

is hereby given that a meeting is scheduled for National Advisory Council on the National Health Service Corps (NACNHSC). This meeting will be open to the public.

**DATES:** The meeting will be held on March 22, 2017 from 1:00 p.m.–4:00 p.m. EDT.

**ADDRESSES:** This meeting will be held in a webinar and conference call format. Webinar information can be found on the Web site at: <http://nhsc.hrsa.gov/corpsexperience/aboutus/nationaladvisorycouncil/meetingsummaries/index.html>.

**Agenda:** The members of the NACNHSC will discuss provider retention in rural areas, the redesign of Area Health Education Centers, as well as provide an update on Health Professional Shortage Area scoring. Agenda items are subject to change as priorities dictate. The NACNHSC final agenda will be available on the NACNHSC Web site 3 days in advance of the meeting.

Information about the NACNHSC and the agenda for this meeting can be obtained by accessing the following Web site: <http://nhsc.hrsa.gov/corpsexperience/aboutus/nationaladvisorycouncil/meetingsummaries/index.html>.

**FOR FURTHER INFORMATION CONTACT:**

Anyone requesting information regarding the NACNHSC should contact CAPT Shari Campbell, Designated Federal Official, Bureau of Health Workforce (BHW), HRSA in one of three ways: (1) Send a request to the following address: CAPT Shari Campbell, Designated Federal Official, BHW, HRSA, 5600 Fishers Lane, Room 14N108, Rockville, Maryland 20857; (2) call (301) 594–4251; or (3) send an email to [scampbell@hrsa.gov](mailto:scampbell@hrsa.gov).

**SUPPLEMENTARY INFORMATION:** The NACNHSC makes recommendations with respect to their responsibilities under Subpart II, Part D of Title III of the Public Health Service Act, as amended (National Health Service Corps and Health Professional Shortage Area Designations), and shall review and comment upon regulations promulgated by the Secretary under Subpart II.

Members of the public will have the opportunity to provide comments. Oral comments will be honored in the order they are requested and may be limited as time allows. Requests to make oral comments or provide written comments to the NACNHSC should be sent to Monica-Tia Bullock at [MBullock@hrsa.gov](mailto:MBullock@hrsa.gov) by March 17, 2017. Individuals who plan to attend and need special assistance, such as sign language

interpretation or other reasonable accommodations, should contact Monica-Tia Bullock at [MBullock@hrsa.gov](mailto:MBullock@hrsa.gov) by March 17.

**Jason E. Bennett,**

*Director, Division of the Executive Secretariat.*

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**BILLING CODE 4165–15–P**

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Office of the Secretary

[Document Identifier: HHS–OS–0990–New]

#### 60-Day Notice Template for Request for Generic Clearance for the Collection of Routine Customer Feedback on HHS Communications

**AGENCY:** U.S. Department of Health and Human Services (HHS).

**ACTION:** Notice and request for comments. Office of the Assistant Secretary for Public Affairs is requesting OMB approval for a new Generic Clearance for the Collection of Routine Customer Feedback by OMB.

**SUMMARY:** Department of Health and Human Services, The Office of the Secretary (OS), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public to take this opportunity to comment on the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” for approval under the Paperwork Reduction Act (PRA). This collection was developed as part of a Federal Government-wide effort to streamline the process for seeking feedback from the public on service delivery. This notice announces our intent to submit this collection to OMB for approval and solicits comments on specific aspects for the proposed information collection.

**DATES:** Consideration will be given to all comments received by May 15, 2017.

**ADDRESSES:** Submit comments by one of the following methods:

- *Web site:* [www.regulations.gov](http://www.regulations.gov).

Direct comments to Docket ID OMB–2010–0021.

- *Email:*

[Information.CollectionClearance@hhs.gov](mailto:Information.CollectionClearance@hhs.gov).

- *Phone:* (202) 690–6162.

Comments submitted in response to this notice may be made available to the public through relevant Web sites. For this reason, please do not include in your comments information of a confidential nature, such as sensitive personal information or proprietary information. If you send an email

comment, your email address will be automatically captured and included as part of the comment that is placed in the public docket and made available on the Internet. Please note that responses to this public comment request containing any routine notice about the confidentiality of the communication will be treated as public comments that may be made available to the public notwithstanding the inclusion of the routine notice.

**FOR FURTHER INFORMATION CONTACT:**

Sherrette Funn, [Sherrette.funn@HHS.GOV](mailto:Sherrette.funn@HHS.GOV) or (202) 795–7714.

**SUPPLEMENTARY INFORMATION:**

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

*Abstract:* The proposed information collection activity provides a means to garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback 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.

The solicitation of feedback will target areas such as: Timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on the Agency’s services will be unavailable.

The Agency will only submit a collection for approval under this generic clearance if it meets the following conditions:

- The collections are voluntary;
- The collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per

respondent) and are low-cost for both the respondents and the Federal Government;

- The collections are non-controversial and do not raise issues of concern to other Federal agencies;
- Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future;
- Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
- Information gathered will be used only internally for general service improvement and program management purposes and is not intended for release outside of the agency;
- Information gathered will not be used for the purpose of substantially informing influential policy decisions; and
- Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study.

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: The target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

As a general matter, information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

*Current Actions:* New approval for a collection of information.

*Type of Review:* New.

*Affected Public:* Individuals, households, professionals, public/private sector.

*Estimated Number of Respondents:* 3,000,000 over 3 years.

Below we provide projected average estimates for the next three years:

*Average Expected Annual Number of Activities:* 600.

*Average Number of Respondents per Activity:* 50.

*Annual Responses:* 30,000.

*Frequency of Response:* Once per request.

*Average Minutes per Response:* 30.

*Burden hours:* 500,000.

*Request for Comments:* Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to transmit or otherwise disclose the information.

All written comments will be available for public inspection *Regulations.gov*.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid

Office of Management and Budget control number.

**Darius Taylor,**

*Information Collection Clearance Officer.*

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**BILLING CODE 4150-25-P**

## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### National Institutes of Health

#### National Cancer Institute; Notice of Meeting

Pursuant to section 10(a) of the Federal Advisory Committee Act, as amended (5 U.S.C. App.), notice is hereby given of a meeting of the National Cancer Institute Council of Research Advocates.

The meeting will be held as a webinar only and is open to the public to join/dial-in for participation. Individuals who plan to join/dial-in to the meeting and need special assistance or other reasonable accommodations in order to do so, should notify the Contact Person listed below in advance of the meeting.

*Name of Committee:* National Cancer Institute Council of Research Advocates.

*Date:* March 30, 2017.

*Time:* 11:30 a.m. to 1:30 p.m.

*Agenda:* NCI Acting Director's Update and Legislative Update.

*Place:* National Institutes of Health, 31 Center Drive, Building 31, Room 10A03, Bethesda, MD 20892.

*Webinar Link:* <https://cbit.webex.com/cbit/j.php?MTID=m5ec1d366dbaf4c6f4d7a9c6dbe4c48b0>.

*Meeting number (access code):* 736 096 397.

*Meeting password:* qTgpPZ\*6.

(Join by Phone) 1-855-244-8681 Call-in toll-free number (US/Canada), 1-650-479-3207 Call-in toll number (US/Canada).

*Contact Person:* Amy Williams, NCI Office of Advocacy Relations, National Cancer Institute, NIH, 31 Center Drive, Building 31, Room 10A28, Bethesda, MD 20892, 301-594-3194, [william@mail.nih.gov](mailto:william@mail.nih.gov).

Any interested person may file written comments with the committee by forwarding the statement to the Contact Person listed on this notice. The statement should include the name, address, telephone number and when applicable, the business or professional affiliation of the interested person.

Information is also available on the Institute's/Center's home page: <https://deainfo.nci.nih.gov/advisory/ncra/ncra.htm>, where an agenda and any additional information for the meeting will be posted when available.

(Catalogue of Federal Domestic Assistance Program Nos. 93.392, Cancer Construction; 93.393, Cancer Cause and Prevention Research; 93.394, Cancer Detection and Diagnosis Research; 93.395, Cancer Treatment Research; 93.396, Cancer Biology