center Online/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
VHA Childcare Services Satisfaction Survey	10-0531	Childcare Services Satisfaction Survey		17 / 0 / 1,000
Health Resource Center (HRC) Satisfaction Survey				1,750 / 0 / 35,000
Veterans Experience: NCA Automated Phone Survey				180 / 0 / 3,600
Income Verification Survey				250 / 0 / 2,500
Community Residential Care (CRC) Program Veteran Survey				267 / 0 / 3,200
Medical Foster Home (MFH) Program Caregiver Survey				58 / 0 / 700
Medical Foster Home (MFH) Program Veteran Survey				83 / 0 / 1,000
Hydration Satisfaction of Hines VA CLC Residents				4 / 0 / 60
Home Health Care Services Satisfaction Questionnaire				10 / 0 / 120
MyVA Access Veteran Interviews				38 / 0 / 50

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Purchased Care Patient Satisfaction Online Survey	10-0583	Purchased Care Patient Satisfaction Online Survey		960 / 0 / 4,800
Spinal Cord Injury Home Care Patient Satisfaction Survey	10-0542	Spinal Cord Injury – Home Care Patient Satisfaction Survey		5 / 0 / 30
VISN 1 Call Centers Customer Satisfaction Survey				287 / 0 / 4,300
Michael DeBakey Satisfaction Survey	10-0476	Michael E. Debakey Home Care Program		18 / 0 / 100
1_Spinal Cord Injury Survey__2_Non-Sub Change-Veterans Experience Access (VE Outpatient Survey) Scheduling Appointment	10-0515	Spinal Cord Injury Patient Care Survey		13 / 0 / 80
VCS Customer Satisfaction Focus Groups				93 / 0 / 280
VISN 12 Telephone Care Services Satisfaction Survey	10-10058	Telephone Care Services Patient Satisfaction Survey		33 / 0 / 200
Veterans Experience Feedback Tool: E-Comment Card				11 / 0 / 135
VISN 1 CLC Patient Satisfaction Survey				1,075 / 0 / 6,450
State Veteran Home Staff Interviews				40 / 0 / 40
VHA Women Veterans Call Center Survey				8,667 / 0 / 130,000
VE: White House Hotline VA Veterans Call Center Online/Phone Survey				279 / 0 / 16,720
Total Hours Actually Used for Information Collections Under Currently Approved ICR:				19,107