

Supporting Statement A

Generic Information Collection Request for Health Resources and Services Administration Hotlines, Chatlines, and Online Portals

OMB Control No. 0906-XXXX - NEW

Terms of Clearance: None.

A. Justification

1. Circumstances Making the Collection of Information Necessary

An Umbrella Information Collection Request (ICR) is a two-step process. First, an initial ICR covering a specific type of data collection instrument goes through a full Office of Management and Budget (OMB) approval process, including the 60-day and 30-day comment periods and OMB review. Once the Umbrella ICR is approved, individual information collections conducted under its authority may undergo an abbreviated OMB approval process called a “generic” or “fast-track” information collection. A generic/fast-track package submitted to OMB includes a memorandum describing the background and purpose of the collection and details of the specific procedures to be used. Once approved by OMB, these collections are posted on reginfo.gov for public access.

This is a request for a new umbrella information collection (ICR) which will collect information about the operation of HRSA hotlines, chatlines, and online portals. HRSA hotlines, chatlines, and online portals are one way that HRSA can respond to customer questions and concerns on HRSA programs (e.g., Health Centers, Loan and Scholarship Programs, and Ryan White HIV/AIDS Program). HRSA also has hotlines and chatlines where members of the public can get assistance on specific medical issues (e.g., National Clinician Consultation Centers hotline/warmlines, and National Maternal Mental Health Hotline). HRSA hotlines, chatlines, and online portals are operated by HRSA or a contractor acting on HRSA's behalf.

These collections may require approval under the Paperwork Reduction Act when they go beyond the General Solicitation exemption as described in 5 CFR 1320.3 and expanded upon in the OMB memo “Social Media, Web-Based Interactive Technologies, and the Paperwork Reduction Act.”¹ This includes when there is a

¹ *Social Media, Web-Based Interactive Technologies, and the Paperwork Reduction Act*. Office of Management and

request for information from a respondent beyond what is necessary for self-identification and/or a requirement for structured responses to standardized questions. When these collections are voluntary, low-burden, and non-controversial, they may be approved under this umbrella collection. In the past, forms associated with HRSA-funded hotlines, chatlines, or online portals have been submitted under Voluntary Partner Survey on HRSA Customer Service, OMB No. 0906-0084 (expires 2/28/2027, renewal in process). HRSA wishes to establish a separate collection for forms related to HRSA hotlines, chatlines, and online portals since not all forms are directly related to customer satisfaction.

HRSA will use collections under this umbrella for accountability, program management, and oversight purposes. While HRSA can evaluate the general need for and the overall practical utility of such information collection in advance, HRSA is unable to determine the details of the specific individual collection methodologies until a later time. Using an umbrella collection will allow HRSA to respond to public needs and efficiently provide vital services to grantees and the public, as the standard 6-to-9-month timeline to comply with a full request under the Paperwork Reduction Act could inhibit HRSA's ability to collect information to inform these activities that involve rapid updates to be responsive to their users.

Because these forms will be used to provide high-quality services to HRSA grantees and stakeholders, it is authorized by Executive Order 14058, "Setting Customer Service Standards." The specific statutes authorizing these collections cannot be identified in advance but will be included as part of each submission request to OMB. HRSA would only request OMB approval for collections under this umbrella-collection if the collection is voluntary, low-burden, and uncontroversial.

As part of this umbrella ICR, HRSA requests that OMB provide a response on individual generic collections within 5 business days. If no response is received and the request meets the purposes, uses and scope outlined in this document, HRSA would then move forward with the proposed information collection. HRSA believes this fast-track process should apply to this information collection, since these information collections will focus on the awareness, understanding, attitudes, preferences, or experiences of HRSA customers or other stakeholders (e.g., funding recipients and their delivery partners, and potential funding applicants) relating to existing or future services, products, or communication materials.

2. Purpose and Use of Information Collection

The most likely respondents include users of a HRSA-funded hotline, chatline, or online portal. These users may include members of the public and public or private entities who receive HRSA funding. In addition to collecting basic demographic information (when appropriate), the information collections are expected to include questions such as reasons for inquiry, topics covered by inquiry, and feedback on provided guidance or the hotline/chatline/online portal user experience. An

illustrative, but not exhaustive, list of examples of information collection activities that would fall under this collection include standardized questions that are asked during the interaction with the public; surveys about their interaction; and information collected about their experience in use of hotlines, chatlines, and online portals.

3. Use of Improved Information Technology and Burden Reduction

All information collections are expected to be conducted using web-based tools (e.g., video conferencing tools like Microsoft Teams or Zoom, online survey platforms) or via phone. Additional details on individual instruments will be provided in the memo accompanying each request.

4. Efforts to Identify Duplication and Use of Similar Information

Each information collection instrument will be designed to reflect the specifics of the population served by a program. Proposed collections will be reviewed carefully to avoid potential duplication. HRSA PRA staff will review and edit any instruments submitted under this umbrella collection to help ensure that the requested information is the minimum required for the intended use of the data.

5. Impact on Small Businesses or Other Small Entities

The information collections under this control number will not have a significant impact on small businesses or other small entities. The specific instruments will be short and require minimal burden.

6. Consequences of Collecting the Information Less Frequently

Information collections will typically involve one-time data collection activities (e.g., collect information about an experience with a hotline, chatline, or online portal). Collection on a less frequent basis would reduce the practical utility of the information and inhibit the program's ability to monitor HRSA hotlines, chatlines, or hotline portals. There are no legal obstacles to reducing the burden.

7. Special Circumstances Relating to the Guidelines of 5 CFR 1320.5

The request fully complies with the regulation.

8. Comments in Response to the Federal Register Notice/Outside Consultation

Section 8A:

A 60-day notice published in the Federal Register on November 18, 2024, vol. 89, No. 22; pp. 90708-09. There were no public comments. A 30-day FRN was published in the *Federal Register* on Month Date, 2026, vol. 91, No. 182, pp. 60135-36.

Section 8B:

When developing the individual generic packages, HRSA will make its best efforts to consult with other stakeholders outside of public comments received in response to the FRNs. HRSA intends to use its normal stakeholder engagement process, which includes consulting with its independent review contractors, other government agencies, and/or up to nine members of the public, depending on the nature of the data collection instrument, budget, and timeline. If engagement of more than nine members of the public is required, then HRSA will likely utilize the umbrella collection for Questionnaire and Data Collection Testing, Evaluation, and Research for the Health Resources and Services Administration, OMB No. 0915-0379 (expires 11/30/2026, renewal in process). The goal of these consultations is to help ensure the data collection instruments are as clear and easy-to-understand as possible.

9. Explanation of any Payment/Gift to Respondents

Typically, HRSA does not provide any remuneration to respondents for its information collections. On occasion, however, HRSA may provide a nominal remuneration to survey participants, as a participation incentive for hard-to-reach groups and to increase the level of diversity in the number and types of participants.

Should this type of situation arise, the level of remuneration is not expected to exceed \$25 for completing the information collection and will depend on the amount of respondent time and expense projected. Any amount of remuneration will be clearly explained in the memo requesting approval of the information collection.

10. Assurance of Confidentiality Provided to Respondents

Data will be kept private to the extent allowed by law. If personally identifiable information is collected, information is not stored in a way that allows for retrieval by a unique personal identifier unless there is already an established System of Record (see here: <https://www.hhs.gov/privacy/sorns/hrsa-sorns.html>).

Appropriate consent procedures will be customized and used for each information collection activity and any collection of personal, privacy-protected information will be handled in accordance with all applicable federal requirements. If HRSA wishes to record the encounter, the respondent's permission to record will be obtained before beginning the interview. If respondent does not provide consent, the interview will either proceed without being recorded or will not be conducted, as appropriate.

11. Justification for Sensitive Questions

It is possible that in developing data collection and estimation procedures, potentially sensitive questions may be included. If questions of a sensitive nature are proposed, this will be noted and a justification will be included in the materials submitted to OMB for their review and approval.

12. Estimates of Annualized Hour and Cost Burden

12A. Estimated Annualized Burden Hours

HRSA determined the number of respondents and average burden per response by reviewing burden estimates of forms from previous collections related to hotlines, chatlines, and portals. Furthermore, HRSA estimated the number of collections that we expect to have covering HRSA's hotlines, chatlines, and online portals, which were approved under other umbrella or regular packages.

Total Estimated Annualized Burden Hours:

Instrument Name	Number of Respondents	Number of Responses per Respondent	Total Responses	Average Burden per Response (in hours)	Total Burden Hours
Standardized Hotline Interaction	100,000	1	100,000	0.25	25,000
Standardized Chatline Interaction	5,500	1	5,500	0.50	2,750
Online Portal Submission	17,500	1	17,500	0.40	7,000
Follow-Up Surveys	27,000	1	51,750	0.05	1,350
Total	150,000		150,000		36,100

12B.

To estimate the estimated burden costs on respondents, we used the median salary for all professions since a variety of different professions are likely to call a HRSA hotline, chatline, or online portals. The latest data that we have from the Bureau of Labor Statistics, is that the median hourly wage in the United States is \$24.51 per hour. To adjust for overhead costs (e.g., benefits) we multiply this amount by 2, for a total of \$49.52.

Estimated Annualized Burden Costs

Type of Respondent	Total Burden Hours	Hourly Wage Rate (x2)	Total Respondent Costs
General Public	36,100	\$49.52	\$1,769,622

Hourly Wage Rate based on the United States Department of Labor, Bureau of Labor Statistics, <https://data.bls.gov/oes/#/area/0000000/2025>. Hourly wage doubled to account for benefits.

13. Estimates of other Total Annual Cost Burden to Respondents or Recordkeepers/Capital Costs

Other than their time, there is no cost to respondents.

14. Annualized Cost to Federal Government

Assuming each response takes 10 minutes to review by a GS-13, Step 1 (WASHINGTON-BALTIMORE-ARLINGTON, DC-MD-VA-WV-PA locality), the estimated cost to the federal government to review 150,000 responses would be approximately \$2,192,501.25 (\$58.35 per hour x 0.167 hours x 150,000 responses x 1.5 to adjust for overhead costs).

Furthermore, the National Maternal Mental Health Hotline collection will require contract support (e.g., hotline counselors, etc.) to administer the hotline, including data collection. The estimated cost of \$2,744,860.57. This is included separately because it is not feasible to reliably break out estimated federal costs attributable to only data collection/processing because data collection is integrated into hotline activities. However, we are including these costs into the total cost to federal government due to data collection occurring.

The total estimated cost of this collection is \$4,937,361.82. If HRSA incurs any unique start-up or operational and maintenance costs with any information collections covered by this ICR, HRSA will include them in the accompanying generic memo to OMB.

15. Explanation for Program Changes or Adjustments

This is a new information collection.

16. Plans for Tabulation, Publication, and Project Time Schedule

There are no plans for detailed statistical analyses or dissemination of data from collections under this umbrella ICR. Information collections submitted under an umbrella ICR are not intended to be statistically rigorous or produce data for the public.

HRSA will provide definitive plans for analysis or timetable of key activities for each information collection under this generic clearance at the time that the specific information collection is submitted to OMB. Information collection will not begin until OMB has been notified of a proposed activity and approved the activity.

17. Reason(s) Display of OMB Expiration Date is Inappropriate

Not applicable. The OMB number and Expiration date will be displayed on every page of every form/instrument.

18. Exceptions to Certification for Paperwork Reduction Act Submissions

Not applicable. There are no exceptions to the certification.