

**Department of Veterans Affairs
Veterans Health Administration
Caregiver Support Program**

Agency Information Collection Activity: Program of Comprehensive Assistance for Family Caregivers (PCAFC) Decision Appeal Forms, OMB Control Number 2900-0894

Memo in Response to Public Comments:

The Caregiver Support Program received three comments in response to the 60-Day Federal Register Notice published on March 3, 2022, at 87 FR 12223.

1. VA-2022-VACO-0001-0167 – The content of this submission does not include content pertaining to the information collection in review. We make no changes to the forms based on this comment and will facilitate contact with the individual who submitted the comment to explore his needs and concerns, as applicable.
2. VA-2022-VACO-0001-0168 – This commentor opines on decision-making of VA employees and ties this to the method of information collection. We are unclear of this commentor's intention regarding this matter. We also note the commentor's feedback that the burden to responders is underestimated. We disagree. Both forms within this information collection have a minimal number of fillable data fields, the majority of which is contact information about the individual submitting the form. We believe the amount of time to complete each form is largely based upon the amount of time needed to read the instructions. VA will continue to analyze forms submitted as part of this information collection and will adjust its estimates as needed in the future. We make no changes based on this comment.
3. VA-2022-VACO-0001-0159 – We appreciate the commentor's suggestion to list a point of contact on the forms identified in this information collection, for individuals to inquire about the status/receipt of the forms. As the commentor notes, the Caregiver Support Line telephone number is listed on each form, and since March 2022, is available for individuals to contact to confirm whether VA has received VA Form 10-306 as well as VA Form 10-30 (among other correspondence). This ability has been communicated via two Frequently Asked Question (FAQ) documents posted to the Caregiver Support Program website, available at: https://www.caregiver.va.gov/support/PCAFC_Appeals.asp. We appreciate the commentor's feedback about making additional options available for form submission beyond via the United States Postal Service (USPS). At this time, both VA Form 10-306 and VA Form 10-307 should be submitted via USPS to the location identified on the forms, however we may consider this suggestion for potential future process improvements. We make no changes based on this comment.

We appreciate the opportunity to review and respond to the comments. As noted above, we make no changes to the information collection at this time.

Submitted by:

Dr. Colleen M. Richardson, PsyD
Executive Director, Caregiver Support Program
Veterans Health Administration