



**U.S. Department of  
Health and Human Services**  
Centers for Disease  
Control and Prevention

*Print Date: 4/18/24*

**Title:** Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

**Project Id:** 0900f3eb82368b15

**Accession #:** -NCEZID-4/12/24-68b15

**Project Contact:** Vice\_Rudith (nhr9)

**Organization:** NCEZID

**Status:** **Pending Clearance**

**Intended Use:** **Project Determination**

**Estimated Start Date:** 04/12/2024

**Estimated Completion Date:** 08/31/2027

**CDC/ATSDR HRPO/IRB Protocol #:**

**OMB Control #:** 0920-1071

## Determinations

Determination	Justification	Completed	Entered By & Role
HSC: Does NOT Require HRPO Review	Not Research / Other  <i>45 CFR 46.102(l)</i>  Program Evaluation Other - This GenIC is for the collection of feedback on agency service delivery. Such projects are consistent with the attributes of non-research program evaluation, as they are designed to gather feedback to improve agency service delivery. They are not designed to develop or contribute to generalizable knowledge.	4/18/24	Youngblood_Laura L. (zfk9) CIO HSC

PRA: PRA Applies		4/18/24	Vice_Rudith (nhr9) OMB / PRA
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## Description & Funding

### Description

**Priority:** Standard

**Determination Start Date:** 04/15/24

**Description:** NCEZID is seeking a three-year revision of Generic OMB control No. 0920-1071 (Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery) to continue collecting routine customer feedback on agency service delivery. This Generic enables CDC to garner customer and stakeholder feedback in an efficient, timely manner, in accordance with our commitment to improving service delivery. This Project Determination is for the overarching Service Delivery Generic Information Collection Request (genICR). Any Generic Information Collections (GenICs) submitted under this genICR will require a separate STARS Project Determination.

**IMS/CIO/Epi-Aid/Lab-Aid/Chemical Exposure Submission:** No

**IMS Activation Name:** Not selected

**Primary Priority of the Project:** Not selected

**Secondary Priority(s) of the Project:** Not selected

**Task Force Associated with the Response:** Not selected

**CIO Emergency Response Name:** Not selected

**Epi-Aid Name:** Not selected

**Lab-Aid Name:** Not selected

**Assessment of Chemical Exposure Name:** Not selected

**Goals/Purpose** The information collected from our customers and stakeholders will help ensure that users have an effective, efficient, and satisfying experience with the Agency's programs.

**Objective:** The information collected will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

**Does your project measure health disparities among populations/groups experiencing social, economic, geographic, and/or environmental disadvantages?:** Yes

**Does your project investigate underlying contributors to health inequities among populations /groups experiencing social, economic, geographic, and/or environmental disadvantages?:**

Yes

**Does your project propose, implement, or evaluate an action to move towards eliminating health inequities?:**

No

**Activities or Tasks:**

New Collection of Information, Data, or Biospecimens

**Target Populations to be Included/Represented:**

General US Population

**Tags/Keywords:**

Surveys and Questionnaires ; Focus Groups

**CDC's Role:**

Activity originated and designed by CDC staff, or conducted at the specific request of CDC, or CDC staff will approve study design and data collection as a condition of any funding provided

**Method Categories:**

Focus Group; Survey

**Methods:**

This Project Determination is for the overarching Service Delivery Generic Information Collection Request (genICR). Any Generic Information Collections (GenICs) submitted under this genICR will require a separate STARS Project Determination.

**Collection of Info, Data or Biospecimen:**

A variety of instruments and platforms will be used to collect information from respondents, including but not limited to online surveys, in-person surveys, focus groups, usability testing, and customer comment cards. The Project Determination for each GenIC will include specific details about how data or specimens will be collected.

**Expected Use of Findings/Results and their impact:**

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. Findings will be used for general service improvement but are not for publication or other public release.

**Could Individuals potentially be identified based on Information Collected?**

No

## Funding

Funding yet to be added .....

## HSC Review

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## HSC Attributes

**Program Evaluation**

Yes

**Other - This GenIC is for the collection of feedback on agency service delivery. Such projects are consistent with the attributes of non-research program evaluation, as they are designed to gather feedback to improve agency service delivery. They are not designed to develop or contribute to generalizable knowledge.** Yes

## **Regulation and Policy**

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**Do you anticipate this project will need IRB review by the CDC IRB, NIOSH IRB, or through reliance on an external IRB?** No

**Estimated number of study participants**

**Population - Children**

Protocol Page #:

**Population - Minors**

Protocol Page #:

**Population - Prisoners**

Protocol Page #:

**Population - Pregnant Women**

Protocol Page #:

**Population - Emancipated Minors**

Protocol Page #:

**Suggested level of risk to subjects**

**Do you anticipate this project will be exempt research or non-exempt research**

## **Requested consent process wavers**

**Informed consent for adults** No Selection

**Children capable of providing assent** No Selection

**Parental permission** No Selection

**Alteration of authorization under HIPAA Privacy Rule** No Selection

## **Requested Waivers of Documentation of Informed Consent**

<b>Informed consent for adults</b>	No Selection
<b>Children capable of providing assent</b>	No Selection
<b>Parental permission</b>	No Selection

## **Consent process shown in an understandable language**

<b>Reading level has been estimated</b>	No Selection
<b>Comprehension tool is provided</b>	No Selection
<b>Short form is provided</b>	No Selection
<b>Translation planned or performed</b>	No Selection
<b>Certified translation / translator</b>	No Selection
<b>Translation and back-translation to/from target language(s)</b>	No Selection
<b>Other method</b>	No Selection

## **Clinical Trial**

<b>Involves human participants</b>	No Selection
<b>Assigned to an intervention</b>	No Selection
<b>Evaluate the effect of the intervention</b>	No Selection
<b>Evaluation of a health related biomedical or behavioral outcome</b>	No Selection
<b>Registerable clinical trial</b>	No Selection

## **Other Considerations**

<b>Exception is requested to PHS informing those bested about HIV serostatus</b>	No Selection
<b>Human genetic testing is planned now or in the future</b>	No Selection
<b>Involves long-term storage of identifiable biological specimens</b>	No Selection
<b>Involves a drug, biologic, or device</b>	No Selection
<b>Conducted under an Investigational New Drug</b>	No Selection

## Institutions & Staff

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### Institutions

Will you be working with an outside Organization or Institution? No

Institutions yet to be added .....

### Staff

Staff Member	SIQT Exp. Date	CITI Biomedical Exp. Date	CITI Social & Behavioral Exp. Date	CITI Good Clinical Practice Exp. Date	Staff Role	Email	Phone	Organization
Rudith Vice	06/27 /2026				Project Coordinator	nhr9@cdc.gov	404-718-7292	NATIONAL CENTER FOR EMERGING ZOOONOTIC AND INFECTIOUS DISEASES

## Data

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### DMP

**Proposed Data Collection Start Date:** 4/15/24

**Proposed Data Collection End Date:** 4/16/27

**Proposed Public Access Level:** Public

**Public Access Justification:** Any Generic Information Collections (GenICs) submitted under this genICR will include specific information about public access.

**How Access Will Be Provided for Data:** Any Generic Information Collections (GenICs) submitted under this genICR will include specific information about how access will be provided to the data.

**Plans for Archival and Long Term Preservation:**

### Spatiality

Spatiality (Geographic Locations) yet to be added .....

## Dataset

Dataset Title	Dataset Description	Data Publisher /Owner	Public Access Level	Public Access Justification	External Access URL	Download URL	Type of Data Released	Collection Start Date	Collection End Date
Dataset yet to be added...									

## Supporting Info

Current	CDC Staff Member and Role	Date Added	Description	Supporting Info Type	Supporting Info
Current	Vice_Rudith (nhr9) Project Contact	04/15/2024	Supporting Statement A	Paperwork Reduction Act Form	SSA_0920-1071_Revision_STARS.docx
Current	Vice_Rudith (nhr9) Project Contact	04/15/2024	GenIC Request Form	Paperwork Reduction Act Form	Service Delivery Gen-IC Request.docx



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