

**To:** Jordan Cohen  
Office of Information and Regulatory Affairs (OIRA)  
Office of Management and Budget (OMB)

**From:** Molly Jones  
Office of Planning, Research and Evaluation (OPRE)  
Administration for Children and Families (ACF)

**Date:** April 29, 2021

**Subject:** NonSubstantive Change Request – Fast Track Generic Clearance for Collection of Qualitative Feedback on Agency Service Delivery (OMB #0970-0401)

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This memo requests approval of nonsubstantive changes to the approved overarching generic clearance, Fast Track Generic Clearance for Collection of Qualitative Feedback on Agency Service Delivery (OMB #0970-0401).

### ***Background***

Executive Order (EO) 12862 directs Federal agencies to provide service to the public that matches or exceeds the best service available in the private sector. EO 13571 on “Streamlining Service Delivery and Improving Customer Service” was also issued in 2011. Subsequently, the Office of Management and Budget Office of Information and Regulatory Affairs issued Memorandum M-11-26<sup>1</sup> describing the establishment of a Fast Track process to allow agencies to obtain timely feedback on service delivery while ensuring that the information collected is useful and minimally burdensome for the public, as required by the Paperwork Reduction Act of 1995 (PRA). As a result, ACF established the Fast Track Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

Since approval, ACF program offices have found the generic to be very useful to collect information on services and to enable ACF to garner customer and stakeholder feedback in an efficient, timely manner, in accordance with our commitment to improving service delivery. Due to the success of this generic mechanism, we have reached the previously estimated burden amounts just prior to the current expiration date of this OMB # (5/31/2021). In anticipation of requesting an extension, ACF began the process to develop a justification package and published a Federal Register Notice to elicit public comment (85 FR 75020) on the request to extend data collection under this umbrella generic. During the 60-day comment period, ACF did not receive any comments.

Since we will be unable to submit any individual requests under this umbrella generic while the extension request is submitted, we would like the opportunity to submit a few final generic information collections that were already in development. These requests would be submitted immediately, prior to the current expiration date.

### ***Overview of Requested Changes***

<sup>1</sup> <https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/memoranda/2011/m11-26.pdf>

At this time, ACF would like to request a nonsubstantive change for a minor burden increase. We are requesting an interim increase in burden of 800 hours. This amount is based on ACF's plans for submissions under this generic clearance prior to May 30, 2021.

***Time Sensitivities***

We need to submit any pending generic information collection requests prior to the full extension request being submitted to OMB, which must be done no later than May 28, 2021 (May 30<sup>th</sup> is a Sunday).