

includes the actual data collection instrument.

**DATES:** Comments must be submitted on or before July 27, 2018.

**ADDRESSES:** Submit written comments on the collection of information through [www.Regulations.gov](http://www.Regulations.gov), or to Office of Information and Regulatory Affairs, Office of Management and Budget, Attn: VA Desk Officer; 725 17th St. NW, Washington, DC 20503 or send through electronic mail to [oir\\_submission@omb.eop.gov](mailto:oir_submission@omb.eop.gov). Please refer to "OMB Control No. 2900-0744" in any correspondence.

**FOR FURTHER INFORMATION CONTACT:**

Cynthia Harvey-Pryor, Enterprise Records Service (005R1B), Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420, (202) 461-5870 or email [Cynthia.harvey-pryor@va.gov](mailto:Cynthia.harvey-pryor@va.gov). Please refer to "OMB Control No. 2900-0744" in any correspondence.

**SUPPLEMENTARY INFORMATION:**

*Authority:* The Government Performance and Results Act of 1993, Public Law 103-62, August 3, 1993 and Title 38 U.S.C., subsection 527, Evaluation and Data Collection; 44 U.S.C. 3501-3521.

*Title:* VBA Call Center Satisfaction Survey.

*OMB Control Number:* 2900-0744.

*Type of Review:* Revision of a currently approved collection.

*Abstract:* VBA maintains a commitment to improve the overall quality of service for Veterans. Feedback from Veterans regarding their recent experience to the VA call centers will provide VBA with three key benefits to: (1) Identify what is most important to Veterans; (2) determine what to do to improve the call center experience; and (3) serve to guide training and/or operational activities aimed at enhancing the quality of service provided to Veterans and active duty personnel.

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 OMB control number. The **Federal Register** Notice with a 60-day comment period soliciting comments on this collection of information was published at 83 FR 7949 on April 17, 2018.

*Affected Public:* Individuals or households.

*Estimated Annual Burden:* 3,600 hours.

*Estimated Average Burden per Respondent:* 6 minutes.

*Frequency of Response:* On occasion.

*Estimated Number of Respondents:* 36,000.

By direction of the Secretary.

**Cynthia D. Harvey-Pryor,**

*Department Clearance Officer, Office of Quality, Privacy and Risk, Department of Veterans Affairs.*

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**DEPARTMENT OF VETERANS AFFAIRS**

[OMB Control No. 2900-0843]

**Agency Information Collection Activity: VHA Homeless Programs Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) for Veterans**

**AGENCY:** Veterans Health Administration, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** In compliance with the Paperwork Reduction Act (PRA) of 1995, this notice announces that the Veterans Health Administration, Department of Veterans Affairs, will submit the collection of information abstracted below to the Office of Management and Budget (OMB) for review and comment. The PRA submission describes the nature of the information collection and its expected cost and burden and it includes the actual data collection instrument.

**DATES:** Comments must be submitted on or before July 27, 2018.

**ADDRESSES:** Submit written comments on the collection of information through [www.Regulations.gov](http://www.Regulations.gov), or to Office of Information and Regulatory Affairs, Office of Management and Budget, Attn: VA Desk Officer; 725 17th St. NW, Washington, DC 20503 or sent through electronic mail to [oir\\_submission@omb.eop.gov](mailto:oir_submission@omb.eop.gov). Please refer to "OMB Control No. 2900-0843" in any correspondence.

**FOR FURTHER INFORMATION CONTACT:**

Cynthia Harvey-Pryor, Office of Quality, Privacy and Risk (OQPR), Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420, (202) 461-5870 or email [cynthia.harvey-pryor@va.gov](mailto:cynthia.harvey-pryor@va.gov). Please refer to "OMB Control No. 2900-0843" in any correspondence.

**SUPPLEMENTARY INFORMATION:**

*Authority:* Public Law 102-405, Public Law 103-446 and Public Law 105-114.

*Title:* VHA Homeless Programs, Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) for Veterans.

*OMB Control Number:* 2900-0843.

*Type of Review:* Revision of a currently approved collection.

*Abstract:* In 1993 the Department of Veterans Affairs (VA) launched Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) for Veterans in response to Public Law 102-405 which required VA to make an assessment of the needs of homeless Veterans in coordination with other Federal departments, state and local government agencies, and nongovernmental agencies with experience working with homeless persons. Since 1993, VA has administered a needs assessment in accordance with guidance in Public Law 103-446 and Public Law 105-114.

This collection of information is necessary to ensure that VA and community partners are developing services that are responsive to the needs of local homeless Veterans, in order to end homelessness and prevent new Veterans from experiencing homelessness. Over the years, data from CHALENG has assisted VA in developing new services for Veterans such as the Homeless Veteran Dental Program (HVDP), the expansion of the Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) Program, the Veterans Justice Programs and Supportive Services for Veteran Families (SSVF). In addition, community organizations use CHALENG data in grant applications to support services for homeless Veterans; grant applications are for VA, other Federal, local government, and community foundation dollars, which maximize community participation in serving homeless Veterans.

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 OMB control number. The **Federal Register** Notice with a 60-day comment period soliciting comments on this collection of information was published at 83 FR 12847 on March 23, 2018 pages 12847-12848.

*Affected Public:* Individuals and households.

*Estimated Annual Burden:* Veteran Survey—10-10161—500 hours. Provider Assessment—10-10162—705 hours.

*Estimated Average Burden per Respondent:*

Veteran Survey—10-10161—6 minutes. Provider Assessment—10-10162—9 minutes.

*Frequency of Response:* Annually.

*Estimated Number of Respondents:*

Veteran Survey—10—10161—5,000.  
Provider Assessment—10—10162—  
4,700.

By direction of the Secretary.

**Cynthia D. Harvey-Pryor,**  
*Department Clearance Officer, Office of  
Quality, Privacy and Risk, Department of  
Veterans Affairs.*

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