

**SOCIAL SECURITY ADMINISTRATION****Statement of Organization, Functions and Delegations of Authority**

This statement amends part S of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given of the complete revision of existing Part S and the establishment of Part T as SSA becomes an independent agency. Notice is further given that Chapter SA for the Office of the Commissioner; Chapter S1 for the Office of the Deputy Commissioner for Finance, Assessment and Management; Chapter S2 for the Office of the Deputy Commissioner for Operations; Chapter S4 for the Office of the Deputy Commissioner for Systems; and Chapter S7 for the Office of the Deputy Commissioner for Human Resources are being amended to reflect internal organizational realignments and the deletion of all references to the Department of Health and Human Services as the parent agency of SSA. Chapter S3 for the Office of the Deputy Commissioner for Policy and Chapter S5 for the Office of the Deputy Commissioner for Policy and External Affairs are being deleted in their entirety. Notice is further given of the establishment of Chapter S8 for the SSA Office of Inspector General; Chapter S9 for the SSA Office of General Counsel; Chapter TA for the Office of the Deputy Commissioner for Programs, Policy, Evaluation and Communications; and Chapter TB for the Office of the Deputy Commissioner for Legislation and Congressional Affairs. The Deputy Commissioners for Finance, Assessment and Management (S1); Operations (S2); Systems (S4); Human Resources (S7); Programs, Policy, Evaluation and Communications (TA); Legislation and Congressional Affairs (TB); the SSA Inspector General (S8); and the SSA General Counsel (S9) are all line officials responsible for directing major organizational components. The following chapters reflect these changes.

**Chapter S—Social Security Administration**

- S.00 Mission
- S.10 Organization
- S.20 Functions
- S.30 Order of Succession

Section S.00 *The Social Security Administration*—(Mission): The Social Security Administration is the Nation's primary income security Agency. It administers the Federal retirement, survivors and disability insurance programs, as well as the program of supplemental security income (SSI) for the aged, blind and disabled, and

performs certain functions with respect to the black lung benefits program. SSA also directs the aid to the aged, blind and disabled in Guam, Puerto Rico and the Virgin Islands.

Section S.10 *The Social Security Administration*—(Organization):

The Social Security Administration, under the supervision and direction of the Commissioner of Social Security (the Commissioner), includes:

- A. The Office of the Commissioner of Social Security (SA).
- B. The Office of the Deputy Commissioner of Social Security (SA).
- C. The Office of the Deputy Commissioner, Finance, Assessment and Management (S1).
- D. The Office of the Deputy Commissioner, Operations (S2).
- E. The Office of the Deputy Commissioner, Systems (S4).
- F. The Office of the Deputy Commissioner, Human Resources (S7).
- G. The Office of the SSA Inspector General (S8).
- H. The Office of the SSA General Counsel (S9).
- I. The Office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications (TA).
- H. The Office of the Deputy Commissioner, Legislation and Congressional Affairs (TB).

Section S.20 *The Social Security Administration*—(Functions): The Social Security Administration performs all functions necessary to accomplish the Agency's mission. These are specified in more detail in the sections which follow Section S.30.

Section S.30 *The Social Security Administration*—(Order of Succession):

- A. 1. In the event of the absence or disability of the Commissioner, the Deputy Commissioner shall serve as Acting Commissioner.
- 2. In the event of the absence or disability of both the Commissioner and Deputy Commissioner of Social Security or vacancies in the positions, one of the Deputy Commissioners or another Executive Level official, will be designated to serve as Acting Commissioner.
- 3. In the event of the absence of the Commissioner and the Deputy Commissioners, an SSA official designated by the Commissioner shall serve as Acting Commissioner.
- 4. Should the positions of Commissioner and Deputy Commissioner of Social Security and the Deputy Commissioners become vacant, or these officials become disabled, an official will be designated to serve as Acting Commissioner.
- B. 1. Where an Associate Commissioner has two deputies, one of

the deputies shall be designated by the Associate Commissioner to serve as Acting Associate Commissioner during his/her absence. In the event of a disability of the Associate Commissioner, the Commissioner shall designate one of the Deputy Associate Commissioners to serve as Acting Associate Commissioner.

2. In the event of the absence of both an Associate Commissioner and his/her Deputy or deputies, an executive designated by the Associate Commissioner shall serve as Acting Associate Commissioner.

3. Should an Associate Commissioner or his/her Deputy Associate Commissioner become disabled, an SSA official designated by the Commissioner shall serve as Acting Associate Commissioner.

C. 1. During the absence or disability of a Regional Commissioner, the Deputy Regional Commissioner shall serve as Acting Regional Commissioner.

2. In the event of the absence of both a Regional Commissioner and his/her Deputy, an SSA regional office official designated by the particular Regional Commissioner shall serve as Acting Regional Commissioner.

3. Should both the Regional Commissioner and Deputy Regional Commissioner become disabled, an SSA official designated by the Commissioner shall serve as Acting Regional Commissioner.

Delete: Existing Chapter S3, the Office of Policy and Chapter S5, the Office of Policy and External Affairs in their entirety.

This statement amends part S of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given of the revision of Chapter SA for the Office of the Commissioner of SSA to reflect changes as SSA becomes an independent agency. The changes are as follows:

Section SA.10 *The Office of the Commissioner*—(Organization):

- Retitle:
  - B. The Office of the Principal Deputy Commissioner (SA) to the Office of the Deputy Commissioner of Social Security (SA).
- Establish:
  - D. The Office of the Chief of Staff (SAN).

Section SA.20 *The Office of the Commissioner*—(Functions) Retitle and revise to read as follows:

- B. The Deputy Commissioner of Social Security (SA) assists the Commissioner in carrying out his/her responsibilities and performs other

duties as the Commissioner may prescribe.

Delete all references to HHS:

C. The Immediate Office of the Commissioner (SA).

Establish:

D. The Chief of Staff (SAN) provides day-to-day support to the Commissioner and Deputy Commissioner in matters relating to program policy, administration, communications and external liaison.

This statement amends part S of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given that Chapter S1 for the Office of the Deputy Commissioner, Finance, Assessment and Management is being amended to reflect internal organizational realignments and the deletion of all references to the Department of Health and Human Services as the parent agency of SSA. The following material replaces Chapter S1 in its entirety.

**Chapter S1—The Office of the Deputy Commissioner, Finance, Assessment and Management**

S1.00 Mission  
S1.10 Organization  
S1.20 Functions

Section S1.00 *The Office of the Deputy Commissioner, Finance, Assessment and Management—* (Mission): The Office of the Deputy Commissioner Finance, Assessment and Management (ODCFAM) directs the administration of comprehensive SSA management programs including budget, acquisition and grants, facilities management and publications and logistics. The Office directs the development of Agency policies and procedures as well as the management of the Agency financial management systems. It directs the activities of the Systems Review Board (SRB) and the systems procurement review function. It directs the evaluation of programs operations quality and the management of Agency quality assurance, management integrity and systems security programs and the oversight of SSA's matching operations.

Section S1.10 *The Office of the Deputy Commissioner, Management, Budget and Assessment—* (Organization): The Office of the Deputy Commissioner, Finance, Assessment and Management under the leadership of the Deputy Commissioner, Finance, Assessment and Management, includes:

A. The Deputy Commissioner, Finance, Assessment and Management (S1).

B. The Assistant Deputy Commissioner, Finance, Assessment and Management (S1).

C. The Immediate Office of the Deputy Commissioner, Finance, Assessment and Management (S1J), which includes:

1. The SSA Senior Financial Executive (S1J-1).

2. The Information Technology Systems Review Staff (S1J-2).

3. The Management Analysis and Audit Program Support Staff (S1J-3).

D. The Office of Program and Integrity Reviews (S1K).

E. The Office of Financial Policy and Operations (S1N).

F. The Office of Budget (S1P).

G. The Office of Acquisition and Grants (S1Q).

H. The Office of Facilities Management (S1R).

I. The Office of Publications and Logistics Management (S1S).

Section S1.20 *The Office of the Deputy Commissioner, Finance, Assessment and Management—* (Functions):

A. The Deputy Commissioner, Finance, Assessment and Management (S1) is directly responsible to the Commissioner for carrying out the ODCFAM mission and providing general supervision to the major components of ODCFAM. The Deputy Commissioner also is the SSA Chief Financial Officer (SSACFO) and is directly responsible to the Commissioner for carrying out the SSACFO mission.

B. The Assistant Deputy Commissioner, Finance, Assessment and Management (S1) assists the Deputy Commissioner in carrying out his/her responsibilities and performs other duties as the Deputy Commissioner may assign.

C. The Immediate Office of the Deputy Commissioner, Finance, Assessment and Management (S1J) provides the Deputy Commissioner with staff assistance on the full range of his/her responsibilities. It reviews and analyzes existing and proposed formal delegations of program and administrative decisionmaking authorities within SSA. It includes:

1. The SSA Senior Financial Executive (S1J-1) provides financial management expertise, advice and support to the Deputy Commissioner, Finance, Assessment and Management (DCFAM) in his/her role as the Chief Financial Officer; serves as a high-level Agency focal point for financial management matters and on selected issues, acts as liaison with the Department of the Treasury and the Internal Revenue Service; monitors

Agency activities to improve financial management and management integrity weaknesses to assure Agency commitment and followthrough. The Senior Financial Executive is the focal point for Agency combined annual wage reporting/wage reconciliation improvement efforts; prepares progress reports and recommends corrective action as required.

2. The Information Technology Systems Review Staff (S1J-2) serves as the principal independent source of advice to the SRB, the SSACFO and the Commissioner on the feasibility, suitability and conformance to regulations of proposed systems plans and acquisitions; on proposed systems design and requirement specifications; and on all other systems strategies and related issues. It reviews the proposed Information Technology Systems (ITS) budget and Agency Procurement Requests for adequacy, clarity, cost-effectiveness, achievability, consistency with Agency plans, and to ensure that project objectives are realistic and complete. It conducts technical reviews of the functional requirements and design specifications of all ITS hardware and software systems to ensure their sufficiency and compliance with applicable policies, procedures and Agency plans. The Staff conducts in-process reviews of systems, planned implementation strategies, contracts, interagency agreements and other ongoing work in the systems area to determine compliance with Agency decisions and plans and monitors significant ITS projects to ensure the Agency objectives and timeframes are met. The Staff conducts postimplementation reviews of Agency systems and ITS acquisitions to determine if Agency investments provide the expected returns and whether the Agency objectives are being met with timely and cost-effective methods. The Staff conducts Information Resources Management reviews, maintains the Agency ITS budget project accounting data base and provides the DCFAM and the Commissioner with regular status reports on the execution of the Agency's ITS budget.

3. The Management Analysis and Audit Program Support Staff (S1J-3) provides analytical staff support for a wide range of Agencywide and/or Office-wide administrative program activities related to program administration, operations and policy; plans and directs SSA's participation in the audit programs conducted by the U.S. Government Accounting Office (GAO), the Office of Inspector General (OIG) and other external organizations;

develops Agency position on issues presented in the audits; reviews and evaluates audit reports and monitors and evaluates the implementation of GAO and OIG audit reports and internal survey recommendations.

D. The Office of Program and Integrity Reviews (S1K) reviews, evaluates and assesses the integrity and quality of the administration of Social Security programs in headquarters and in the field. It recommends corrective changes in programs, policies, procedures or legislation aimed at quality and productivity improvement and/or program simplification. It evaluates the quality of SSA operations with emphasis on the prevention of program and systems abuse, the elimination of waste and the increase of efficiency. It also has responsibility for overseeing SSA's computer matching operations.

E. The Office of Financial Policy and Operations (S1N) has operational responsibility for SSA's accounting and payment operations and establishes requirements for all SSA financial systems and processes to ensure Agency compliance with accounting principles and standards as prescribed by the Comptroller General and Chief Financial Officer of the United States; fiscal policies and procedures prescribed by the Secretary of the Treasury; and management integrity and control standards prescribed by the Office of Management and Budget under the Federal Managers' Financial Integrity Act.

F. The Office of Budget (S1P) provides overall management of the planning, development and execution of the SSA budget. The Office develops policies and guidelines for the exercise of SSA-wide budget responsibility and evaluates and appraises the manner in which this responsibility is carried out.

G. The Office of Acquisition and Grants (S1Q) directs the business management aspects of SSA's procurement program and grants management program by awarding and administering contracts, preparing purchase orders or other contractual instruments, and awarding and administering grants. It develops and implements policies, procedures and directives for SSA procurement and grants activities.

H. The Office of Facilities Management (S1R) directs the national SSA real property program including short- and long-range facilities planning; design, construction and leasing of central office and large field facilities and maintenance, repair and construction projects and policy development related to these operations and facilities. It acquires, utilizes and

manages space at SSA headquarters and develops a comprehensive space inventory and utilization system. The Office of Facilities Management develops, implements and evaluates SSA's environmental protection, safety and protective services programs. It ensures that these programs are responsive to the needs of the Agency and serves as a focal point for inquiries and guidance concerning these programs.

I. The Office of Publications and Logistics Management (S1S) directs a comprehensive SSA printing, publications and distribution management program and develops pertinent policies, standards, and procedures for SSA's forms and publications management, printing, reprographics and distribution programs. It directs the administration and maintenance of the SSA library, the SSA History Room, the historical research program and records management program. It administers the SSA logistics management program, directs the SSA property and supply management programs and manages the operation of SSA warehousing facilities including receipt, storage and issuance of forms publications, supplies and equipment for SSA-wide use. The Office directs activities related to employee transportation including providing headquarters passenger, mail and freight transportation services. The Office directs the SSA mail management program.

#### **Subchapter S1K—Office of Program and Integrity Reviews**

S1K.00 Mission  
S1K.10 Organization  
S1K.20 Functions

Section S1K.00 *The Office of Program and Integrity Reviews—(Mission):* The Office of Program and Integrity Reviews (OPIR) reviews, evaluates and assesses the integrity and quality of the administration of Social Security programs in headquarters and in the field. It recommends corrective changes in programs, policies, procedures or legislation aimed at quality and productivity improvement and/or program simplification. It evaluates the quality of SSA operations with emphasis on the prevention of program and systems abuse, the elimination of waste and the increase of efficiency. It also oversees SSA's computer matching operations.

Section S1K.10 *The Office of Program and Integrity Reviews—(Organization):* The Office of Program and Integrity Reviews, under the leadership of the Associate

Commissioner for Program and Integrity Reviews, includes:

A. The Associate Commissioner for Program and Integrity Reviews (S1K).

B. The Deputy Associate Commissioner for Program and Integrity Reviews (S1K).

C. The Immediate Office of the Associate Commissioner for Program and Integrity Reviews (S1K).

1. The Administration, Matching and Data Management Staff (S1K-1).

D. The Office of Statistics and Special Area Studies (S1KE).

1. The Division of Statistics (S1KE1).

2. The Division of Special Studies and Analysis (S1KE2).

3. The Division of Public Service Evaluation (S1KE3).

E. The Office of Disability Program Quality (S1KC).

1. The Division of Disability Quality Policy, Evaluation and Analysis (S1KC1).

2. The Division of Disability Quality Operations (S1KC2).

3. The Division of Disability Hearings Quality (S1KC3).

F. The Offices of Regional Program and Integrity Reviews (S1K-F1—S1K-FX).

G. The Office of Assistance and Insurance Program Quality (S1KG).

1. The Division of Insurance Program Entitlement Quality (S1KG1).

2. The Division of Insurance Program Postentitlement Quality (S1KG2).

3. The Division of Assistance Program Eligibility Quality (S1KG3).

4. The Division of Assistance Program Posteligibility Quality (S1KG4).

Section S1K.20 *The Office of Program and Integrity Reviews—(Functions):*

A. The Associate Commissioner for Program and Integrity Reviews (S1K) is directly responsible to the Deputy Commissioner, Finance, Assessment and Management for carrying out OPIR's mission and providing general supervision to the major components of OPIR.

B. The Deputy Associate Commissioner for Program and Integrity Reviews (S1K) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Program and Integrity Reviews (S1K) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

1. The Administration, Matching and Data Management Staff (S1K-1) consolidates and focuses on a number of

functions previously spread throughout the organization. It conducts a variety of activities that cross component lines and impact the organization as a whole. The staff provides support on all budget, personnel and staffing issues; oversees the implementation of the provisions of the Computer Matching and Privacy Protection Act of 1988 for the Agency; and supports OPIR components, including the Office of Regional Program Integrity Reviews (ORPIR), by planning, developing, maintaining and improving OPIR's communications and data processing systems and the quality review data bases for SSA programs.

D. The Office of Statistics and Special Area Studies (S1KE) has the responsibility for conducting broad-based studies and analyses of SSA's Retirement and Survivors Insurance (RSI), Supplemental Security Income (SSI), Disability Insurance (DI) and 800 Number operations and policies. It surveys SSA's customers to determine their satisfaction with field office (FO) services and whether their expectations were met; i.e., customer satisfaction. This effort supports the Agency initiative to improve the quality of services provided. The Office provides statistical advice and assistance to OPIR components. Operations research studies of SSA programs and management issues, designed to improve the efficiency of SSA's operational workloads, are also conducted in this office.

1. The Division of Statistics (S1KE1).

a. Provides statistical advice and support to OPIR components on study design, sample selection, variance calculations, hypothesis testing and data analysis.

b. Develops and applies statistical profiling techniques to operational workloads to improve targeting of resources and/or quality of operations.

2. The Division of Special Studies and Analysis (S1KE2).

a. Designs, coordinates and conducts ad hoc studies and analyses of the RSI, SSI and DI programs' policies and procedures.

b. Develops recommendations to improve quality and/or cost-effectiveness of SSA operations.

3. The Division of Public Service Evaluation (S1KE3).

a. Designs, directs and coordinates the nationwide system and procedures for evaluating SSA's 800 Number service.

b. Designs, directs and coordinates the evaluation of SSA's delivery of services to our customers by obtaining feedback of their expectations for, and perceptions of, SSA's service.

c. Plans, coordinates and conducts focus group discussions on various

issues/policies/concerns with general public and beneficiary/recipient populations.

E. The Office of Disability Program Quality (S1KC) plans, designs and maintains a quality review system for the Title II and Title XVI disability programs to ensure quality in adjudication and payment. It designs sampling methods and techniques, and issues policies and procedures for reviews. It analyzes review data and prepares reports on findings, including recommendations for corrective action or changes in disability program policies, procedures or legislation. The Office plans and designs special reviews of problem areas and plans and utilizes an automated data base of findings in current and longitudinal analyses so that policy and operational managers can improve the operation of the disability program. The Office provides technical support and guidance to program and integrity field staff in the disability quality review program and conducts reviews of ORPIR adherence to OPIR review policies and procedures. I111. The Division of Disability Quality Policy, Evaluation and Analysis (S1KC1):

a. Develops disability quality review policy, procedures, forms and instructions for use by State and Federal components in payment and adjudicative process consistency and preeffectuation reviews.

b. Identifies error-prone and user-support type case review workloads, and plans targeted sampling procedures to produce appropriate quality review data. Verifies production of sample levels for targeted reviews. Provides sampling intervals for use by State agencies in their quality review operations.

c. Studies the adjudication and payment quality review programs, and modifies them to accommodate new workloads or to improve quality of the data.

d. Develops sampling techniques for adjudication and payment process quality reviews. Modifies sampling to insure validity of data and to respond to disability program and quality review program changes.

e. Provides technical guidance and support to the ORPIR in regard to disability quality review operations. Develops technical training package and programs for workload, policy or procedural changes.

f. Plans and issues periodic reports related to the quality of disability payment and eligibility processes for the Title II and Title XVI disability programs.

g. Analyzes data to identify repetitive and significant errors to determine their causes and costs, and to target areas needing study to determine corrective action.

h. Determines the need for, and designs, special studies to supplement regular reports of disability quality reviews. Coordinates, reviews and evaluates these studies, and helps field offices develop field-initiated studies.

i. Works with program components to identify user requirements for various profiles and to implement and evaluate profiles.

2. The Division of Disability Quality Operations (S1KC2):

a. Conducts consistency quality reviews of samples of QA or preeffectuation reviews by Disability Quality Branches in the ORPIR. These cases include initial claims, reconsideration and continuing disability investigations.

b. Conducts consistency quality reviews of the substantive and technical aspects of samples of continuing disability reviews completed by the Office of Disability Operations and the Disability Review Sections of the Processing Centers.

c. Conducts quality reviews of the substantive and technical aspects of samples of uneffectuated claims adjudicated by the Federal Disability Determination Services and the Office of International Operations.

d. Reviews samples of types of disability cases that have been identified as error-prone or which involve policy, procedural or operational problems. Prepares evaluative reports of the findings derived from such reviews, including recommendations for corrective actions.

e. Designs and conducts special studies of problem areas and prepares reports indicating trends and recommendations for improvements in policy and procedure.

3. The Division of Disability Hearings Quality (S1KC3).

a. Plans, designs and maintains a quality assurance (QA) review system to assess quality in adjudication of disability claims in which a hearing before an administrative law judge (ALJ) has been requested.

b. Conducts QA reviews of the disability and procedural aspects of a sample of claims decided by the ALJ including State Agency reconsideration determinations that have been appealed by an ALJ hearing.

c. Plans and issues periodic reports related to the QA reviews of ALJ decisions.

d. Designs and conducts special studies of significant issues that are identified during the QA review.

F. The Offices of Regional Program and Integrity Reviews (ORPIR) (S1K-F1—S1K-FX) manage quality assurance and evaluation activities in the field. They conduct independent reviews to determine payment and eligibility error rates in Social Security programs, including errors in Federally-administered State supplementary payments. The ORPIR conduct independent reviews to determine the quality of adjudication processes of Social Security programs. They implement study reviews as formulated by the Office of Program and Integrity Reviews and provide reports, data and analyses. They assist in identifying error trends and sources and recommend corrective actions. They also perform special assessment surveys and analyses.

G. The Office of Assistance and Insurance Program Quality (S1KG) is responsible for quality reviews, special studies and analyses of the full range of legal requirements, policies, procedures, systems and operations for the RSI and SSI programs, for the nonmedical aspects of disability in both programs, and for issues common to both programs.

1. The Division of Insurance Program Entitlement Quality (S1KG1).

a. Is the principal SSA source for quality measurement and data for preclaims (enumeration and earnings maintenance) and RSI claims actions and for the level of service rendered to the public with such actions.

b. Designs, develops and conducts ongoing RSI quality reviews, special studies and analyses of entitlement. Special studies and targeted analyses are requested by Congress, higher monitoring authorities, the SSA Executive Staff, as well as being Division-initiated in response to identified error issues.

c. Maintains, analyzes and reports quality data and develops and promotes recommendations to improve the accuracy and cost-effectiveness of RSI entitlement, to improve productivity in processing entitlement workloads, and to improve entitlement policies and procedures.

d. Conducts research in the areas of RSI entitlement and serves as SSA liaison with other Federal entities, State and local governments, and the private sector.

2. The Division of Insurance Program Postentitlement Quality (S1KG2).

a. Is the principal SSA source for quality measurement and data for RSI postentitlement actions, including

Stewardship studies, and for the level of service rendered to the public with such actions.

b. Designs, develops and conducts ongoing RSI quality reviews, special studies and analyses of postentitlement. Special studies and targeted analyses are requested by Congress, higher monitoring authorities, the SSA Executive Staff, as well as being Division-initiated in response to identified error issues.

c. Maintains, analyzes and reports quality data and develops and promotes recommendations to improve the accuracy and cost-effectiveness of RSI postentitlement, to improve productivity in processing postentitlement workloads, and to improve postentitlement policies and procedures.

d. Conducts research in the areas of RSI postentitlement and serves as SSA liaison with other Federal entities, State and local governments, and the private sector.

3. The Division of Assistance Program Eligibility Quality (S1KG3).

a. Is the principal SSA source for quality measurement and data for SSI claims and subsequent determination actions and for the level of service rendered to the public with such actions.

b. Designs, develops and conducts ongoing SSI quality reviews, special studies, and analyses of eligibility and subsequent determinations of eligibility. Conducts special studies and targeted analyses in response to identified error issues whether requested by Congress, higher monitoring authorities, the SSA Executive Staff or Division-initiated.

c. Maintains, analyzes and reports quality data and develops and promotes recommendations to improve the accuracy and cost-effectiveness of SSI eligibility and subsequent determinations of eligibility, to improve productivity in processing such workloads, and to improve such policies and procedures.

d. Conducts research in the areas of SSI eligibility and subsequent eligibility and serves as SSA liaison with other Federal entities, State and local governments, and the private sector.

e. Designs automation-enhanced quality review processes.

4. The Division of Assistance Program Posteligibility Quality (S1KG4).

a. Is the principal SSA source for quality measurement and data for SSI posteligibility actions, including Stewardship studies, and for the level of service rendered to the public with such actions.

b. Designs, develops and conducts ongoing SSI quality reviews, special

studies, and analyses of posteligibility decisions. Special studies and targeted analyses are requested by Congress, higher monitoring authorities, the SSA Executive Staff, as well as being Division-initiated in response to identified error issues.

c. Maintains, analyzes and reports quality data, performs consistency reviews, and develops, promotes and tracks recommendations to improve the accuracy of SSI posteligibility, to improve productivity in processing posteligibility workloads, and to improve posteligibility policies and procedures.

d. Conducts research in the areas of SSI posteligibility and serves as SSA liaison with other Federal entities, State and local governments, and the private sector.

#### **Subchapter S1N—Office of Financial Policy and Operations**

S1N.00 Mission

S1N.10 Organization

S1N.20 Functions

Section S1N.00 *The Office of Financial Policy and Operations—*(Mission): The Office of Financial Policy and Operations (OFPO) has operational responsibility for SSA's accounting and payment operations and establishes requirements for all SSA financial systems and processes to ensure Agency compliance with accounting principles and standards prescribed by the Comptroller General and Chief Financial Officer of the United States; fiscal policies and procedures prescribed by the Secretary of the Treasury; and management integrity and control standards prescribed by the Office of Management and Budget under the Federal Managers' Financial Integrity Act.

Section S1N.10 *The Office of Financial Policy and Operations—*(Organization): The Office of Financial Policy and Operations, under the leadership of the Associate Commissioner for Financial Policy and Operations, includes:

A. The Associate Commissioner for Financial Policy and Operations (S1N).

B. The Deputy Associate Commissioner for Financial Policy and Operations (S1N).

C. The Immediate Office of the Associate Commissioner for Financial Policy and Operations (S1N).

D. The Office of Financial Policy and Systems Design (S1NA).

1. The Division of Financial Policy and Standards (S1NA1).

2. The Division of Financial/ Administrative Systems (S1NA2).

3. The Division of Systems Security (S1NA6).

4. The Division of Program Systems Requirements (S1NA7).

E. The Office of Finance (S1NC).

1. The Division of Central Accounting Operations (S1NC1).

2. The Division of Administrative Payments and Recovery (S1NC2).

3. The Division of Travel Management (S1NC3).

F. The Office of Program Accounting Operations (S1NE).

1. The Division of Benefit Certification and Accounting (S1NE1).

2. The Division of Cost Analysis (S1NE2).

Section S1N.20 *The Office of Financial Policy and Operations—*  
(Functions):

A. The Associate Commissioner for Financial Policy and Operations (S1N) is directly responsible to the Deputy Commissioner, Finance, Assessment and Management for carrying out OFPO's mission and provides general supervision to the major components of OFPO.

B. The Deputy Associate Commissioner for Financial Policy and Operations (S1N) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Financial Policy and Operations (S1N) provides the Associate Commissioner and the Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

D. The Office of Financial Policy and Systems Design (S1NA) develops financial accounting policies, procedures and requirements for all SSA financial management systems: program benefits, debt management and financial/administrative systems. It directs the preparation and publication of SSA's annual financial statement, plans and directs the analysis of SSA's integrated financial/administrative systems and develops and executes Agency policies and procedures for system security, management integrity, cash management, administrative control and use of Agency funds and performance measurement including analysis of program outcomes, program financing adequacy, operational efficiency and service delivery.

1. The Division of Financial Policy and Standards (S1NA1) directs the development of financial accounting policies and procedures for all SSA financial management systems in compliance with accounting principles and standards prescribed by the Comptroller General and Chief Financial Officer of the United States

and fiscal policies prescribed by the Secretary of the Treasury. It administers SSA's Federal Managers' Financial Integrity Act reporting and monitoring program (sections 2 and 4) including a risk analysis/vulnerability assessment program to ensure the accuracy and accountability of SSA's operational and administrative processes. It manages the preparation of SSA's audited annual financial statement and reports required by the Government Performance and Results Act.

2. The Division of Financial/Administrative Systems (S1NA2) provides systems analysis and support for the design, development and implementation of SSA's financial management systems and their integration with related administrative processes including applications to support core accounting functions of fund control, general ledger and reporting to higher monitoring authorities; accounts payable functions with connectivity to Treasury disbursing centers, Agency cashier and electronic commerce operations; cost analysis functions with determinations for Agency production, productivity and costs of workloads, business processes, programs and projects; travel management functions including document preparation, authorization and management information; payroll management functions, including full-time equivalency, workyear and dollar tracking at all organizational levels; budget formulation and execution functions of the Office of Budget; and related functions of managers SSA-wide.

3. The Division of Systems Security (S1NA6) directs, coordinates and manages SSA's overall information systems security program. This includes the development of SSA's security policy requirements and procedures, the effective implementation of other governing directives in the area of security, the administration of an effective access control program and an onsite review program. It provides educational training and awareness programs to management and employees on security policy/requirements; serves as the Agency focal point for day-to-day contact with the Office of Inspector General on matters of fraud, waste and abuse; and provides direction and guidance to the Agency's component and regional security officers.

4. The Division of Program Systems Requirements (S1NA7) directs the development of financial and accounting requirements for SSA's programmatic systems; reviews and negotiates modifications to Agency's

functional requirements for adherence to the SSACFO requirements; participates in software validation/testing to ensure its effectiveness, reliability and conformance; and negotiates scope and timing for software releases especially to ensure prompt correction of material nonconformances with accounting principles and standards prescribed by the Comptroller General and the Chief Financial Officer of the United States.

E. The Office of Finance (S1NC) directs SSA's central accounting and financial reporting activities and provides financial, fund control, cash management services that include administrative payments, administrative debt collection and travel management. It plans and directs the development of operating policies and procedures related to financial operations and evaluates these activities to ensure they are responsive to the needs of the Agency.

1. The Division of Central Accounting Operations (S1NC1) directs SSA's central accounting and reporting operations and develops related Agency operating procedures. It monitors and reports on the status of Agency spending and maintains control over Agency assets, liabilities and appropriations; manages the Agency's cash position and flow including coordination with trust fund investment activities and with fund balances at the U.S. Treasury; manages SSA's financial reporting activities, including preparation of all Agency financial reports to higher monitoring authorities; and serves as the Agency's obligations control point assuring and certifying the legality and propriety of proposed and incurred obligations.

2. The Division of Administrative Payments and Recovery (S1NC2) directs SSA's administrative payment and collection operations and develops related operating policies and procedures. It examines and certifies SSA's administrative payments; administers SSA's third party draft program, providing both administrative and benefit payment delivery service to SSA FOs nationwide; adjudicates claims submitted to the Agency under the Federal Tort Claims and Military Personnel and Civilian Employees' Claims Act; and serves as the Agency's focal point for administrative debt management ensuring the billing and collection of fees charged by SSA for reimbursable services.

3. The Division of Travel Management (S1NC3) directs SSA's travel management operations and develops related operating policies and procedures. It serves as the Agency's

focal point for travel management, ensuring the propriety of travel payments; examines and certifies SSA's travel payments; administers commercial travel agent, charge card, traveler's checks and automated teller machine services; and manages SSA's nationwide relocation services program.

F. The Office of Program Accounting Operations (S1NE) directs SSA's program accounting operations including the processes which determine trust fund revenues, authorize recurring and daily benefit payments and determine the administrative expenses to be borne by each trust fund and the general fund for administration of Titles II, XVI and XVIII of the Social Security Act and other Federal programs. It also plans and directs the formulation of SSA's operating policies and procedures in these areas and provides a wide range of management information and analysis of SSA workloads, workyears, productivity and costs.

1. The Division of Benefit Certification and Accounting (S1NE1) directs SSA's benefit payment and earnings certification operations and develops related operating policies and procedures. It certifies and accounts for all benefit payments authorized under the Social Security Act; interacts with the Department of the Treasury to ensure accurate and timely issuance of benefit entitlements and accounting for all related cash activity, including proper charges and credits to the Agency's trust funds and general fund appropriations and master beneficiary records. As necessary, directs parallel actions by SSA's FOs and processing centers. Oversees the Agency's earnings records maintenance operation and maintains accounting controls necessary for interim and final certifications to the Secretary of the Treasury which determine revenues paid to the Social Security and Medicare trust funds.

2. The Division of Cost Analysis (S1NE2) directs SSA's cost accounting and analysis operations and the development of related Agency operating procedures; develops Agency workload measurement policy and labor distribution requirements; manages SSA's Cost Analysis System which supports the Agency's budget formulation and execution processes; and satisfies the statutory requirements for attribution of costs to all Agency workloads, functions, business processes and programs. Provides a wide range of management information and analysis on the Agency's

administrative costs, workloads, labor utilization and productivity.

#### Chapter S1P—Office of Budget

S1P.00 Mission  
S1P.10 Organization  
S1P.20 Functions

Section S1P.00 *The Office of Budget*—(Mission): The Office of Budget (OB) provides overall management of the planning, development and execution of the SSA budget. The Office develops policies and guidelines for the exercise of SSA-wide budget responsibility and evaluates and appraises the manner in which this responsibility is carried out.

Section S1P.10 *The Office of Budget*—(Organization): The Office of Budget, under the leadership of the Associate Commissioner, Office of Budget, includes:

- A. The Associate Commissioner, Office of Budget (S1P).
- B. The Deputy Associate Commissioner, Office of Budget (S1P).
- C. The Immediate Office of the Associate Commissioner, Office of Budget (S1P).
- D. The Office of Administrative Budget (S1PA).
- E. The Office of Program Budget (S1PB).
- F. The Office of Administrative Budget Coordination and Analysis (S1PC).

Section S1P.20 *The Office of Budget*—(Functions):

- A. The Associate Commissioner, Office of Budget (S1P) is directly responsible to the Deputy Commissioner, Finance, Assessment and Management for carrying out OB's mission and providing general supervision to the major components of OB.
- B. The Deputy Associate Commissioner, Office of Budget (S1P) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.
- C. The Immediate Office of the Associate Commissioner, Office of Budget (S1P) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.
- D. The Office of Administrative Budget (S1PA).

1. Interprets and applies SSA policies and guidelines on budget formulation and execution in the review and analysis of SSA component budget requests.

2. Formulates the operational workload portion of SSA's administrative budget based on SSA plans, policies, and operational data.

3. Monitors and analyzes component spending as part of SSA level budget execution policies.

E. The Office of Program Budget (S1PB).

1. Reviews and consolidates present statutory program cost estimates for trust fund and other Federal fund programs administered by SSA (Retirement, Survivors and Disability Insurance, Black Lung Benefits and Supplemental Security Income). Formulates a unified Agency budget through consolidation of program and administrative budgets, coordinating with OB's other offices as necessary.

2. Coordinates presentation of the SSA budget in total and by account; presents the proposed budget to the Commissioner; and develops budget documents and briefing material for the Commissioner's budget presentation to the Office of Management and Budget (OMB) and Congress.

3. Reviews, coordinates and presents program cost estimates for proposed legislative, operational policy and regulatory changes. Formulates or directs the formulation of administrative cost estimates for proposed legislative, operational policy and regulatory changes, coordinating with OB's other offices and other SSA components, as necessary. Provides financial management advice to the Commissioner and other SSA officials in the policy development process.

4. Serves as the SSA focal point for budget information provided to OMB, congressional appropriations and budget staffs and, as requested, by representatives of the media.

F. The Office of Administrative Budget Coordination and Analysis (S1PC).

1. Interprets administrative budgetary policies and limitations, and develops and issues guidelines and instructions to SSA components for budget formulation and execution.

2. Executes the total administrative and program budgets for SSA through issuance of workyear and dollar controls, budgetary allotments/allowances for administrative and program expenditures and employment ceilings to SSA components, coordinating with OB's Office of Administrative Budget and the Office of Program Budget as appropriate.

3. Coordinates and analyzes SSA administrative budget totals including the Information Technology Systems Budget.

4. Provides direct budget support for ODCFAM.

5. Develops and implements a program to evaluate Agency operations

in accordance with the requirements of A-76.

**Subchapter S1Q—Office of Acquisition and Grants**

S1Q.00 Mission  
S1Q.10 Organization  
S1Q.20 Functions

Section S1Q.00 *The Office of Acquisition and Grants*—(Mission): The Office of Acquisition and Grants (OAG) directs the business management aspects of SSA's procurement program and grants management program by awarding and administering contracts, preparing purchase orders or other contractual instruments, and awarding and administering grants. It develops and implements policies, procedures and directives for SSA procurement and grants activities.

Section S1Q.10 *The Office of Acquisition and Grants*—(Organization): The Office of Acquisition and Grants, under the leadership of the Associate Commissioner, Office of Acquisition and Grants, includes:

A. The Associate Commissioner, Office of Acquisition and Grants (S1Q).

B. The Deputy Associate Commissioner, Office of Acquisition and Grants (S1Q).

C. The Immediate Office of the Associate Commissioner, Office of Acquisition and Grants (S1Q).

D. The Office of Information Resources and Programs Contracts (S1QA).

E. The Office of Operations Contracts and Grants (S1QB).

F. The Office of Acquisition Support (S1QC).

Section S1Q.20 *The Office of Acquisition and Grants*—(Functions):

A. The Associate Commissioner, Office of Acquisition and Grants (S1Q) is directly responsible to the Deputy Commissioner, Finance, Assessment and Management for carrying out OAG's mission and provides general supervision to the major components of OAG.

B. The Deputy Associate Commissioner, Office of Acquisition and Grants (S1Q) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner, Office of Acquisition and Grants (S1Q) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

D. The Office of Information Resources and Programs Contracts (S1QA).

1. Responsible for planning, solicitation, award and administration of contracts, purchase orders, delivery orders or other contractual instruments for the entire range of automatic data processing equipment, software and services; voice-grade telecommunications equipment and services; and specialized training and computer support equipment.

2. Provides coordination, assistance and guidance in the development of complex procurement requirements and translates these needs into comprehensive solicitation packages to assure the maximum use of full and open competition.

3. Provides procurement advice, guidance and support for the development of acquisition strategies, evaluation techniques and negotiation of business and technical terms and conditions.

E. The Office of Operations Contracts and Grants (S1QB).

1. Responsible for planning, solicitation, award and administration of contracts, purchase orders, delivery orders or other contractual instruments for specialized program needs (e.g., program research, development and demonstration through studies and surveys, consultants, systems designs and evaluations and facilities construction and alterations) and procurement of administrative supplies, equipment and services in support of SSA's overall operational mission (e.g., technical and professional services, office equipment, moving services, film processing, translations and transcription services). Responsible for contracts for construction and facilities management and operations.

2. Provides coordination, assistance and guidance in the development of complex procurement requirements and translates these needs into comprehensive solicitation packages to assure maximum use of full and open competition.

3. Provides procurement advice, guidance and support for the development of acquisition strategies, evaluation techniques and negotiation of business and technical terms and conditions.

4. Responsible for planning, placement and administration of grants under all SSA discretionary grants programs (including guidance and support in the selection strategy, evaluation process, budget negotiation, planning and development of policies, procedures, regulations and directives).

F. The Office of Acquisition Support (S1QC).

1. Responsible for the development, evaluation and implementation of

comprehensive SSA-wide acquisition policies, procedures, regulations and directives.

2. Performs acquisition management reviews of SSA activities with delegated procurement authority.

3. Manages SSA's acquisition planning and tracking processes.

4. Responsible for SSA's acquisition information collection, analysis and reporting activities.

5. Responsible for the planning, designing, developing and administering of automated systems to support SSA's acquisition and grant processes.

6. Provides audit, accounting and financial advisory services in support of the negotiation, administration, settlement and closeout of SSA contracts.

**Subchapter S1R—Office of Facilities Management**

S1R.00 Mission  
S1R.10 Organization  
S1R.20 Functions

Section S1R.00 *The Office of Facilities Management*—(Mission): The Office of Facilities Management (OFM) manages SSA-wide materiel management and facilities management programs. It directs the SSA real property program including short- and long-range facilities planning; design, construction and leasing of central office facilities and maintenance, repair and construction projects and policy development related to these operations. It acquires, utilizes and manages space at SSA headquarters and develops a comprehensive space inventory and utilization system. OFM develops, implements and evaluates SSA's environmental protection, safety and protective services programs. It ensures that these programs are responsive to the needs of the Agency and serves as a focal point for inquiries and guidance concerning these programs.

Section S1R.10 *The Office of Facilities Management*—(Organization): The Office of Facilities Management, under the leadership of the Associate Commissioner for Facilities Management, includes:

A. The Associate Commissioner for Facilities Management (S1R).

B. The Deputy Associate Commissioner for Facilities Management (S1R).

C. The Immediate Office of the Associate Commissioner for Facilities Management (S1R).

D. The Office of Realty Management (S1RE).

E. The Office of Environmental Policy and Automation Resources (S1RG).

F. The Office of Main Complex Management (S1RH).



G. The Office of Outlying Buildings Management (S1RJ).

H. The Office of Field Facilities Management (S1RK).

I. The Office of Protective Security Services (S1RL).

Section S1R.20 *The Office of Facilities Management—(Functions):*

A. The Associate Commissioner for Facilities Management (S1R) is directly responsible to the Deputy Commissioner for Finance, Assessment and Management for carrying out OFM's mission and provides general supervision to the major components of OFM.

B. The Deputy Associate Commissioner for Facilities Management (S1R) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Facilities Management (S1R) provides the Associate Commissioner with staff assistance on the full range of his/her responsibilities.

D. The Office of Realty Management (S1RE) directs SSA's national real property program, including long- and short-range planning, design, construction and leasing of central office and prospectus level field facilities, renovation projects, energy management, project management, and the development and implementation of policies, procedures and technical assistance to support these programs. The Office of Realty Management is SSA's representative to other agencies in all these areas, and participates in the development of governmentwide policies and procedures.

E. The Office of Environmental Policy and Automation Resources (S1RG) directs SSA's national security, environmental, occupational health, and safety programs, including long- and short-range planning, management of disparate contract guard forces, automation efforts, the Agency's asbestos management program, national testing programs for water and indoor air quality, the Agency's suitability program, and the development and implementation of policies, procedures and technical assistance to support these programs.

F. The Office of Main Complex Management (S1RH) directs SSA's headquarters facilities, including the East, Operations, Annex, West, Supply and Altmeyer Buildings. Responsibilities include long- and short-range planning, maintenance, repair, ongoing preventive maintenance, space planning, execution of safety,

environmental health, and physical security policies, and the development and implementation of policies, procedures and technical assistance to support these programs.

G. The Office of Outlying Buildings Management (S1RJ) directs operations at the Metro West, Security West, the National Computer Center, Hollings Ferry, and Techwood Buildings, including long- and short-range planning, construction and lease management, maintenance, repair, ongoing preventive maintenance, space planning, execution of safety, environmental health, and physical security policies, and the development of the appropriate policies, procedures and technical assistance to support these programs.

H. The Office of Field Facilities Management (S1RK) directs SSA's space management program for all field facilities, including long- and short-range planning, acquisition, management, and utilization of space, installation of IWS/LAN, modular furniture installation, asbestos management, and the execution of safety, environmental health, and physical security policies, and the development of policies, procedures and technical assistance to support these programs.

I. The Office of Protective Security Services (S1RL) directs the SSA's security program, including physical security, criminal investigation, and civil defense, designed to ensure the physical security of life and property on premises occupied by SSA personnel on a nationwide basis. The office is the SSA representative to other agencies in all these areas and participates in the development of governmentwide policies and procedures.

#### **Subchapter S1S—Office of Publications and Logistics Management**

S1S.00 Mission

S1S.10 Organization

S1S.20 Functions

Section S1S.00 *The Office of Publications and Logistics Management—(Mission):* The Office of Publications and Logistics Management (OPLM) provides overall management of the SSA logistics and publications programs. It directs a comprehensive SSA printing, publications and distribution management program and develops pertinent policies, standards, and procedures for SSA's forms and publications management, printing, reprographics and distribution programs. It directs the administration and maintenance of the SSA library, the SSA History Room, the historical research program and records

management program. It administers the SSA logistics management program, directs the SSA property and supply management program, manages the operation of SSA warehousing facilities including receipt, storage and issuance of forms publications, supplies and equipment for SSA-wide use. The Office directs activities related to employee transportation including providing headquarters passenger, mail and freight transportation services. It directs the SSA mail management program.

Section S1S.10 *The Office of Publications and Logistics Management—(Organization):* The Office of Publications and Logistics Management, under the leadership of the Associate Commissioner for Publications and Logistics Management, includes:

A. The Associate Commissioner for Publications and Logistics Management (S1S).

B. The Deputy Associate Commissioner for Publications and Logistics Management (S1S).

C. The Immediate Office of the Associate Commissioner for Publications and Logistics Management (S1S).

D. The Office of Receiving, Storage and Issue (S1SC).

E. The Office of Property Management (S1SE).

F. The Office of Supply Management (S1SG).

G. The Office of Logistics Planning and Process Control (S1SH).

H. The Office of Publications Management (S1SJ).

I. The Office of Library, Records and Reprographics (S1SK).

J. The Office of Printing Operations (S1SL).

K. The Office of Mail Management (S1SM).

Section S1S.20 *The Office of Publications and Logistics Management—(Functions):*

A. The Associate Commissioner for Publications and Logistics Management (S1S) is directly responsible to the Deputy Commissioner for Finance, Assessment and Management for carrying out OPLM's mission and provides general supervision to the major components of OPLM.

B. The Deputy Associate Commissioner for Publications and Logistics Management (S1S) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Publications and Logistics Management (S1S) provides the Associate

Commissioner with staff assistance on the full range of his/her responsibilities.

D. The Office of Receiving, Storage and Issue (S1SC).

1. Directs the supply program nationwide by managing the operations of SSA warehousing facilities, including the control and maintenance of stock, the receipt, storage and issuance of forms, publications, supplies and equipment for use, and conducts ongoing inventories and investigates discrepancies at all sites.

2. Provides transportation services including chauffeur service for the SSA Executive Staff and shuttle service for employees between SSA headquarters and other buildings in the Washington/Baltimore metropolitan areas.

3. Prepares and administers maintenance contracts and services for all SSA equipment and maintains adequate stock of repair parts for in-house emergency repair.

4. Performs all electrical preparations for SSA ceremonies; provides carpentry services for all SSA occupied buildings in the Baltimore/Washington area; exercises procurement authority to provide parts, services and maintenance for all SSA equipment; and maintains all equipment inventory history and records.

E. The Office of Property Management (S1SE).

1. Oversees all policy and procedures pertaining to the acquisition, utilization, accountability, transfer and disposal of SSA personal property. Manages and maintains the SSA Property Accountability System and the Property Management Officer/Custodial Officer network for the effective control of all SSA sensitive, accountable, and personalized personal property assets. Provides SSA's liaison for all personal property activities with other Federal, State and local agencies, as well as commercial and civic organizations. Represents SSA's interest in the acquisition, transfer and disposal of personal property.

2. Oversees the acquisition and installation of modular/systems furniture in SSA offices nationwide; acts as technical expert; plans, coordinates and implements studies and surveys related to providing necessary ergonomic furniture and equipment to support SSA employees; plans coordinates and implements studies and surveys to access the variety of ergonomic furniture previously purchased and new furniture available to SSA offices; and provides expert technical advice and consultative services to the SSA Executive Staff and to major headquarters and regional components.

3. Responsible for all financial management and contracting activities performed within the scope of the Interagency Agreement with the Federal Prison Industries. Maintains audit trails for all expenses incurred during and after furniture installation.

F. The Office of Supply Management (S1SG).

1. Responsible for the development of policies, procedures and directives in support of SSA supply management program. Ensures that Agency's printing requests and justified requisitions are processed timely for all necessary forms, publications, office supplies and instructional materials.

2. Monitors Agencywide stock items usage for making proper stock replenishment and to initiate scheduled shipments timely through the Direct Delivery Program, and oversees the replenishment of warehouse stock for headquarters' use, emergencies, etc.

3. Manages the direct delivery program of scheduled shipments to field components of major use forms, publications and supplies; evaluates all supply proposals; monitors warehouse availability of on-hand training materials to accommodate periodic changes to training schedules and course material configurations; and develops and oversees common expense supply budget.

G. The Office of Logistics Planning and Process Control (S1SH).

1. Responsible for the overall management and control of automatic data processing resources which support SSA's centralized Supply and Property Accountability Systems; coordinates with financial/administrative components governmentwide on major systems management projects and studies; and is the primary systems planning, development, and execution component within the Office of the Deputy Commissioner.

2. Responsible for the collection, validation, process, and control of SSA-wide requisitions for expendable supplies and supports special service programs for processing field and headquarters routine and emergency supply requests and planned training class orders.

H. The Office of Publications Management (S1SJ).

1. Directs a comprehensive SSA-wide forms control, publication and distribution management program, including forms and publications design, photocomposition and electronic information dissemination (electronic publishing, on-line publishing/services, electronic reference materials and CD-ROM and multi-

media production and delivery) and provides SSA-wide special media services for visually impaired employees.

2. Responsible for administering the regulatory and procedural requirements governing SSA's collection of information from the public, stemming from the Paperwork Reduction Act and providing liaison services with the Office of Management and Budget and coordinates the Agency Administrative Instructions Manual System for the printing, clearance and issuance of policy, standards and procedural instructions.

3. Coordinates and directs a comprehensive printing management program and administers the procurement of all SSA printing needs; prepares the Agency's Comprehensive Printing Program Plan report for the Joint Committee on Printing; and provides liaison on policy and procedures.

4. Plans, directs and administers the SSA mail policy program, including developing policy and procedures for more efficient Agency mail processing methodologies and administers Agencywide mail management contracts. Provides liaison with the United States Postal Service in all national level mail management and operational policy negotiations and activities.

I. The Office of Library, Records and Reprographics (S1SK).

1. Directs, develops and maintains an Agencywide library and information service at SSA headquarters and nationwide. Provides on-line information on subjects relating to SSA programs and their operations in a variety of media.

2. Directs, develops and maintains a records management program. Develops policy and procedures regarding the retention and disposition of SSA's program and administrative records, administrative filing systems and equipment utilization, administrative correspondence, electronic records and vital records. Coordinates records storage and maintenance activities.

3. Directs, develops and maintains a reprographics management program. Develops Agencywide reprographic policy and procedures, manages the nationwide complement of SSA's reprographic equipment; and represents SSA in activities and negotiations with reprographic vendors and government officials at the General Services Administration.

J. The Office of Printing Operations (S1SL).

1. Provides SSA in-house printing services for short turnaround work

which cannot be procured commercially.

2. Provides coordination, technical advice and guidance to Agency components on SSA's in-house printing operation.

K. The Office of Mail Management (S1SM).

1. Plans, directs and coordinates the SSA mail handling program, including the receipt, processing and dispatch of all incoming and outgoing United States Postal Service mail for SSA headquarters. Provides inter-office mail service for SSA headquarters and priority delivery service in Washington, D.C.

2. Administers oversight of necessary contracts such as the internal mail messenger service. Consolidates and processes outgoing mail from headquarters to district offices, branch offices, program service centers and regional offices.

3. Processes computer-generated priority notices to SSA beneficiaries nationwide, using high-speed equipment to fold, insert and label mailings.

This statement amends part S of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given that Chapter S2 for the Office of the Deputy Commissioner for Operations is being amended to reflect internal organizational realignments and the deletion of all references to the Department of Health and Human Services as the parent agency of SSA. The following material replaces Chapter S2 in its entirety.

#### **Chapter S2—Office of the Deputy Commissioner, Operations**

S2.00 Mission

S2.10 Organization

S2.20 Functions

Section S2.00 *The Office of the Deputy Commissioner, Operations—(Mission)*: The Office of the Deputy Commissioner, Operations (ODCO) directs and manages central office and geographically dispersed operations installations. It oversees regional operating program, technical, assessment and program management activities. It directs studies and actions to improve the operational effectiveness and efficiency of its components. It promotes systems and operational integration and defines user needs in the strategic planning process. It determines automation support for Operations components. This office defines user concerns in the development of operational and programmatic specifications for new

and modified systems, evaluations and implementation phases.

Section S2.10 *The Office of the Deputy Commissioner, Operations—(Organization)*: The Office of the Deputy Commissioner, Operations, under the leadership of the Deputy Commissioner, Operations, includes:

A. The Deputy Commissioner, Operations (S2).

B. The Assistant Deputy Commissioner, Operations (S2).

C. The Immediate Office of the Deputy Commissioner, Operations (S2A).

1. The Senior Advisor to the Deputy Commissioner, Operations (S2A-2).

D. The Office of the Central Records Operations (S2B).

E. The Office of Disability and International Operations (S2H).

F. The Office of the Regional Commissioner (S2D).

G. The Office of Public Service and Operations Support (S2N).

H. The Office of Telephone Services (S2Q).

I. The Office of Automation Support (S2L).

Section S2.20 *The Office of the Deputy Commissioner, Operations—(Functions)*:

A. The Deputy Commissioner, Operations (S2) is directly responsible to the Commissioner for carrying out the ODCO mission and providing general supervision to the major components of ODCO.

B. The Assistant Deputy Commissioner Operations (S2) assists the Deputy Commissioner in carrying out his/her responsibilities and performs other duties as the Deputy Commissioner may prescribe.

C. The Immediate Office of the Deputy Commissioner, Operations (S2A) provides the Deputy Commissioner with staff assistance on the full range of his/her responsibilities.

1. The Senior Advisor to the Deputy Commissioner, Operations (S2A-2) assists the Deputy Commissioner on a wide variety of special management issues affecting Agency operations and the delivery of SSA programs to the public.

D. The Office of Central Records Operations (S2B) provides executive direction and leadership for the nationwide establishment and maintenance of basic records supporting Social Security programs. It manages centralized records operations and a stand alone data operations center (DOC). The Office receives and processes Social Security earnings reports from private and governmental employers and adjustments or corrections to posted earnings items.

The Office maintains records of SSA enumeration and earnings records in microfilm, magnetic tape and disc form and maintains an ongoing data exchange activity with the Treasury Department on the compilation and verification of individual earnings data.

E. The Office of Disability and International Operations (S2H) provides executive direction and leadership to centralized disability and foreign claims operations. It directs the processing of claims under disability and Black Lung Benefits programs and maintains beneficiary rolls. It directs the review of initial and reconsidered determinations of disability excluded from State agency jurisdiction and directs the authorization of disability claims not authorized by District Offices (DOs) at the initial, reconsideration and other appeal levels. It directs the development, adjudication, authorization of payment or disallowance of claims for Retirement, Survivors and Disability Insurance (RSDI) benefits filed by persons in foreign countries; determines eligibility for Medicare on related claims; and determines entitlement to benefits based on international Social Security agreements. It determines whether and when eligibility or payments should be terminated, suspended, continued, increased or reduced in amount. Recovers or waives recovery of amounts incorrectly paid to beneficiaries. It serves as liaison on operational issues which affect the administration of the United States Social Security program abroad, with the Department of State, other Federal agencies, agencies of foreign governments and private organizations.

F. The Office of the Regional Commissioner (S2D) serves as the principal SSA component at the regional level and ensures effective SSA interaction with other Federal agencies in the regions, State welfare agencies, State Disability Determination Services (DDS) and other regional and local organizations. The Office provides regional program leadership and technical direction for the RSDI programs, the Black Lung Benefits program and the SSI program. It issues regional operating policy and procedures for these programs. It directs a regionwide network of Field Offices (FOs), Teleservice Centers (TSCs) and in the regions where present, Program Service Centers (PSCs). The Office manages and coordinates SSA regional operations. It provides overall management direction for the provision of personnel services and administrative support to SSA regional components. It establishes regional priorities and issues

policy directives consistent with national program objectives, operational requirements and systems; and implements a regional SSA public affairs program. The Office maintains a broad overview of administrative operations of the ROs of SSA, the Office of Hearings and Appeals (OHA) and the DOC to ensure effective coordination of SSA activities at the regional level.

G. The Office of Public Service and Operations Support (S2N) provides operations analysis, program support, service to the public and employee services for the Deputy Commissioner, Operations (DCO), and conducts studies and analyses. Provides broad operations support to FOs, TSCs, PSCs, the Office of Disability and International Operations (ODIO) and the Office of Central Records Operations (OCRO). OPSOS also integrates operational delivery of public services under the RSDI, SSI and health insurance (HI) programs for domestic beneficiaries and delivery of RSDI program services to foreign beneficiaries. Provides broad operations support to the maintenance of the basic earnings data which support the Social Security programs. Conducts activities associated with the overall effectiveness and efficiency of the DCO components. Directs and coordinates internal management support functions to ensure effective position management, workforce utilization and management analysis and planning. Directs the overall DCO budget process. Plans, implements, manages and assesses the interrelated duties of delivering SSA program and related services to the public.

H. The Office of Telephone Services (S2Q) plans, implements, operates and evaluates SSA's telephone service to the public delivered by the national 800 Number and SSA FOs. Plans and conducts studies, pilots and analyses of 800 Number and FO telephone operations to assess and improve the service provided. Provides direct support to 38 TSCs and approximately 1,300 FOs, including developing and communicating uniform operating policies and procedures. Maintains close, effective working relationships with SSA policy, program and administrative components, with other Federal agencies and with vendors which have important roles in the delivery and evaluation of SSA's telephone service to the public. Manages SSA's national 800 Number network operation, designs and administers call routing plans, continuously monitors call handling and adjusts routing to handle emergency situations and to maximize call answering effectiveness and efficiency.

I. The Office of Automation Support (S2L) is responsible for integrating service delivery and employee concerns with modern technology. It determines and defines DCO requirements for software and hardware support. OAS directs user evaluations of new technology assuring that technology meets DCO needs and coordinates all implementation activities. OAS develops, implements and administers evaluative tools for hardware purchases and software development. Assures that the most recent technology is integrated into the operations of all DCO components.

#### **Subchapter S2B—Office of Central Records Operations**

S2B.00 Mission  
S2B.10 Organization  
S2B.20 Functions

Section S2B.00 *The Office of Central Records Operations—(Mission)*: The Office of Central Records Operations (OCRO) provides executive direction and leadership for the nationwide establishment and maintenance of basic records supporting Social Security programs. It manages centralized records operations and a stand alone DOC. The Office receives and processes Social Security earnings reports from private and governmental employers and adjustments or corrections to posted earnings items. The Office maintains records of SSA enumeration and earnings records in microfilm, magnetic tape and disc form and maintains an ongoing data exchange activity with the Treasury Department on the compilation and verification of individual earnings data.

Section S2B.10 *The Office of Central Records Operations—(Organization)*: The Office of Central Records Operations, under the leadership of the Director, OCRO, includes:

A. The Director, Office of Central Records Operations (S2B).

B. The Immediate Office of the Director, Office of Central Records Operations (S2B).

C. The Division of Certification and Coverage (S2BA).

D. The Division of Earnings and Adjustments (S2BC).

E. The Division of Operations Support (S2BE).

F. The Data Operations Center (S2B-F6).

Section S2B.20 *The Office of Central Records Operations—(Functions)*:

A. The Director, OCRO (S2B) is directly responsible to the Deputy Commissioner, Operations for carrying out OCRO's mission and managing its respective components.

B. The Immediate Office of the Director, OCRO (S2B) provides internal operations and management analysis staff support and assistance to the Director and all OCRO components.

C. The Division of Certification and Coverage (S2BA).

1. Answers inquiries about earnings records, including earnings discrepancies; investigates and adjusts incorrectly reported earnings items; and resolves discrepancies where SSA's records disagree with individual allegations of services rendered or remuneration received.

2. Certifies earnings record data to DOs and PCs for use in the adjudication of RSDI cases.

3. Reviews determinations on correctness of earnings data, coverage, increment years, total earnings, closing dates, primary insurance amounts and, in disability cases, determinations as to whether work requirements are met. Makes these determinations when needed.

4. Makes determinations as to coverage under the Social Security Act, as amended, of services performed by employees or self-employed individuals in earnings disagreement cases if a claim for benefits has not been filed.

5. Maintains files of microfilmed employer wage reports, self-employed income reports, detailed earnings listings and a file of earnings reported incorrectly or incompletely by employers or by self-employed individuals.

D. The Division of Earnings and Adjustments (S2BC).

1. Corresponds with employers and the Internal Revenue Service about the correction and processing of employer wage reports and self-employment income reports.

2. Investigates and corrects, as necessary, improperly reported earnings items.

3. Investigates and resolves magnetic media annual wage reporting (AWR) exception output.

4. Maintains control of pre-tax year 1987 agreements with State and interstate entities and modifications of these agreements and reviews wage statements submitted for State and interstate entity employees.

5. Ensures that Supplemental Security Income payments are interfaced with various external payment programs such as the Veterans Administration, the Railroad Retirement Board, the Office of Personnel Management and the Department of Defense.

E. The Division of Operations Support (S2BE).

1. Receives, converts and processes AWR data submitted on magnetic media

for input to the central computer complex at SSA headquarters.

2. Provides programming, scheduling and operating support for the automated processing of operational, administrative, management and statistical computer programs for OCRO and other SSA components. Develops technical requirements for information reporting systems. Maintains the OCRO magnetic tape library.

3. Provides internal mail, central microfilm storage and retrieval services to OCRO.

4. Procures and maintains contracts for microphotographic services for SSA. Maintains master copies of basic systems and microfilm records to ensure continuous operations should records be destroyed. Reproduces, on film, records for current use and for preservation of a variety of employee and employer records.

F. The Data Operations Center (S2B-F6)

1. Receives, examines and processes annual wage reports and other SSA program data through imaged-base data capturing and telecommunications systems for input to the central computer complex at SSA headquarters.

2. Performs electronic editing, validating and balancing functions related to the processing of source data and transmits products to the SSA headquarters computer complex for processing in a timely manner.

3. Contacts beneficiaries, representative payees, district office and program service center personnel to resolve post-eligibility systems exceptions output.

4. Serves as the central repository for all SSI folders.

#### **Subchapter S2D—Office of the Regional Commissioner**

S2D.00 Mission

S2D.10 Organization

S2D.20 Functions

Section S2D.00 *The Office of the Regional Commissioner—(Mission):* The Office of the Regional Commissioner (ORC) serves as the principal SSA component at the regional level and assures effective SSA interaction with other Federal agencies in the regions; State welfare agencies; State Disability Determination Services (DDSs); and other regional and local organizations. The Office provides regional program leadership and technical direction for the RSDI programs, the Black Lung Benefits program and the SSI program. It issues regional operating policy and procedures for these programs and evaluates program effectiveness. It implements national operational and management plans for providing SSA

service to the public, and directs a regionwide network of FOs, TSCs and where present, PSCs. The Office manages and coordinates SSA regional operations. It provides overall management direction for the provision of personnel services and administrative support to SSA regional components. It establishes regional priorities and issues policy directives consistent with national program objectives, operational requirements and systems and implements a regional SSA public affairs program. The Office maintains a broad overview of administrative operations of the ROs of SSA's OHA and the DOC to ensure effective coordination of SSA activities at the regional level.

#### *Section S2D.10 The Office of the Regional Commissioner—*

*(Organization):* The Office of the Regional Commissioner, under the leadership of the Regional Commissioner, includes:

A. The Regional Commissioner (S2D1–S2DX).

B. The Deputy Regional Commissioner (S2D1–S2DX).

C. The Immediate Office of the Regional Commissioner (S2DB–S2DX).

D. The Office of the Assistant Regional Commissioner for Program Operations and Systems (S2D1B–S2DXB).

E. The Office of the Assistant Regional Commissioner for Field Operations (S2D14–S2DX4).

F. The Office of the Assistant Regional Commissioner for Management and Budget (S2D17–S2DX7).

G. The Office of the Assistant Regional Commissioner for Processing Center Operations (S2D25,35,45,55,75,95).

#### *Section S2D.20 The Office of the Regional Commissioner—(Functions):*

A. The Regional Commissioner (S2D1–S2DX) is directly responsible to the Deputy Commissioner, Operations, for carrying out the Regional Commissioner's (RC) mission and managing the respective SSA regional organizations.

B. The Deputy Regional Commissioner (S2D1–S2DX) assists the Regional Commissioner in carrying out his/her responsibilities, and performs other duties as the Regional Commissioner may prescribe.

C. The Immediate Office of the Regional Commissioner (S2D1–S2DX) provides the Regional Commissioner with high-level staff assistance on the full range of his/her responsibilities. It also furnishes staff support for the civil rights, equal opportunity and external affairs functions.

D. The Office of the Assistant Regional Commissioner for Program Operations and Systems (S2D1B–S2DXB).

1. Provides program leadership and technical direction for the RSDI, SSI and Black Lung Benefits programs in the region. Issues regional operating policies and procedures necessary to ensure implementation of national policies for these programs. Establishes and maintains a field visit program covering DDSs, FOs, TSCs and PSCs to determine the effectiveness of RSDI, SSI and Black Lung Benefits program policies and procedures, and to provide technical assistance in the resolution of operational problems relating to these programs. Evaluates RSDI, SSI and the Black Lung Benefits program effectiveness in the region.

2. Assists DDSs in developing their operating budgets, reviews these budgets with the Assistant Regional Commissioner for Management and Budget and submits recommendations on the acceptability of DDS budgets to the RC. Manages a comprehensive review and analysis program covering DDS operations.

3. Plans, directs and coordinates regional activities concerning Social Security coverage agreements between SSA and State or interstate entities; carries out negotiations with State or interstate authorities on the content of these agreements; makes recommendations to final approving officials regarding the execution of new coverage agreements, modifications in existing agreements, or the termination of agreements; and processes requests for further extensions, or extensions for more than 1 year, of time limits for assessments, credits or refunds of amounts due.

4. Negotiates and maintains agreements with States covering the administration of optional State SSI supplementation, mandatory minimum State SSI supplementation and Medicaid eligibility determinations. Evaluates and monitors State budgets necessary to carry out these agreements and maintains ongoing dialogues with States on SSI program issues in such areas as adjustment levels, hold harmless provisions, operational aspects of the Food Stamp program, social service referral practices, etc. Directs the preparation of regional operations instructional material necessary to implement agreements negotiated with the States.

5. Oversees SSA regional automated data processing (ADP) systems and automated processing operations, ensures their effectiveness and carries out an ongoing regional systems

planning program to ensure effective integration of regional operating and management systems. Coordinates and monitors regional implementation of major changes to national systems on behalf of SSA's Central Office components dealing with systems activities.

6. Conducts operational analyses and provides support to regional operations management in the resolution of operational, procedural and systems problems. Consolidates, reviews and arranges for the distribution of regional program instructions and systems instructional material developed at the regional level. Coordinates with Rehabilitation Services Administration and other agencies to attain disability insurance (DI), Black Lung Benefits and SSI program goals. Maintains relationships with professional medical organizations, interacts with outside groups representing program interests or concerns and consults with representatives of community and private organizations on operational matters.

E. The Office of the Assistant Regional Commissioner for Field Operations (S2D14-S2DX4).

1. Provides leadership, guidance and direction FO's and TSC's.

2. Ensures the consistency of field operations in the region with national and regional policies and procedures and is accountable for the effectiveness of these operations.

F. The Office of the Assistant Regional Commissioner for Management and Budget (S2D17-S2DX7).

1. Furnishes leadership and support to SSA regional operations components in the areas of financial, workpower, and organization management and other areas of management concern.

2. Develops regional management policies, procedures and guidelines consistent with prevailing Federal and SSA requirements and objectives. Guides and controls regional administrative management operations and administrative practices. Evaluates component performance and needs in these areas to ensure effective and economical use of available resources and takes appropriate action on behalf of the RC to remedy or correct any inefficiencies or undesirable practices uncovered in administrative management operation.

3. Furnishes financial management staff expertise and professional judgments required to compile and recommend effective regional/State operating budgets.

4. Coordinates regional operations administrative management issues and

concerns with SSA headquarters and other Federal-regional authorities.

5. Carries out the SSA regional security program.

G. The Office of the Assistant Regional Commissioner for Processing Center Operations (S2D25,35,45,55,75,95) (located in the six regions containing PSCs).

1. Reviews and authorizes payment or disallows claims for RSDI benefits and HI entitlement; certifies RSDI benefit amounts to the Treasury Department for payment; and maintains RSDI benefit and HI records.

2. Determines whether and when eligibility or payments should be terminated, suspended, continued, increased or reduced in amount and reconsiders determinations on initial claims and continuing eligibility.

3. Maintains RSDI payment rolls; recovers or waives recovery of amounts incorrectly paid to RSDI beneficiaries; receives, records and deposits Supplemental Medical Insurance (SMI) premium and overpayment refunds; and makes representative payee determinations and processes related accountability reports.

4. Answers inquiries about individual RSDI cases and claims determinations and ensures expeditious processing of actions where inquiries indicate claimant hardship.

5. Receives and coordinates computer programs and exceptions on case processing. Maintains accounting controls and ensures, by sample audit, that magnetic tape records reflect actual authorized payment actions.

6. Coordinates PSC operations with the other components within ORC, other SSA components, the Railroad Retirement Board, the Veterans Administration, the United States Postal Service and other Federal agencies as required.

#### **Subchapter S2H—The Office of Disability and International Operations**

S2H.00 Mission  
S2H.10 Organization  
S2H.20 Functions

Section S2H.00 *The Office of Disability and International Operations*—(Mission): The Office of Disability and International Operations (ODIO) provides executive direction and leadership to centralized disability operations that process claims under disability and Black Lung Benefits programs and maintain beneficiary rolls. It directs the review of initial and reconsidered determinations of disability excluded from State agency jurisdiction, and directs the authorization of disability claims not authorized by DOs at the initial,

reconsideration and other appeal levels. It responds to public and congressional correspondence on disability operations issues. It directs the development, adjudication, authorization of payment or disallows claims for RSDI benefits filed by persons in foreign countries; determines eligibility for HI and SMI on related claims; and determines entitlement to benefits based on international Social Security agreements. It determines whether and when eligibility or payments should be terminated, suspended, continued, increased or reduced in amount and recovers or waives recovery of amounts incorrectly paid to beneficiaries. It serves as liaison on operational issues which affect the administration of the United States Social Security program abroad, with the Department of State, other Federal agencies, agencies of foreign governments and private organizations.

Section S2H.10 *The Office of Disability and International Operations*—(Organization): The Office of Disability and International Operations, under the leadership of the Director, includes:

A. The Director, The Office of Disability and International Operations (S2H).

B. The Deputy Director, The Office of Disability and International Operations (S2H).

C. The Immediate Office of the Director, The Office of Disability and International Operations (S2H).

1. The Organizational Planning, Analysis and Review Staff (S2H-2).

D. The Office of Disability Operations (S2HA).

1. The Process Divisions (S2HA1,2,3,4).

E. The Office of International Operations (S2HB).

1. The International Process Division (S2HB1).

2. The International Operations and Totalization Staff (S2HB3).

F. The Office of Support Services (S2HC).

1. The Division of Management Support (S2HC1).

2. The Division of Operations Support (S2HC2).

Section S2H.20 *The Office of Disability and International Operations*—(Functions):

A. The Director, The Office of Disability and International Operations (S2H) is directly responsible to the Deputy Commissioner, Operations, for carrying out ODIO's mission and managing its respective components.

B. The Deputy Director, Office of Disability and International Operations (S2H) assists the Director, Office of

Disability and International Operations in carrying out his/her responsibilities and performs other duties as the Director may prescribe.

C. The Immediate Office of the Director, Office of Disability and International Operations (S2H) provides internal organizational planning, analysis and review, staff support and assistance to the Director and all ODIO components.

1. The Organizational Planning, Analysis and Review Staff (S2H-2).

a. Conducts operations analysis and provides support to the Director of Disability and International Operations in the resolution of operational and procedural problems.

b. Directs the development of long-range systems planning for ODIO and evaluates ongoing systems requirements.

c. Analyzes office automation activities and systems operations, and recommends enhancements to improve capabilities. Evaluates systems changes prior to implementation and conducts postimplementation analysis.

d. Oversees procurement of ADP hardware and software for ODIO.

e. Provides technical advice and information to managers and employees in ODIO on systems development and changes that affect operations.

D. The Office of Disability Operations (ODO) (S2HA) plans, directs and coordinates activities related to the processing and maintenance of domestic disability claims for individuals under age 59, and for Black Lung and End Stage Renal Disease cases under the jurisdiction of the component. It directs activities related to continuing disability reviews of Title XVI and concurrent Title II/XVI claims under section 1619. It has responsibility for processing initial claims allowed at the administrative law judge and other appellate levels for disability claims under the jurisdiction of the component.

1. The Process Divisions (S2HA1.2,3,4).

a. Make initial determinations of disability and reconsider disability determinations of claims excluded from State agency jurisdiction. Make determinations of continuing disability entitlement.

b. Make determinations of entitlement or eligibility to primary or auxiliary benefits, and authorize allowance or disallowance of disability claims not authorized by district offices and reconsider those cases appealed for issues other than the existence of disability. Make representative-payee determinations, process representative-payee accountability reports, approve the payment and amount of attorney

fees and offset disability insurance benefits due to previous SSI payments.

c. Implement, adjust, suspend and terminate benefits and prepare benefit payment data for introduction into the computer system; process all actions to maintain beneficiary payment rolls; recover or waive recovery of amounts incorrectly paid to beneficiaries, prepare and release award certificates, denial letters and other claims-related notices; and maintain the files of disability claim folders.

d. Answer inquiries regarding individual cases and ensure expeditious processing of actions where claimant hardship is indicated.

e. Contact outside Federal/State components such as the Department of Labor, Railroad Retirement Board, Workers' Compensation Commissions and other SSA components, as necessary, to resolve disability claims actions.

E. The Office of International Operations (OIO) (S2HB) serves as liaison with the Department of State, other Government agencies and SSA components on matters pertaining to the administration of the program abroad. It directs the Social Security representatives stationed overseas, appraises the role of foreign service posts in administering the Social Security program abroad and conducts special studies to evaluate the overseas program. Has responsibility for the operational implementation of totalization agreements. Negotiates operational accords and procedures with foreign Social Security agencies for the implementation of agreements. Develops requirements for totalization processing. OIO plans, directs and coordinates activities pertinent to development and processing of foreign claims. Directs the processing of postentitlement actions. Assures the proper application of tax liability to benefit payments abroad and is the focal point for debt management activities in the foreign sector. Directs the processing of sensitive and controlled correspondence related to the program abroad. It directs the reconsideration of claims for benefits filed by persons overseas and the approval of fees for attorney and other representatives. It directs a variety of State agency type functions for disability claims filed abroad such as the development and adjudication of initial claims, continuing disability reviews and other disability benefits issues.

1. The International Process Division (S2HB1).

a. Develops and adjudicates Retirement, Survivors and Disability Health Insurance (RSDHI) claims, and

makes decisions on continuing eligibility for persons living in foreign countries. This includes cases filed under the totalization agreements.

b. Determines health insurance eligibility and proper payees for beneficiaries; makes decisions regarding recovery of overpayments; processes nonreceipt allegations and congressional, critical, hardship and controlled correspondence and cases; performs material associations and record maintenance activities; and types notices and other correspondence.

c. Processes requests for Social Security numbers from individuals residing in foreign countries.

d. Provides translation services to SSA, including translation of program material for foreign visitors, materials relating to foreign pension systems, documents and other materials required to process foreign claims and some domestic claims.

e. Reconsiders determinations on claims for benefits filed by persons living in foreign countries and prepares claims material for appealed cases. Reconsiders certain adverse claims involving benefits for persons in foreign countries. Approves fees for attorneys and other representatives of claimants outside the United States.

f. Makes findings of administrative finality. Determines proper application of regulations governing the disclosure of confidential records.

g. Performs functions similar to domestic State agencies related to the determination of entitlement to, and processing of, foreign disability claims. Includes the development and review of medical evidence and other factors required for the adjudication of initial claims.

h. Processes continuing disability reviews for foreign beneficiaries.

3. The International Operations and Totalization Staff (S2HB3).

a. Provides liaison with the Department of State and other Government agencies to ensure SSA operations, systems and administrative policies and procedures are correctly carried out as they affect the Social Security program overseas.

b. Evaluates and provides direction and guidance to the Social Security representatives stationed overseas, and ensures that necessary administrative support is provided to carry out SSA's mission abroad.

c. Furnishes information on Social Security foreign program matters and concerns to other SSA components, other Government agencies, Members of Congress and the public. Designs and conducts validation and other special

studies to foster integrity in the Social Security program overseas.

d. Oversees the operational implementation of totalization agreements. Participates in negotiations with foreign government representatives and negotiates operational accords and procedures with foreign Social Security agencies.

e. Prepares forms and procedures for the ODIO and foreign service post employees, and participates with the Office of International Policy (OIP) in the development of district office instructions, applications, notices, public information materials and systems requirements for totalization processing, and continually evaluates the processing of cases under existing agreements.

F. The Office of Support Services (OSS) (S2HC) plans, directs and coordinates support activities for ODIO in a broad range of essential administrative areas including: personnel and organization management, labor and employee relations, budget and facilities management, managerial, technical and clerical training, integrity and security. It is responsible for ADP hardware and software support activities for ODIO. OSS directs ODIO liaison between the Office of Systems Operations and the Department of the Treasury to ensure timely benefit payments. It ensures delivery, distribution and dispatch of mail for ODIO, and oversees ODIO's folder and record control operation.

1. The Division of Management Support (S2HC1).

a. Provides administrative support services to the Director, ODIO; the Director, Disability Operations; and the Director, International Operations in such areas as:

—Budget development and monitoring.

—Personnel management.

—Labor relations.

—Management information.

—Organization planning.

b. Develops and conducts ODIO-wide operational training and employee development activities. Analyzes and evaluates training needs and effectiveness. Ensures that required agency-level, other Government agency and private vendor training is provided.

c. Performs independent reviews to detect and prevent employee and beneficiary fraud. Plans, develops and implements ODIO's security program and conducts security reviews. Reviews beneficiary fraud cases and determines whether cases will be referred for prosecution. Determines proper application of regulations governing the disclosure of confidential records.

2. The Division of Operations Support (S2HC2).

a. Provides ADP hardware and software support for ODIO. Conducts analyses relating to user software application development, contract maintenance and equipment use.

b. Serves as SSA liaison with the Department of the Treasury to ensure timely payments.

c. Integrates and controls benefit payment processing operations.

d. Delivers, distributes and dispatches mail for ODIO.

e. Oversees the ODIO folder and record control operations. Identifies and resolves folder and record control problems and coordinates case location activities.

f. Coordinates systems support services, health and safety matters, laborer services, transportation activities, projects concerning the maintenance and performance of capitalized equipment and other property inventories, and provides input to budget submittals for furniture and supplies.

#### **Subchapter S2L—Office of Automation Support**

S2L.00 Mission

S2L.10 Organization

S2L.20 Functions

Section S2L.00 *The Office of Automation Support—(Mission):* The Office of Automation Support (OAS) ensures delivery of automation support to meet end users' needs to deliver accurate, caring, efficient public service while providing a favorable environment for OAS employees. OAS is responsible for integrating service delivery and employee concerns with modern technology. In concert with the Deputy Commissioner for Systems (DCS), it determines and defines DCO requirements for software and hardware support. OAS directs user evaluations to ensure that technology meets DCO needs and coordinates all implementation activities. Working with DCS, it ensures that the most recent technology is integrated into the operations of all DCO components.

Section S2L.10 *The Office of Automation Support—(Organization):* The Office of Automation Support, under the leadership of the Associate Commissioner for Automation Support, includes:

A. The Associate Commissioner for Automation Support (S2L).

B. The Deputy Associate Commissioner for Automation Support (S2L).

C. The Immediate Office of the Associate Commissioner for Automation Support (S2L).

D. Software Implementation Process Team (S2LA).

E. Technology Support Process Team (S2LB).

Section S2L.20 *The Office of Automation Support—(Functions):*

A. The Associate Commissioner for Automation Support (S2L) is directly responsible to the Deputy Commissioner, Operations for carrying out OAS' mission and provides general supervision to the major components of OAS.

B. The Deputy Associate Commissioner for Automation Support (S2L) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Automation Support (S2L) provides the Associate Commissioner with staff assistance on the full range of his/her responsibilities.

D. Software Implementation Process Team (S2LA).

1. Works with the systems, policy, security, training and personnel components during the development and implementation of all modernized software to ensure that security, user and operational needs are satisfied within DCO.

2. Works with DCO user components to define the operational requirements for modernized software, training materials and procedural support and helps shape the directions the Agency takes to meet these needs.

3. In concert with DCS, ensures that functional requirements are accurate, straightforward and efficient and support the mission of providing high quality public service.

4. Evaluates with DCS and DCO users all modernized software and support material prior to implementation to confirm that operational requirements have been met and that effective and efficient audit and security controls are in place to deter and detect improper systems usage for fraudulent purposes.

5. Coordinates DCO user component software implementation activities and provides help desk support for problem reporting, analysis and remedial measures as well as providing procedural clarification.

6. Works with DCS to monitor and support national software and online and batch systems performance on behalf of the operational end user to ensure that operational expectations and performance standards are satisfied.

7. Develops and manages effective mechanisms to evaluate user reaction to modernized software and support materials in order to help define, shape



and refine future Agency approaches to modernized software development.

8. Directs the activities of the Model District Office and Test Processing Module, which are the major operational components for testing and evaluating modernized software.

E. Technology Support Process Team (S2LB).

1. Serves as the focal point for user systems planning within Operations. Working with DCS components, determines and defines the technological hardware needs for the operational components and promotes the acquisition, effective implementation and innovative usage of this technology.

2. Identifies operational needs and works through DCS to evaluate and promote the implementation of state-of-the-art technologies such as imaging, storage and retrieval alternatives, and optical disk capabilities that can modernize and streamline labor-intensive current processes.

3. Provides leadership in the management of automated computer processes resident in OCRO, ODIO, PSCs, FOs and the DOC and identifies and defines support requirements, such as procedural and technical training needs, to assure the smooth operation of those computer processes.

4. Arranges with the appropriate technical staff in the systems components to provide technical training when needed and provides oversight in the management of operating software, version control and scheduling of these local computer operations.

5. Through analytical and evaluative mechanisms it develops and manages, the team ensures that modern technology serves the needs of all DCO employees, including those employees with disabilities, that fully participate in the accomplishment of their mission.

6. Supports field components in their efforts to integrate modern technology into day-to-day work environments and articulates user needs as the Agency moves into distributed processing platforms and office automation/local intelligence arenas.

7. Assures that proper technical support, including procedural instructions and comprehensive user training, is provided for these distributive platforms, such as local area networks, where needed.

**Subchapter S2N—Office of Public Service and Operations Support**

S2N.00 Mission

S2N.10 Organization

S2N.20 Functions

Section S2N.00 *The Office of Public Service and Operations Support—* (Mission): The Office of Public Service and Operations Support (OPSOS) is responsible for providing operational/program support and for conducting studies and analyses related to service to the public, employee services and activities associated with financial management, budget and management information. This Office provides broad operations support to the FOs, TSCs, PSCs, the Office of Disability and International Operations and the Office of Central Records Operations. OPSOS is also responsible for integrating operational delivery of public services under the RSDI, SSI and HI programs for domestic beneficiaries and for the delivery of RSDI program services to foreign beneficiaries. Additionally, this Office provides broad operations support to the maintenance of the basic earnings data which support the Social Security programs. It conducts studies, pilots and other activities associated with the overall effectiveness and efficiency of DCO components. It directs and coordinates internal management support functions to ensure effective position management, workforce utilization and management analysis and planning. It directs the overall DCO budget process and plans, implements, manages and assesses the interrelated duties of delivering SSA program and related services to the public.

Section S2N.10 *The Office of Public Service and Operations Support—* (Organization): The Office of Public Service and Operations Support, under the leadership of the Associate Commissioner for Public Service and Operations Support, includes:

A. The Associate Commissioner for Public Service and Operations Support (S2N).

B. The Deputy Associate Commissioner for Public Service and Operations Support (S2N).

C. The Immediate Office of the Associate Commissioner for Public Service and Operations Support (S2N).

D. The Division of Service Delivery and Program Policy (S2NA).

E. The Division of Operations Management (S2NB).

F. The Division of Resource and Management Information (S2NC).

Section S2N.20 *The Office of Public Service and Operations Support—* (Functions):

A. The Associate Commissioner for Public Service and Operations Support (S2N) is directly responsible to the Deputy Commissioner, Operations, for carrying out OPSOS' mission and provides general supervision to the major components of OPSOS.

B. The Deputy Associate Commissioner for Public Service and Operations Support (S2N) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Public Service and Operations Support (S2N) provides the Associate Commissioner with staff assistance on the full range of his/her responsibilities. Ensures open and effective communication with employees and Union representatives.

D. The Division of Service Delivery and Program Policy (S2NA).

1. Plans, develops or participates in the development of operational policy and procedures to assure effective and efficient implementation of national and international program activities in DCO.

2. Plans and implements studies designed to assess DCO's processing activities and affected operational objectives to ensure appropriate integration of new program policies.

3. Provides analysis and recommendations to the DCO regarding legislative planning and implementation. Provides technical guidance to DCO management and ensures integration of RSI, DI, SSI, and Medicare policies and procedures.

4. Develops partnerships with other SSA components and the Health Care Financing Administration to ensure effective program delivery within operational constraints.

5. Provides operational support to the enumeration process.

6. Plans, directs and evaluates the quality of program activities throughout operational components. Develops initiatives to improve the quality of the claims, postentitlement and preclaims processes.

7. Participates with appropriate policy components in SSA to provide clear, accurate and timely notices to the public and to fully utilize automation to reduce the need for manually prepared notices.

8. Develops and recommends to DCO standards and practices for national and international delivery of services. Plans, implements and evaluates the full range of SSA's service to the public.

9. Establishes service delivery policies. Develops and evaluates standards for measuring service to the public to ensure that quality, efficient and compassionate service is provided.

10. Plans, conducts and evaluates public information/referral programs to ensure Agency and other public and private services are effectively provided to the community within the guidelines and direction provided by the Agency.

Ensures SSA's public affairs/information efforts are implemented effectively and efficiently within DCO components.

11. Establishes policies and develops criteria on field office accessibility (hours of service, size of field offices, type and location of services, etc.).

12. Directs the planning, analysis and evaluation of field office structure and develops innovative concepts for the future role of DCO components, including improvements in service.

E. The Division of Operations Management (S2NB).

1. Plans and coordinates postentitlement cyclical workloads; maintenance of beneficiary and earnings records; certification of payment; and recoupment of overpayment processes impacting on DCO components.

2. Plans, designs and implements studies and analyses to assess payment processing activities and operational goals and objectives. Plans and initiates new processing workflows for claims and postadjudicative actions to ensure the most effective and efficient program delivery to the public.

3. Establishes workload processing schedules ensuring efficient sequences of interrelated workloads and recommends to DCO appropriate priorities.

4. Coordinates operational processes with programs administered by other government agencies such as Railroad Retirement Board, Treasury Department, Internal Revenue Service, Veterans Administration, State Department and the Administration on Aging.

5. Creates workflows and processes with systemic safeguards to prevent errors and ensure a full audit trail for automated and paper products.

F. The Division of Resource and Management Information (S2NC).

1. Performs a broad range of financial management, budget and management information activities. Formulates, executes and monitors component budgets and spending plans. Develops and monitors DCO's operating budgets. Develops reprogramming recommendations for DCO management consideration.

2. Analyzes and develops budget cost analyses based on Agency constraints, initiatives and legislation. Analyzes budget data, program cost allocations, operating program input, workload and productivity information for the preparation of the annual budget.

3. Analyzes and monitors component productivity to determine staffing requirements and ensure effective delivery of service. Establishes component fulltime equivalents, workyears and dollar allocations,

including identification of reprogramming needs. Distributes and monitors General Services Administration building delegations.

4. Analyzes legislative, procedural and technological changes and ensures appropriate resource allocations are provided to effectively implement those changes. Plans and implements budgetary incentives/pay reform projects.

5. Implements and maintains an integrated management information system through studies and analyses which identify specific operating areas to be measured and to control workloads. Identifies DCO management needs and develops systems and methods to deliver the timely, pertinent information that managers need to effectively manage SSA's programs and delivery of service.

6. Analyzes data to identify trends which DCO management must consider in developing plans for deployment of human and materiel resources. Designs, develops and analyzes various weekly, quarterly and annual management information reports.

7. Develops policies, procedures and standards for which DCO can carry out its management activities in the areas of personnel, employee relations, facilities, space, property management, etc.

8. Identifies training and career development needs of DCO employees and ensures these needs are met. Assesses future training needs as technology advances and plans and implements component career enhancement programs to ensure employees have skills needed to plan and prepare for these technological changes.

9. Within established guidelines, plans and oversees implementation in DCO components of projects which improve employee environment and well being (wellness/fitness, child care, elder care, office space/furniture).

10. Plans, develops, implements and evaluates comprehensive handicapped, Equal Employment Opportunity and affirmative employment programs to ensure all employees are treated equitably.

11. Plans and implements effective management communication networks to ensure employees are kept informed of Operations' and SSA's initiatives as well as determining, evaluating and addressing employee concerns.

12. Provides staff support to DCO in planning and providing effective performance management/awards programs ensuring fair and equitable treatment of all employees.

13. Develops innovative approaches to job restructuring/enhancements from

an Operations' perspective. Plans, develops, implements and analyzes pilots and studies to enhance the quality of the workforce.

#### **Subchapter S2Q—Office of Telephone Services**

S2Q.00 Mission  
S2Q.10 Organization  
S2Q.20 Functions

Section S2Q.00 *The Office of Telephone Services—(Mission)*: The Office of Telephone Services is responsible for planning, implementing, operating and evaluating SSA's telephone service to the public delivered by the national 800 Number and SSA FOs. The Office plans and conducts studies, pilots and analyses of 800 Number and FO telephone operations to assess and improve the service provided. The Office provides direct support to 38 TSCs and approximately 1,300 FOs, including developing and communicating uniform operating policies and procedures. The Office maintains close, effective working relationships with SSA policy, program and administrative components, with other Federal agencies and with vendors which have important roles in the delivery and evaluation of SSA's telephone service to the public. This Office manages SSA's national 800 Number network operation, designs and administers call routing plans, continuously monitors call handling and adjusts routing to handle emergency situations and to maximize call answering effectiveness and efficiency.

Section S2Q.10 *The Office of Telephone Services—(Organization)*: The Office of Telephone Services includes:

A. The Director of the Office of Telephone Services (S2Q).

B. The Deputy Director of the Office of Telephone Services (S2Q).

C. The Immediate Office of the Director of the Office of Telephone Services (S2Q).

D. The Service Team (S2QA).

E. The Voice Network Team (S2QB).

Section S2Q.20 *The Office of Telephone Services—(Functions)*:

A. The Director, Office of Telephone Services (S2Q) is directly responsible to the DCO for carrying out the Office's mission relating to the operation of SSA's national 800 Number and FO telephone service, and provides general supervision to the major components in the Office.

B. The Deputy Director, Office of Telephone Services (S2Q) assists the Director in carrying out his/her responsibilities and performs other duties as the Director may prescribe.

C. The Immediate Office of the Office of Telephone Services (S2Q) provides the Director with staff assistance over the full range of his/her responsibilities.

D. The Service Team (S2QA).

1. Plans, designs, implements and evaluates studies of initiatives related to the effective management, operation and future direction of telephone services provided to the public by the national 800 Number and FOs.

2. Provides leadership on SSA telephone service planning initiatives for the Office of Operations.

3. Researches and evaluates the application of innovative concepts and new technologies for SSA's public telephone services.

4. Designs, implements and maintains management information systems for SSA telephone service delivery. Analyzes data, evaluates trends and long-range needs and prepares executive level reports.

5. Evaluates and plans for implementation of legislative issues that impact SSA's telephone service. Works with other SSA components, other Federal agencies and vendors to ensure quality public telephone services.

6. Plans, develops, implements and evaluates systematic measurement processes to assess the operational effectiveness and efficiency of SSA public telephone service operations.

7. Develops and maintains procedural guides, operational instructions and training materials for TSC and FO employees providing public telephone service.

8. Develops and evaluates plans for the effective utilization of TSC and FO resources and equipment relating to delivery of telephone services to the public.

9. Develops and evaluates operational telephone service quality review policies. Evaluates telephone service delivery training needs to ensure quality public service is provided.

E. The Voice Network Team (S2QB).

1. Plans, develops, implements and evaluates the effectiveness and efficiency of the routing of 800 Number calls to the geographically dispersed TSCs that provide 800 Number service.

2. Administers 800 Number call routing on a daily basis, making necessary adjustments to ensure the best possible public telephone service.

3. Develops and maintains an effective management information system needed for the 800 Number operation and produces the required reports. Analyzes the information to evaluate the routing of calls.

4. Identifies trends and/or patterns that impact 800 Number call volumes and resource requirements. Projects call

volumes and creates staffing models and other techniques to determine future call-handling capacity needs.

5. Analyzes the applicability of innovative concepts and technologies to the national 800 Number and FO telephone service and recommends ways to improve service.

6. Studies and evaluates the effectiveness of TSCs and overall SSA 800 Number network operations and FO telephone services and makes recommendations for improving operations.

This statement amends part S of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given that Chapter S4 for the Office of the Deputy Commissioner Systems is being amended to reflect internal organizational realignments and the deletion of all references to the Department of Health and Human Services as the parent agency of SSA. The following material replaces Chapter S4 in its entirety.

**Chapter S4—Office of the Deputy Commissioner, Systems**

S4.00 Mission

S4.10 Organization

S4.20 Functions

Section S4.00 *The Office of the Deputy Commissioner, Systems—(Mission)*: The Office of the Deputy Commissioner, Systems (ODCS) directs the conduct of systems and operational integration and strategic planning processes, and the implementation of a comprehensive systems configuration management, data base management and data administration program. Initiates software and hardware acquisition for SSA and oversees software and hardware acquisition procedures, policies and activities. Directs the development of operational and programmatic specifications for new and modified systems, and oversees development, validation and implementation phases.

Section S4.10 *The Office of the Deputy Commissioner, Systems—(Organization)*: The Office of the Deputy Commissioner, Systems, under the leadership of the Deputy Commissioner, Systems, includes:

A. The Deputy Commissioner, Systems (S4).

B. The Assistant Deputy Commissioner, Systems (S4).

C. The Immediate Office of the Deputy Commissioner, Systems (S4C).

D. The Office of Systems Operations (S4E).

E. The Office of Systems Design and Development (S4G).

F. The Office of Systems Requirements (S4H).

G. The Office of Systems Planning and Integration (S4J).

H. The Office of Information Management (S4K).

I. The Office of Telecommunications (S4L).

Section S4.20 *The Office of the Deputy Commissioner, Systems—(Functions)*:

A. The Deputy Commissioner, Systems (S4) is directly responsible to the Commissioner for carrying out the ODCS mission and providing general supervision to the major components of ODCS.

B. The Assistant Deputy Commissioner, Systems (S4) assists the Deputy Commissioner in carrying out his/her responsibilities, and performs other duties as the Deputy Commissioner may prescribe.

C. The Immediate Office of the Deputy Commissioner, Systems (S4C) provides the Deputy Commissioner with management support on the full range of his/her responsibilities.

D. The Office of System Operations (OSO) (S4E) directs, manages and coordinates the planning, acquisition, implementation, security, operation and maintenance of SSA's computer systems operations. It directs and coordinates the transition, implementation and operation of current/ongoing operating systems support software, including diagnostic software. OSO coordinates with the Office of Telecommunications (OTC) in the design and implementation of the critical interface between OTC's telecommunications facilities and OSO's teleprocessing complexes. OSO interfaces with the Office of Systems Design and Development (OSDD) and the Office of Information Management (OIM) in the transition and implementation of redesigned programmatic and administrative systems to progressively replace existing application systems. It manages the computer operations complex which process SSA's programmatic support, administrative, management information (MI) and statistical application systems. OSO conducts continuing assessments and engineering analyses of the computer operations, as well as equipment performance analyses and coordinates with OSDD the implementation of necessary improvements to existing resources. It directs and coordinates the activities associated with the planning, management, acquisition, procurement and renewal of ADP equipment, software and technical services for SSA to maintain operational systems and to prevent progressive deterioration. OSO

develops, controls and implements operational plans which include the preparing of technical specifications, evaluation criteria, acceptance test criteria, facilities engineering plans and budget estimates to maintain operational systems. It advises the Deputy Commissioner, SSA Executive Staff and external monitoring authorities such as the General Services Administration, the General Accounting Office, the Office of Management and Budget and Congress on SSA's computer systems operations.

E. The Office of Systems Design and Development (OSDD) (S4G) directs the design, development and maintenance of all programmatic software to support SSA's social insurance and income maintenance programs. The Office directs SSA's data base integration activities to improve the administration of SSA's data bases and to implement modern data base management systems software. It designs and develops all new or improved data base-oriented systems. OSDD directs a comprehensive software engineering program to modernize the Agency's programmatic applications software by developing new software and improving existing software engineering technologies. It develops and oversees the implementation of standards, methods and procedures for software design and development. It plans and directs a software development facility to support applications development personnel and supports the testing of new or redesigned software. OSDD directs and coordinates a comprehensive management program for SSA's programmatic software.

F. The Office of System Requirements (OSR) (S4H) directs, develops and coordinates operational and programmatic information requirements and functional specifications for new systems and modifications to existing systems in direct support of SSA programs. It manages an Agencywide process for assessment of user requirements and establishment of priorities for software development and modification. The Office directs validation of systems processes against user-defined performance criteria to ensure conformance with requirements and approves the resulting system for operational acceptance. It directs the development of procedures and instructions to support user needs in effective implementation of all systems. It develops and implements standards for analysis and requirements definition and validation phases of the system development process. It designs, develops and executes an interactive validation environment and associated

automated techniques, methodologies, tools and data bases necessary for conducting validations for all programmatic systems. It develops control, auditability and security standards and ensures their implementation through the systems development life cycle. It is responsible for SSA-wide data administration including the overall operation of the SSA Data Resource Management Program.

G. The Office of Systems Planning and Integration (OSPI) (S4J) directs and conducts comprehensive integration and systems planning processes. It provides management leadership and direction to systems activities in the areas of software engineering technology and systems engineering management, including configuration management and quality assurance. It carries out a variety of technology assessment functions, including the development of pilot projects to evaluate specific technology applications in SSA. The Office develops the Information Technology Systems Budget for Systems, prepares the detailed budget submission and develops monitoring and tracking systems. It also develops systems security policy for the systems community and coordinates technical activities for Systems components.

H. The Office of Information Management (OIM) (S4K) directs, develops and coordinates SSA-wide administrative, management and statistical information (AMSI) systems. The Office is responsible for long-range planning and analyses to define new and improved systems processes to support SSA's long-term AMSI needs. It directs the coordination of user requirements with private contractors, the SSA user community and the State Disability Determination Services to ensure efficient and effective administration of MI needs and related systems support. OIM directs a comprehensive data base administration program for the control of SSA's AMSI data bases. It develops technical specifications for the acquisition, implementation and operation of AMSI, ADP and telecommunications resources.

I. The Office of Telecommunications (OTC) (S4L) plans, implements and evaluates SSA's communications technology and systems. It is responsible for evaluating current and emerging communications technologies and for designing, acquiring, implementing, operating and maintaining new integrated telecommunications systems combining voice, data, video, facsimile, and other SSA communications requirements. OTC directs, manages and coordinates

the planning, analysis, design, acquisition, implementation, operation and maintenance of SSA's existing telecommunications systems. It manages the telecommunications operations complexes located at the Central Office, Regional Offices and field sites. It is responsible for SSA's comprehensive voice communication management program.

#### **Subchapter S4E—Office of Systems Operations**

S4E.00 Mission  
S4E.10 Organization  
S4E.20 Functions

Section S4E.00 *The Office of Systems Operations*—(Mission): The Office of Systems Operations (OSO) directs, manages and coordinates the planning, acquisition, implementation, security, operation and maintenance of SSA's computer systems operations. It directs and coordinates the transition, implementation and operation of current/ongoing operating systems support software, including diagnostic software. OSO coordinates with OTC in the design and implementation of the critical interface between OTC's telecommunications facilities and OSO's teleprocessing complexes. OSO manages the implementation of production application software at all network platforms and interfaces with OSDD and OIM in the transition and implementation of redesigned programmatic, and administrative systems to progressively replace existing application systems. OSO administers all activities pertaining to configuration management, change management and problem management. It manages the computer operations complex which process SSA's programmatic support, administrative, MI and statistical application systems. OSO conducts continuing assessments and engineering analyses of the computer operations, as well as equipment performance analyses and coordinates with OSDD the implementation of necessary improvements to existing resources. It directs and coordinates the activities associated with the planning, management, acquisition, procurement and renewal of ADP equipment, software and technical services for SSA to maintain operational systems and to prevent progressive deterioration. OSO develops, controls and implements operational plans which include the preparing of technical specifications, evaluation criteria, acceptance test criteria, facilities engineering plans and budget estimates to maintain operational systems. It advises the Deputy Commissioner, SSA Executive Staff and external monitoring

authorities such as the General Services Administration, the General Accounting Office, the Office of Management and Budget and Congress on SSA's computer systems operations.

Section S4E.10 *The Office of Systems Operations*—(Organization): The Office of Systems Operations (S4E), under the leadership of the Associate Commissioner for Systems Operations, includes:

A. The Associate Commissioner for Systems Operations (S4E).

B. The Deputy Associate Commissioner for Systems Operations (S4E).

C. The Immediate Office of the Associate Commissioner for Systems Operations (S4E).

D. Division of Systems User Services and Facilities (S4EE).

E. The Division of Computer Operations Production Control (S4EG).

F. The Division of Operational Support Software (S4EH).

G. The Division of Operational Capacity Performance Management (S4EJ).

H. The Division of Standards and Control (S4EK).

I. The Division of Operational Resource Management (S4EL).

J. The Division of Integration and Environmental Testing (S4EM).

K. The Division of Teleprocessing Systems Operations (S4EN).

Section S4E.20 *The Office of Systems Operations*—(Functions):

A. The Associate Commissioner for Systems Operations (S4E) is directly responsible to the Deputy Commissioner, Systems, for carrying out the OSO mission and providing general supervision to the major components of OSO.

B. The Deputy Associate Commissioner for Systems Operations (S4E) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Systems Operations (S4E) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

D. Division of Systems User Services and Facilities (S4EE).

1. Provides all computer hardware-related support for OSO and coordinates the installation of all major hardware and software. Plans and coordinates all computer systems installations and relocations. Provides technical evaluation support for the procurement, acceptance, testing, installation and implementation of equipment and software.

2. Plans and coordinates computer facility environmental systems requirements. Provides computer facilities support for all Agency computer processing centers.

3. Serves as focal point for all user systems problems, questions, complaints and corrective actions regarding the full range of production services. Establishes quality standards for selected operations areas and provides enforcement of the standards. Measures operations performance in providing timely output services as delineated in the User Service Agreements.

4. Provides operational status and workload information to field offices and payment centers using the SSA telecommunications network. Provides statistical analyses of, and reports on, operations performance at meeting both user and computer center management service objectives.

5. Provides a centralized contact for the management of all online storage media resources in the National Computer Center (NCC) and Program Service Centers. Manages Direct Access Storage Device (DASD) resources to maintain the integrity, reliability and performance of state-of-the-art storage technology. Responsible for DASD backup and recovery operations. Advises senior management of all aspects of storage media management.

E. The Division of Computer Operations Production Control (S4EG).

1. Manages and processes all of SSA's program/mission-oriented and MI batch and online batch production workloads and administers effective resource utilization.

2. Manages and directs the automated magnetic media processes and directs the activity of the magnetic tape library function. Serves as the focal point for management of all magnetic tape storage resources, both internal and external to the Agency.

3. Participates in the design reviews of proposed application systems to assure operational support and control aspects are being considered. Analyzes applications systems to assure compliance with systems standards. Approves applications systems for production status and incorporates them into the production library. Before acceptance of any new batch applications, performs preproduction testing to minimize unexpected impacts to existing schedules and to ensure the most optimum use of existing data center resources.

4. Manages all incoming and end-deliverable products of data processing operations within both the test and production environments. Responsible

for the operations and control of the print and punch products produced in the NCC. Ensures the quality, timeliness and accurate delivery of all distributed information, including transmitted data.

5. Represents OSO and Systems in the preparation and revision of Service Level Agreements between Systems and its users.

F. The Division of Operational Support Software (S4EH).

1. Directs the analysis, design, development, implementation and maintenance of computer operating systems and locally prepared subroutines in support of programmatic workloads for SSA's central data processing center.

2. Designs, develops, implements and maintains production control ADP systems which supervise media library controls and automates the scheduling of the production workload.

3. Directs the analysis, evaluation, selection, implementation and maintenance of a wide variety of vendor proprietary and locally provided utility software to support the programmatic production and MI workloads of the central and remote data centers.

4. Supports other SSA components with user liaison, systems development, technical and operational problem resolution.

G. The Division of Operational Capacity Performance Management (S4EJ).

1. Evaluates computer performance and monitors resource utilization to ensure that OSO's operational computer systems capacity is utilized effectively and efficiently. Ensures that OSO's systems performance objectives are being met and that data bases are efficiently implemented. Prepares recommendations to OSO management and as directed, performs similar functions for other SSA components.

2. Ensures that sufficient ADP capacity is available to process present and future workloads, coordinating decisions on target systems for new/modified workloads and systems configuration changes.

3. In conjunction with other Deputy Commissioner, Systems (DCS) components, develops an ADP Capacity Plan for 1-, 2- and 5-year timeframes.

4. Provides advice and services to other OSO components in the use of computer interpretation of reports and data resulting from evaluation and utilization studies.

5. Uses operational research tools to investigate operational efficiency problems and develop workload and utilization relationships.

H. The Division of Standards and Control (S4EK).

1. Develops, publishes and implements standards and operating procedures within OSO. Develops and controls enforcement mechanisms to ensure adherence to operational standards. Administers the Federal systems standards program within OSO.

2. Directs the planning, implementation and evaluation of the systems security program in OSO and SSA privacy and security policies.

3. Serves as OSO liaison with other SSA components in matters of privacy and security. Provides for the security of all OSO resources in the centralized OSO computer boundaries established by the Deputy Commissioner for Finance, Assessment and Management.

4. Provides planning, evaluation and oversight on disaster recovery capabilities in order to maintain continuity of data center operations. Develops, implements and evaluates systems and procedures for the security and protection of data.

5. Formulates an OSO-wide Systems Plan and assigns responsibility to OSO components for various parts of the Plan. Works with OSO components to evaluate their proposed systems objectives in terms of technical feasibility, availability of resources and systems costs. Identifies the major OSO activities and resources needed to support these objectives. Directs and coordinates the OSO technical workpower, equipment and other special costs for the SSA budget process and justifies these on the basis of the ADP plan.

6. Coordinates OSO activities related to the SSA ADP Plan. Directs the preparation of detailed project plans including resource estimates for projects of which OSO has the lead. Monitors progress and use of workpower and equipment resources by OSO components against their approved plans. Develops standard methods for project management and assists OSO components in their use.

7. Manages the OSO technical training program. Assesses needs, and formulates and executes strategies to upgrade individual knowledge and skill levels.

8. Performs systems analysis, configuration design, software selection, implementation and procurement support for micro-computers, minicomputers and computer graphics systems and equipment for various components of OSO. Provides state-of-the-art technical expertise including the evaluation of new and existing systems activities and provides support for enhancements, modifications, design and/or redesign. Research and analyze emerging office systems developments

to ensure technology awareness and provide supporting systems development, design, planning and implementation. Provides systems training support within OSO.

I. The Division of Operational Resource Management (S4EL).

1. Directs OSO's participation in the Information Technology Systems (ITS) procurement process.

2. Performs technical and cost reviews of all OSO/ITS procurements. Performs technical review of procurement proposals for ITS resources.

3. Provides support for ITS Technical Evaluation Committees.

4. Supports contract administration for all OSO/ITS contracts.

5. Provides technical support to Project Officers in the development, modification and administration of ITS contracts.

6. Directs the renewal process for existing lease and maintenance contracts for ITS and telecommunications equipment and services.

7. Manages the fiscal administration of all ITS contracts, collecting, analyzing and reporting performance data to support required fiscal and other contractual proceedings.

8. Manages a centralized inventory of all SSA ITS and telecommunications equipment, and manages the ITS excess equipment process.

9. Provides for the centralized certification and authorization for the lease and maintenance of SSA's ITS and telecommunications equipment.

10. Provides necessary staff support to all users within OSO for the development of procurement documents and documentation.

11. Develops and maintains the OSO macroprocurement plan which relates to planned acquisitions of ITS equipment, software, system design and system support services.

12. Serves as Project Officer for ITS recompensation/ongoing maintenance contracts.

13. Provides technical support to OSO and other SSA components during major procurement activities. Ensures that procurement documentation complies with directives published by SSA and higher monitoring authorities. Provides recommendations for disposition of procurement proposals for ITS resources.

J. The Division of Integration and Environmental Testing (S4EM).

1. Directs and controls all activities with the release of new or enhanced versions of host programmatic and telecommunications-related software. Enforces software acceptance and certifications standards. Directs the

initial staging of program modules to be tested, including generation of executable code.

2. Develops and maintains extensive test data bases for use in the acceptance, integration and environmental testing processes. Develops and incorporates the use of software simulators and emulators in software acceptance testing.

3. Directs the integration testing of new or enhanced communications host software, remote network/terminal and microprocessor software and network communications software. Participates in the movement and/or migration of software systems and associated data files between complexes and processing components.

4. Directs environmental testing to ensure that all new or enhanced software is compatible with changing hardware configurations. Directs the integration of new or enhanced SSA programmatic software. Administers the generation of finalized testing results for evaluation. Directs software performance evaluations, parallel testing, timing studies, inter/intrasystem relationship and testing trend analysis.

5. Responsible for administering ADP hardware integration and acceptance testing.

6. Provides the checks and balances on SSA's ADP systems and equipment procurement for complying with contractual performance requirements throughout the life cycle of the procurement.

7. Directs the design, development and implementation of software to gather and report statistical information on the functioning of telecommunications networks.

Distributes the information to other SSA components to report on network performance and equipment utilization.

8. For all teleprocessing application software, manages and controls libraries, controls and migrates software into the production environment and designs and develops backup and recovery procedures.

9. Administers all activities pertaining to configuration management for the OSO change management system.

10. Monitors problem determination and resolution flow for all software, hardware and environmental failures that occur in the NCC and other Agency data processing centers.

K. The Division of Teleprocessing Systems Operations (S4EN).

1. Procures, installs, modifies and tunes all online/batch teleprocessing monitor systems software, vendor support products and Data Base Management Systems. Designs, modifies, implements and installs

specialized teleprocessing system software to support new teleprocessing application software including inhouse modifications.

2. Directs all teleprocessing system software problem determination and resolution.

3. Participates in the establishment of teleprocessing software standards for application design and for the use of data base packages within the SSA network environment. Formulates policy for data base applications software systems and monitors and optimizes performance of that software.

4. Coordinates with other OSO components in addressing teleprocessing software concerns regarding system capacity issues and system configuration proposals.

5. Develops teleprocessing software procedures for computer operations components.

6. Manages all online teleprocessing and Data Base Management Systems interface regions.

7. Operates and maintains an integrated systems and technical coordination control center and help desk to coordinate problem identification and resolution activities with the Office of Telecommunications.

#### **Subchapter S4G—Office of Systems Design and Development**

S4G.00 Mission

S4G.10 Organization

S4G.20 Functions

Section S4G.00 *Office of Systems Design and Development—(Mission)*: OSDD directs the design, development and maintenance of all programmatic software to support SSA's social insurance and income maintenance programs. It is responsible for a comprehensive software engineering program and oversees the implementation of standards, methods and procedures in connection with this program. OSDD directs and coordinates a comprehensive software configuration management program and manages a detailed project control system for OSDD software development projects. It directs SSA's data base administration management program and designs, develops and, with OSO, implements the production of all new or improved data base oriented systems. It develops policies and procedures, prepares procurement documents for and oversees acquisition of software packages and tools and software support services. OSDD plans and directs a software development facility to support applications development personnel. It serves as liaison with other SSA components and external monitoring authorities including the Deputy

Commissioner for Human Resources, General Services Administration, General Accounting Office and Congress on SSA applications systems planning and software and data base development.

Section S4G.10 *Office of Systems Design and Development—(Organization)*: The Office of Systems Design and Development, under the leadership of the Associate Commissioner for Systems Design and Development, includes:

A. The Associate Commissioner for Systems Design and Development (S4G).

B. The Deputy Associate Commissioner for Systems Design and Development (S4G).

C. The Immediate Office of the Associate Commissioner for Systems Design and Development (S4G).

Section S4G.20 *Office of Systems Design and Development—(Functions)*:

A. The Associate Commissioner for Systems Design and Development (S4G) is directly responsible to the Deputy Commissioner, Systems, for carrying out the OSDD mission and providing general supervision to the major components of OSDD.

B. The Deputy Associate Commissioner for Systems Design and Development (S4G) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Systems Design and Development (S4G) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

1. OSDD plans and manages the Software Engineering Facility (SEF) mainframe and OSDD LAN/workstation configurations to provide an integrated set of automated tools, techniques and services in support of SSA's application development community. Provides support for both programmatic and MI applications throughout each phase of the systems development life cycle, including analysis, design, development, testing, validation, production and maintenance. Plans, designs, develops, selects and implements automation methods and standards for the design and development stages of the Software Engineering Technology. Provides for automated software configuration management, quality control and library migration. Provides technical assistance to SEF users with specific emphasis on software tools used by the programming community. Acts as liaison between the SEF user community and the computer

center to ensure that user needs are being met. Monitors SEF performance to ensure that appropriate service levels are continuously maintained; performs impact analyses and validation of proposed software development tools before they are installed on the SEF; and manages the SEF DASD pool. Also manages a security program for the SEF which includes administration of SSA's security software, control of system access and coordination of component Security Officer activities.

2. OSDD directs the design and development of all new or improved in-house file access software for data base/master record files, including selection and installation of commercial data base management packages in connection with systems modernization and design/development initiatives. It identifies, evaluates and manages software improvement projects which are implemented internally by OSDD or assigned to private contractors. Prepares draft requirements statements and statements of work for the acquisition of software packages/tools and software contractor support services. It designs and develops new software systems/subsystems based on systems modernization plans or user requirements. It designs and develops all new or improved in-house applications support software designed to promote data base/master record data independence. It is responsible for all analyses in support of data standardization and data quality improvement/assurance in connection with software improvement and design and development initiatives. It establishes and maintains a data dictionary to support and control its function.

3. OSDD plans, directs and coordinates the development of operational ADP systems which directly support SSA's social insurance and income maintenance programs. Based on user requirements developed by OSR, it develops and modifies programmatic applications software systems, including systems analysis and design, development, documentation, testing, implementation and maintenance. Coordinates systems development activities with OSR to assure full integration with OSDD and SSA plans. It assures implementation of systems operating policies by developing detailed standards, methods and procedures consistent with OSDD directives and standards. Serves as liaison with other SSA components, other governmental agencies and private organizations on operational systems

development and maintenance functions.

**Chapter S4H—Office of Systems Requirements**

S4H.00 Mission  
S4H.10 Organization  
S4H.20 Functions

Section S4H.00 *Office of Systems Requirements*—(Mission): The Office of Systems Requirements (OSR) directs, develops and coordinates organizational information requirements and functional requirements for new systems and modifications to existing systems in direct support of SSA programs. OSR is responsible for long-range planning and analyses to define new and improved systems processes in support of user requirements and maintains a comprehensive, updated and integrated set of system requirement specifications. OSR directs validation of systems operations against user-defined requirements and performance criteria, and approves the resulting system for operational acceptance. It directs the development of procedures and instructions to support user needs in effective implementation of all systems. OSR is also responsible for all SSA-wide data administration including the overall operation of the SSA Data Resource Management Program. OSR develops security standards and ensures implementation of the standards within OSR. It directs the evaluation of the effect of proposed legislation, policies or regulations to determine the impact on SSA systems and develops information requirements and procedures as they relate to such legislation, regulations and SSA policy directives. It directs the coordination of user requirements with SSA central and regional operations to ensure the efficiency and effectiveness of program information needs and overall systems support. Based on input from users, OSR translates organizational information requirements and priorities into plans and, in line with OSDD and OSO systems targets, develops SSA's annual Automated Data Processing (ADP) Plan and directs development and maintenance of the plan. OSR serves as primary contact and advocate for the SSA user community on issues concerning the development of organizational information requirements, functional specifications and supporting operational procedures and instructions. OSR provides system support for the Agency's programmatic systems interactive validation environment, project management and control, resource management, ITS Budget/ADP Plan coordination, Agency Strategic Plan and workload scheduling.

Section S4H.10 *Office of Systems Requirements*—(Organization): The Office of Systems Requirements, under the leadership of the Associate Commissioner for Systems Requirements, includes:

- A. The Associate Commissioner for Systems Requirements (S4H).
- B. The Deputy Associate Commissioner for Systems Requirements (S4H).
- C. The Immediate Office of the Associate Commissioner for Systems Requirements (S4H).
  - 1. The Data Administration, Methods, Modeling and Processes Staff (S4H-2).
- D. The Division of Claims and Control (S4HE).
- E. The Division of Data Support and Enumeration (S4HG).
- F. The Division of Earnings Control and Processing (S4HH).
- G. The Division of Earnings Correction and Certification (S4HJ).
- H. The Division of Payment Processes (S4HK).
- I. The Division of Planning and Support (S4HL).
- J. The Division of Requirements Support and Security (S4HM).
- K. The Division of RSDI Postentitlement Systems (S4HN).
- L. The Division of Supplemental Security Income Systems (S4HP).
- M. The Division of Validation (S4HQ).

Section S4H.20 *The Office of Systems Requirements*—(Functions):

- A. The Associate Commissioner for Systems Requirements (S4H) is directly responsible to the Deputy Commissioner, Systems, for carrying out the OSR mission and providing general supervision to the major components of OSR.
- B. The Deputy Associate Commissioner for Systems Requirements (S4H) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.
- C. The Immediate Office of the Associate Commissioner for Systems Requirements (S4H) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.
  - 1. The Data Administration, Methods, Modeling and Processes Staff (S4H-2).
    - a. Responsible for all SSA-wide data administration, including responsibility for the overall operation of the SSA Data Resource Management Program.
    - b. Responsible for the development of Systems-wide policies, procedures and standards for the specific OSR phases of the life cycle development process and development of methods to assure the quality of systems products.

- c. Serves as the focal point for coordinating the development and maintenance of the Software Engineering Technology (SET) for all OSR standards and procedures.

- d. Responsible for providing assistance to the configuration management processes by developing strategies and guidelines for baselining automated functional requirements (FR) data bases.

- e. Responsible for the integration of data and process models, as well as FRs and software design.

- f. Responsible for the development of requirements for standardizing data collection across application areas.

- g. Responsible for the development of proposals and recommendations for the new software engineering methods for use at SSA, based on extensive research into various methodologies utilized by other data processing installations.

- h. Responsible for providing program expertise and process management direction and oversight for cross-cutting segments for all SSA systems initiatives, legislative initiatives or projects involving the initiation, interpretation and/or the implementation of administrative and programmatic systems.

- i. Responsible for providing a variety of high level coordinative, analytical, consultative and advisory services to SSA as a whole relative to very visible and complex systems initiatives.

- D. The Division of Claims and Control (S4HE).

- 1. Plans, develops, evaluates and implements organizational information requirements, functional specifications, procedures, instructions and standards, including security and fraud detection for the retirement and disability initial claims processes, control of claims folders and claims-related material, the transaction control operation, RSDI disallowances, appeals processes and management data reports.

- 2. Participates, with the Division of Validation (DV), in the planning and conducting of integrated validation tests of new systems and modifications to existing systems against user-defined requirements and performance criteria, and certifies that the changes are in conformance with functional specifications.

- 3. Develops and maintains a comprehensive, updated and integrated set of systems requirements specifications for the claims and control process.

- 4. Performs requirements analyses and definition, conveying SSA-approved user needs and requirements in the area of claims and control to



OSDD for development of ADP specifications and systems design.

5. Evaluates legislative proposals, regulations and policy changes affecting the claims and control process.

6. Represents users in resolving system discrepancies and errors relating to existing claims and control processes with OSDD and OSO representatives.

7. Coordinates user requirements with SSA central and field offices to ensure the efficiency and effectiveness of program information needs and overall systems support.

E. The Division of Data Support and Enumeration (S4HG).

1. Plans, develops, validates, evaluates and implements organizational information requirements, functional specifications, procedures, instructions and standards, including security and fraud detection for data exchanges between SSA systems and other Federal and State agencies; for data base access to programmatic information; for access to SSA main and sub menus; for Telecommunications support; for the establishment, correction, maintenance and verification of Social Security numbers; for the issuance of new or replacement cards; for the updating of death data; and for the Death Master, News and Tride files, serves as the lead component in OSR for development of the Integrated Client database.

2. Participates, with DV, in the planning and conducting of integrated validation tests of modifications to existing systems against user-defined requirements and performance criteria, and certifies that the changes are in conformance with functional specifications.

3. Develops and maintains a comprehensive, updated and integrated set of systems requirements specifications for the enumeration process and for interface and data base access processes.

4. Performs requirements analyses and definition, conveying SSA-approved user needs and requirements in the areas of enumeration, data base access and interfaces to OSDD for the development of ADP specifications and systems design.

5. Evaluates legislative proposals, regulations and policy changes affecting the enumeration process, system interfaces programmatic data base queries.

6. Represents users in resolving system discrepancies and errors relating to the existing interface, enumeration processes and programmatic queries with OSDD and OSO representatives.

7. Coordinates user requirements with SSA central and field offices and

Federal and State agencies to ensure the efficiency and effectiveness of program information needs and overall systems support.

F. The Division of Earnings Control and Processing (S4HH).

1. Plans, develops, evaluates and implements organizational information requirements, functional specifications, procedures, instructions and standards, including those relating to security and fraud detection, for reporting private and public sector earnings data; for establishment, correction and maintenance of earnings records for Trust Fund accounting information provided to the Department of the Treasury; for reconciling disagreements and resolving discrepancies; for the establishment and maintenance of employer identification information; for the classification of employers; for the employer reporting control and SSA/IRS reconciliation process; and for State and local reporting audit and reconciliation.

2. Participates, with DV, in the planning and conducting of integrated validation tests of modifications to existing systems against user-defined requirements and performance criteria, and certifies that the changes are in conformance with functional specifications.

3. Develops and maintains a comprehensive, updated and integrated set of systems requirements specifications for the earnings reporting and maintenance process, State and local contribution and liability, and the employer identification and control process.

4. Performs requirements analyses and definition, conveying SSA-approved user needs and requirements in the areas of earnings reporting, State and local contributions and liability, and employer identification and control to OSDD for the development of ADP specifications and system design.

5. Evaluates legislative proposals, regulations and policy changes affecting the earnings reporting process, State and local contributions and liability, and the employer identification and control process.

6. Represents users in resolving systems discrepancies and errors relating to the existing earnings reporting and maintenance process, existing State and local contributions and liability, and employer identification and control processes with OSDD and OSO's representatives.

7. Coordinates user requirements with SSA central and field offices and Federal and State agencies to ensure the efficiency and effectiveness of program information needs and overall systems support.

G. The Division of Earnings Correction and Certification (S4HJ).

1. Plans, develops, evaluates and implements organizational information requirements, functional specifications, procedures, instructions and standards, including those relating to security and fraud detection for use, access and exchange of earnings; for providing certified earnings data to support Titles II and XVI programmatic processes; for issuing earnings and benefit estimate statements; for reconciling disagreements and resolving discrepancies related to earnings data; and for reinstating earnings data from suspense.

2. Participates, with DV, in the planning and conducting of integrated validation tests of new systems or modifications to existing systems against user-defined requirements and performance criteria, and certifies that the changes are in conformance with functional specifications.

3. Develops and maintains a comprehensive, updated and integrated set of system requirements specifications for earnings data use, item correction and data accessing processes.

4. Performs requirements analyses and definition, conveying SSA-approved user needs and requirements in the area of earnings data use, item correction and data accessing processes to OSDD for the development of ADP specifications and systems design.

5. Evaluates legislative proposals, regulations and policy changes affecting use and maintenance of earnings data and data accessing processes.

6. Represents users in resolving system discrepancies and errors relating to earnings data uses and data accessing processes with OSDD and OSO representatives.

7. Coordinates user requirements with SSA central and field offices and Federal and State agencies to ensure the efficiency and effectiveness of program information needs and overall system support.

H. The Division of Payment Processes (S4HK).

1. Plans, develops, evaluates and implements organizational information requirements, functional specifications, procedures, instructions and standards, including security and fraud detection, for the Master Beneficiary Record (MBR) update operations; Titles II and XVI check-related areas; the taxation process; overpayment, underpayment, misuse, fraud and civil suit actions; and benefit-related accounting operations.

2. Participates, with DV, in the planning and conducting of integrated validation tests of modifications to

existing systems against user-defined requirements and performance criteria, and certifies that the changes are in conformance with functional specifications.

3. Develops and maintains a comprehensive, updated and integrated set of system requirements specifications for the payment process.

4. Performs requirements analyses and definition, conveying SSA-approved user needs and requirements in the area of Titles II and XVI payment processes to OSDD for the development of ADP specifications and systems design.

5. Evaluates legislative proposals, regulations and policy changes affecting the payment process.

6. Represents users in resolving system discrepancies and errors relating to existing payment processes with OSDD and OSO representatives.

7. Coordinates user requirements with SSA central and field offices and Federal and State agencies to ensure the efficiency and effectiveness of program information needs and overall systems support.

I. The Division of Planning and Support (S4HL).

1. Directs development, operation and maintenance of Management Support Systems which provide automated support to OSR and DCS planning, monitoring, project and resource management functions. Analyzes management requirements and needs of other OSR components, and develops appropriate systems support capability. Acquires necessary ADP capability to meet user needs through equipment acquisition or timesharing agreements. Works with OSPI and OIM contractors and other involved components to develop, maintain and implement systems' management support and control processes to integrate OSR's management support systems and processes systems-wide.

2. Provides standards, procedures, systems support and technical assistance to OSR project managers to facilitate preparation of work plans. Directs review of project work plans to ensure completeness, compatibility with standards and managerial directives, and requirements and conformity to the ADP Plan, Configuration Control Board (CCB) decisions and other management decisions. Coordinates systems-wide approval of new and modified plans, and ensures that differences and conflicts among components are resolved. Provides for monitoring progress of work projects against work plans and reporting status to systems management.

3. Develops procedures and works with systems management to develop, maintain and implement configuration control and systems change control processes. Directs review and control of requests for modification of SSA systems and documentation of problems identified in the validation and production of application software environments. Ensures that all systems change requests are in accordance with ADP Plan and CCB decisions and correspond to approved project work plans. Monitors change requests through the systems life cycle, and ensures that all necessary concurrences and approvals are obtained.

4. Monitors DCS workloads, resource estimates and resource usage and provides comprehensive resource information to DCS management to support workload priority decisions. Directs resource estimation and reporting processes for OSR.

5. Plans and analyzes information and resource requirements to determine the requirements for new or improved systems processes to support long-term agency needs, and develops a final list of recommended requirements for new or improved systems, setting priorities among the requirements.

6. Develops, maintains and publishes the overall approved SSA plan for fulfilling short-term and long-range information system requirements, including determining, classifying and ranking systems needs of all SSA components, and recommends final priorities for approval. Documents all critical issues having major Agencywide impact and forwards them to the Associate Commissioner for Systems Requirements for resolution.

7. Coordinates approved system requirements changes for pre-claims and claims areas with system modernization plans maintained by OSDD. Coordinates OSR input to Agency and DCS planning processes.

8. Coordinates Modernized Systems Operating Manual (MSOM) activities including Version Directory Management, Indexing, Cataloging, Scheduling and Transmittal release and manages MSOM on CD-ROM activities.

9. Coordinates the evaluation of legislative proposals affecting SSA programs for DCS and performs implementation monitoring.

J. The Division of Requirements Support and Security (S4HM).

1. Develops controls, auditability and security standards for the organizational information requirements for all SSA systems, and ensures the implementation of the standards within all areas of OSR's functional responsibilities. Also, develops methods

to improve control and security features based on established standards and cost/benefit considerations.

2. Reviews FR documents, requests for systems modifications, procedural issuance and related material developed by OSR components to determine adherence to SSA and the Office of Management and Budget standards relating to the security and integrity of SSA data processing and information systems.

3. Leads and/or coordinates reviews of programmatic processes and systems to identify weaknesses in control, auditability and security features, makes recommendations for improvement, and coordinates activities with other SSA components to ensure that approved recommendations are implemented.

4. Provides the capability for, and performs dynamic testing and static testing of, all programmatic systems in support of SSA and oversight Agency requirements, as well as in support of OSR control and audit process reviews.

5. Develops requirements for, and authorizes systems software changes to, various Control and Audit Test Facility software modules and programmatic modules used in the performance of static and dynamic testing, and validates those changes.

6. Coordinates with users and all systems components on Privacy Act and Freedom of Information Act (FOIA) issues to ensure that FRs and procedures are in conformance with that legislation.

7. Performs requirement analyses and definition and conveys SSA approved user needs and requirements in the area of audit data collection to OSDD for the development of ADP specifications and systems designs.

8. Reviews SSA approved security access control requirements to ensure that they reflect any recent additions or modifications to an applications functionality and conveys the requirements to OSO for an update of the access control apparatus.

9. Performs security, functional security, access control, Individuals of Extraordinary National Prominence and Social Security Number Block validations, and audit trail data collection validations to ensure that profiles are accurate, security does not interfere with the functionality of an application and audit trail data are properly collected.

10. Develops requirements for and validates software changes to the TOP SECRET Administration process.

11. Implements and supports the appropriate standards and procedures for functional requirements definition and analysis stages through the use of

Computer-Aided Software Engineering (CASE) tools.

12. Supports the procurement, use and integration of automated tools in support of OSR's development and maintenance of FRs, documents and data models for SSA's programmatic systems.

13. Defines, designs, develops and implements computer programs and automated processes which support the development and maintenance of integrated programmatic data processing systems.

14. Develops, maintains, and provides technical support of hardware, software and all networking functions within OSR.

15. Performs user analyses, develops functional requirements and validates PC programmatic applications and Expert systems that run on SSA's Intelligent Work Station/Local Area Network (IWS/LAN) platform to support its field offices nationwide.

K. The Division of RSDI Postentitlement Systems (S4HN).

1. Plans, develops, evaluates and implements organizational information requirements, functional specifications, procedures, instructions and standards, including security and fraud detection, for ADP of RSDI postentitlement reports and events (work notices, student reports, etc.) that involve manual/automated suspensions, terminations or reinstatements; related beneficiary notices; address and/or representative-payee changes and Medicare enrollment, withdrawal and termination actions; critical case processing; attorney fees; and cyclical workloads (AERO, ARF/DRC, Earnings Enforcement), Black Lung processes and Drug Addiction and Alcohol (DA&A) processes.

2. Participates, with DV, in the planning and conducting of unit validation tests of modifications to existing systems against user-defined requirements and performance criteria, and certifies that the changes are in conformance with functional specifications.

3. Develops and maintains a comprehensive, updated and integrated set of system requirements specifications for the RSDI Postentitlement process.

4. Performs requirements analyses and definition, conveying SSA-approved user needs and requirements in the area of RSDI Postentitlement to OSDD for the development of ADP specifications and systems design.

5. Evaluates legislative proposals, regulations and policy changes affecting the RSDI Postentitlement process.

6. Represents users in resolving system discrepancies and errors relating to the existing RSDI Postentitlement process with OSDD and OSO representatives.

7. Coordinates user requirements with SSA central and field offices and Federal and State agencies to ensure the efficiency and effectiveness of program information needs and overall systems support.

L. The Division of Supplemental Security Income Systems (S4HP).

1. Plans, develops, evaluates and implements organizational information requirements, functional specifications, procedures, instructions and standards, including security and fraud detection for Title XVI (SSI) processes and redetermination operations.

2. Participates, with DV, in the planning and conducting of integrated validation tests of modifications to existing systems against user-defined requirements and performance criteria, and certifies that the changes are in conformance with functional specifications.

3. Develops and maintains a comprehensive, updated and integrated set of system requirements specifications and validation tests of systems changes against user requirements and performance criteria and certifies that changes are in conformance with specifications for assigned areas of responsibility.

4. Performs requirements analyses and definition, conveying SSA-approved user needs and requirements in the area of SSI initial claims and posteligibility operations, computation and record balancing operations, notices and redeterminations to OSDD for the development of ADP specifications and systems design.

5. Evaluates legislative proposals, regulations and policy changes affecting the SSI process.

6. Represents users in resolving system discrepancies and errors relating to the existing SSI process with OSDD and OSO representatives.

7. Coordinates user requirements with SSA central and field offices and Federal and State agencies to ensure the efficiency and effectiveness of program information needs and overall systems support.

M. The Division of Validation (S4HQ).

1. Designs, develops, evaluates and implements automated techniques and methodologies for the validation and systems acceptance phases of system development in accordance with established standards and in support of modified operational systems and system modernization efforts.

2. Identifies and documents requirements for automated validation tools and validation data bases.

3. Designs, develops, evaluates and implements validation files and historical data bases, validation tools and model test plans for use by OSR components in conducting integrated validation tests.

4. Executes integration/validation tests and analyzes the results to ensure that all activities have been performed and all necessary outputs have been produced in order to assist in the validation of programmatic systems developmental, cyclical, and maintenance projects.

5. Coordinates with other system components and users in evaluating the analysis of the validation.

6. Performs integration and pilot validations, including operational procedures, to ensure that the functional requirements have been met and that the systems are free of operating faults.

7. Certifies resulting systems for operational acceptance.

8. Constructs periodic software version releases for modified operational systems and software modernization projects using systems change control procedures.

#### **Subchapter S4J—Office of Systems Planning and Integration**

S4J.00 Mission

S4J.10 Organization

S4J.20 Functions

Section S4J.00 *Office of Systems Planning and Integration*—(Mission): The Office of Systems Planning and Integration (OSPI) directs and conducts comprehensive systems integration and systems planning processes. It provides management leadership and direction to systems activities in the areas of software engineering technology and systems engineering management, including configuration management and quality assurance. It carries out a variety of technology assessment functions, including the development of pilot projects to evaluate specific technology applications in SSA. The Office develops the Information Technology Systems budget for Systems, prepares the detailed budget submission and develops monitoring and tracking systems. It also develops and monitors systems security policy for the systems community, and coordinates technical training activities for SSA Systems components.

Section S4J.10 *Office of Systems Planning and Integration*—(Organization): The Office of Systems Planning and Integration under the leadership of the Director for Systems Planning and Integration, includes:

- A. The Director, Office of Systems Planning and Integration (S4J).
- B. The Deputy Director, Office of Systems Planning and Integration (S4J).
- C. The Immediate Office of the Director, Office of Systems Planning and Integration (S4J).
- D. The Division of Systems Engineering (S4JA).
- E. The Division of Systems Planning (S4JC).

Section S4J.20 *Office of Systems Planning and Integration*—(Function):

A. The Director, Office of Systems Planning and Integration (S4J) is directly responsible to the Deputy Commissioner, Systems for carrying out the Office of Systems Planning and Integration's mission and managing its respective components.

B. The Deputy Director, Office of Systems Planning and Integration (S4J) assists the Director in carrying out his/her responsibilities and performs other duties as the Director may prescribe.

C. The Immediate Office of the Director, Office of Systems Planning and Integration (S4J) provides internal operations and management analysis staff support and assistance to the Director, the Deputy Director and all of the Office of Systems Planning and Integration components.

D. The Division of Systems Engineering (S4JA) is responsible for the development of Systems-wide policies, procedures and standards for all phases of the systems life cycle development process and systems security and integrity; development of methods to assure the quality of systems products; and development and maintenance of the Software Engineering Technology, which includes the policies, standards, guidelines, procedures, tools and training elements pertaining to the following software life cycle stages: requirements definition and analysis, design, programming, validation, operation and review. The Division develops proposals and recommendations for new software engineering methods for use at SSA, based on extensive research into various methodologies utilized by other data processing installations. Develops and maintains quality assurance procedures and mechanisms to assure that software products satisfy user requirements and conform to the defined standards, guidelines and procedures of SSA systems. The Division is responsible for assessment of new technologies and planning for and acquiring technical training for systems personnel. It analyzes the current SSA data processing environment, future systems requirements and technology forecasts to evaluate the applicability of new

technologies to SSA processes. It develops pilot projects to evaluate technologies, particularly in the area of artificial intelligence and expert systems, for selected applications. The Division evaluates technical and nontechnical training needs for all Systems offices and coordinates and evaluates vendor provided and inhouse training as applicable.

E. The Division of Systems Planning (S4JC) is responsible for development of SSA's Information Systems Plan (ISP) which sets forth SSA's major systems goals and objectives and the initiatives/projects to achieve them. It develops the Systems 5-year ITS plan and budget. It directs the fiscal management and tracking of ITS procurements and keeps management abreast of the status of all ITS acquisitions, systems life cycle costs and full-time equivalent utilization. The Division functions as an advisor and consultant to the Director, Office of Systems Planning and Integration, and the DCS, on all matters related to the development and execution of the ISP and the 5-year plan and budget. The Division is responsible for ongoing, formal change control procedures for the ISP and monitoring and reporting progress toward ISP project goals. It identifies major systems integration issues and develops alternative solutions and recommendations to the DCS. It also designs and maintains software systems such as the Resource Accounting System to track and report on personnel and computer resource utilization.

The Division operates the Systems Management Center, a fully-automated multimedia briefing center, and designs briefing material for SSA Executive Staff.

**Subchapter S4K—Office of Information Management**

- S4K.00 Mission
- S4K.10 Organization
- S4K.20 Functions

Section S4K.00 *The Office of Information Management*—(Mission): The Office of Information Management (OIM) provides overall management of the SSA-wide administrative, management and statistical information systems. It is responsible for long-range planning and analyses to define new and improved systems processes to support SSA's long-term AMSI needs. Directs the coordination of user requirements with private contractors, the SSA user community and the State Disability Determination Services to ensure efficient and effective administration of MI needs and related systems support. Directs a comprehensive data base administration

program for the control of SSA's AMSI data bases. Develops technical specifications for the acquisition, implementation and operation of AMSI ADP and telecommunications resources.

Section S4K.10 *The Office of Information Management*—(Organization): The Office of Information Management (S4K), under the leadership of the Associate Commissioner for Information Management, includes:

- A. The Associate Commissioner for Information Management (S4K).
- B. The Deputy Associate Commissioner for Information Management (S4K).
- C. The Immediate Office of the Associate Commissioner for Information Management (S4K).
- D. The Division of Information Resource Management (S4KB).
- E. The Division of Information Systems Policy and Administration (S4KC).
- F. The Division of Administrative Systems Development (S4KE).
- G. The Division of Management Information Systems Development (S4KG).

Section S4K.20 *The Office of Information Management*—(Functions):

A. The Associate Commissioner for Information Management (S4K) is directly responsible to the Deputy Commissioner, Systems for carrying out OIM's mission and provides general supervision to the major components of OIM.

B. The Deputy Associate Commissioner for Information Management (S4K) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Information Management (S4K) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

D. Division of Information Resource Management (S4KB).

1. Coordinates with the staff components under the DCS on all areas within Division control, (e.g., ITS budget, MI systems design and delivery, ongoing user support).

2. Directs the development and monitoring of the ITS budget for OA/end-user computing/MI-related hardware, software and services.

3. Directs the preparation, review and approval of OA/end-user computing/MI procurements.

4. Maintains knowledge of each MI area and monitors support provided by division.

5. Directs SSA-wide work measurement and performance management systems, as well as component work measurement systems for the field, State agencies and Regional Program and Integrity Review offices.

6. Directs audits and analyses of MI systems and reports to ensure adherence to users' and Agency needs, Federal and SSA guidelines and integrity standards.

7. Serves as initial point of user contact for MI delivery-related problems.

8. Directs OIM's total quality management program and manages OIM's production environment, including systems support.

9. Plans, implements, integrates and controls Office Automation (OA) software functions at SSA and is responsible for development and dissemination of OA software acquisition and development policies, standards, guidelines and procedures.

10. Monitors technology trends and maintains current information on OA software products, development tools and techniques.

11. Works with SSA users to provide solutions to their OA requirements that are consistent with Agency OA policies.

12. Assists SSA users in refining OA requirements, configuring and engineering solutions, coordinating implementation and evaluating effectiveness.

13. Assists SSA users in determining OA applications, software and training needs, implementing solutions, planning for expansion.

14. Provides a full range of initial and follow-up OA applications, software and development support for SSA users in requirements analysis, system design, engineering, implementation and training.

15. Directs the preparation, acquisition and management of contracts for OA/end-user computing/MI hardware, software and support services.

F. Division of Information Systems Policy and Administration (S4KC).

1. Plans, formulates, develops and maintains SSA's MI policy.

2. Develops and maintains strategic and technical level views and plans from an OIM automated information systems integration perspective (e.g., cross application area integration) to define how the various OIM automated information systems map into SSA's MI logical and physical information systems architectures as required by the Agency's MI policy. Manages the technical aspects related to such views, plans and MI integration.

3. Plans, develops and coordinates MI policy and integration among all

involved SSA components, and plans for the transition to, and integration with, current SSA automated information systems and with those of the future.

4. Initiates and submits project proposals through the formal OIM review and approval process for development of new or modified automated information systems where necessary to facilitate integration among SSA's administrative and MI systems under the Agency's logical and physical MI systems architectures.

5. Represents SSA and works with other Government agencies and the private sector on issues involving MI policy, automated information systems, integration, software development, exchange of information, information systems data and data base topics, and other MI and automated information systems related matters.

6. Plans, develops, administers and maintains SSA's administrative and MI data, and data base requirements and standards in consultation with internal OIM Divisions and external SSA components. Assists in the development, maintenance and enforcement of SSA's end-user computing policies, standards and procedures.

7. Responsible for SSA's Information Systems Data and DataBase Administration functions as well as providing support to other internal OIM Divisions and liaison with external components.

8. Responsible for formulating and maintaining the Information Systems Architecture supporting SSA's administrative and MI systems.

9. Responsible for developing systems requirements and validation in support of new automated MI systems.

10. Provides fourth and fifth generation computer language support to end-users and developers of Administrative/MI systems.

G. Division of Administrative Systems Development (S4KE).

1. Responsible for the entire administrative systems development life cycle.

2. Designs, develops, coordinates and implements new administrative application systems and enhancements to existing systems which include quality assurance, financial/physical and human resources, and planning/policy and procedures.

3. Assists other parts of OIM in procurement associated with application projects.

H. Division of Management Information Systems Development (S4KG).

1. Responsible for the entire MI systems life cycle.

2. Designs, develops, coordinates and implements new MI application systems and enhancements to existing systems which include workload management, work measurement, program demographics, earnings and employee/employer statistics.

3. Assists other parts of OIM in procurements associated with application projects.

#### **Subchapter S4L—Office of Telecommunications**

S4L.00 Mission

S4L.10 Organization

S4L.20 Functions

Section S4L.00 *The Office of Telecommunications—(Mission)*: The Office of Telecommunications (OTC) plans, implements and evaluates SSA's communications technology and systems. It is responsible for evaluating current and emerging communications technologies and for designing, acquiring, implementing, operating and maintaining new integrated telecommunications systems combining voice, data, video, facsimile, and other SSA communications requirements. OTC directs, manages and coordinates the planning, analysis, design, acquisition, implementation, operation and maintenance of SSA's existing telecommunications systems. It manages the telecommunications operations complexes located at the Central Office, Regional Offices and field sites. It is responsible for SSA's comprehensive voice communication management program.

Section S4L.10 *The Office of Telecommunications—(Organization)*: The Office of Telecommunications (S4L), under the leadership of the Associate Commissioner for Telecommunications, includes:

A. The Associate Commissioner for Telecommunications (S4L).

B. The Deputy Associate Commissioner for Telecommunications (S4L).

C. The Immediate Office of the Associate Commissioner for Telecommunications (S4L), which includes:

1. The Distributed Data Processing Management Staff (S4L-1).

D. The Telecommunications Resource Management Staff (S4LC).

E. The Division of IWS/LAN Engineering (S4LE).

F. The Division of Integrated Telecommunications Management (S4LG).

G. The Division of Wide-Area Network Engineering (S4LH).

H. The Division of Telecommunications Operations (S4LJ).

Section S4L.20 *The Office of Telecommunications*—(Functions):

A. The Associate Commissioner for Telecommunications (S4L) is directly responsible to the Deputy Commissioner, Systems, for carrying out the OTC mission and providing general supervision to the major components of OTC.

B. The Deputy Associate Commissioner for Telecommunications (S4L) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Telecommunications (S4L) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities. It includes:

1. Distributed Data Processing Management Staff (S4L-1).

a. Directs the plans and activities to implement distributed data processing systems across SSA.

b. Initiates major program, subprogram, project and task activities in support of the implementation of Distributed Data Processing Management Staff (DDPMS) plans outlined in the Integrated Systems Plan and the Agency Strategic Plan.

c. Oversees/coordinates all DDPMS implementation activity among all systems components including the incorporation of office automation, programmatic systems, existing distributed-type systems, stand-alone personal computer-based systems, pilot systems and user-developed systems into a unified distributed processing environment.

d. Develops and manages the DDPMS procurement plan, outlining all acquisitions related to the project. Manages the development of distributed data processing acquisitions in the intelligent IWS/LAN areas.

e. Develops and manages the delivery, implementation and acceptance plans for DDPMS acquisitions.

f. Manages the evaluation process for all technology substitutions, technology refreshments, upgrades and unsolicited proposals for DDPMS. Manages the administration of DDPMS contracts to include amendments, cancellations and renewals.

g. Establishes and maintains the coordination and liaison interfaces to all other systems components, all SSA central office and field components and external committees, conferences and organizations involved in and affected by DDPMS.

h. Approves technical specifications, technical evaluation criteria, technology substitution specifications for DDPMS-related workstation, network and application acquisitions.

i. Directs project activities to ensure that SSA-level DDPMS initiatives maintain compatibility with Governmentwide ITS standards.

D. The Telecommunications Resource Management Staff (S4LC).

1. Manages, plans and coordinates the activities relating to business and financial planning of SSA's telecommunications needs.

2. Manages and plans for the acquisition of network hardware, software and related services. Controls, reviews and tracks status of telecommunications requisitions through the procurement process.

3. Coordinates within OTC and SSA the planning of the design and configuration of the telecommunications network.

4. Serves as focal point for procurement of telecommunications and related equipment and services.

5. Coordinates within OTC the development of planning documents assessing current and future technology for suitability and impact on the telecommunications network.

6. Develops short-term and long-range telecommunications strategic plans and telecommunications macro strategic plans.

7. Assists SSA users in determining network requirements and interfacing needs. It is responsible for the coordination of strategic and tactical planning and implementing telecommunications expansion.

8. In conjunction with other Systems components, develops user service level agreements in support of the telecommunications solutions.

9. Develops, executes and monitors the telecommunications network portion of the ITS budget. Monitors budgetary commitments for contract awards of network telecommunications acquisitions.

10. Maintains a database of telecommunications hardware and software and ensures proper disposition of telecommunications equipment no longer in use.

E. The Division of IWS/LAN Engineering (S4LE).

1. Responsible for all aspects of engineering, design, configuration, implementation and support of LAN Operating System (OS) software, telecommunications and connectivity service functions at SSA.

2. Responsible for telecommunications and connectivity projects, including acquisition,

implementation, integration and control.

3. Develops, disseminates and enforces standards and policies relating to workstations, workstation configurations, peripherals, LANs, LAN OS, local bridges and routers and related customer support and service.

4. Works with SSA users to provide solutions to LAN telecommunications needs that are consistent with SSA-network architecture policies; determines network and interfacing hardware needs, implementing solutions, planning and expansion; and determines staff hardware training needs. It assists SSA telecommunications users in determining and refining services and support requirements, configuration and engineering solutions, planning for future needs, coordinating implementation and evaluating effectiveness.

5. Provides a full range of initial and followup telecommunications and connectivity services and support for SSA users in network requirements analysis, system design, LAN needs determination, engineering, implementation, network control, OS software support and training.

6. Supports operating system and connectivity software on the LANs and IWS. It researches and tests current off-the-shelf products for their network configuration to LAN and workstation needs.

7. Develops and distributes research papers on applied technology and its relationship to existing and future telecommunications and connectivity requirements. It also develops alternate systems configurations to meet specific alternative requirements (non-traditional technology approaches).

8. Solves network problems by applying information on state-of-the-art OS, telecommunications and connectivity software and hardware currently available in the marketplace. It develops turn-key telecommunications systems and special menus to meet unusual customer requirements.

F. The Division of Integrated Telecommunications Management (S4LG).

1. Plans and manages the strategic and tactical direction of the SSA voice communications and voice-data integration programs.

2. Provides technical and analytical support for the National 800 Number and other communications initiatives and programs.

3. Provides and manages voice communications systems hardware, software, services and ancillary equipment for SSA nationwide.

4. Directs the acquisition, operations, maintenance, retention and disposal of voice communications systems and services SSA-wide. Develops and administers voice communications ITS contracts.

5. Administers Federal Telecommunication System (FTS) 2000 services SSA-wide and supports OTC in representing SSA in all related negotiations with SSA, General Services Administration and FTS vendors and carriers.

6. Directs the evaluation, acquisition, installation, operation and disposal of voice communications systems and services for SSA nationwide.

7. Serves as the SSA focal point for voice communications capacity planning.

8. Manages SSA-wide programs for imaging, video, facsimile, satellite, radio and emergency communications.

9. Manages SSA headquarters voice communications systems.

10. Serves as SSA-level liaison with Federal, State and other government and private-sector entities on voice communications and voice-data integration.

11. Manages within SSA the development and application of emerging voice communications technology.

12. Manages technical solutions for "800" and other toll-free services SSA-wide.

13. Manages the acquisition of data circuits.

G. The Division of Wide-Area Network Engineering (S4LH).

1. Directs the design, development, implementation, maintenance and support of specialized data communications software to support SSA's international network (SSANet).

2. Responsible for network design, connectivity, management, automation, availability, performance and capacity planning and modeling.

3. Researches network prototypes and performs testing of new network technologies and implements and monitors network standards.

4. Supports SSA components as well as other Government agencies to provide optimum network interface design, management capabilities, connectivity, availability and response time.

5. Integrates and validates new network hardware, software products, versions and maintenance levels into SSANet and SSANet connectivity management.

6. Manages and coordinates all change management system control relating to network hardware and software changes to SSANet under the auspices of the change management facility.

7. Performs Level 3 network monitoring and problem determination for the SSANet.

8. Develops and implements a network backup recovery.

9. Performs network software planning, installation and management at all remote sites.

10. Serves as the SSA-level liaison with Federal, State, and local Government agencies and with the private sector to integrate them into the SSA network.

11. Responsible for SSANet software distribution and version management.

12. Interfaces with SSANet users to determine the impact of new applications and workloads and supports user liaison and systems development activities of other SSA components in the resolution of network technical and operational problems.

13. Manages communications software changes to ensure compatibility with hardware modifications at Central Office and all remote network platform locations.

14. Directs the planning, analysis and design of specialized network software systems for providing information relevant to the development of existing and proposed data communications systems.

H. The Division of Telecommunications Operations (S4LJ).

1. Manages the installation, relocation and operation of SSA's telecommunications network facilities for the transmission of program and management data over SSA established networks.

2. Monitors telecommunications operations, analyzes equipment problems and effects proper maintenance and repair.

3. Develops and directs the implementation of new procedures and updates existing procedures for network node operations.

4. Escalates outages to vendor management for prompt resolution and is responsible for the repair of advanced communications electronics equipment.

5. Provides emergency support services for equipment reconfiguration as well as repair, assembly/disassembly and installation of advanced telecommunications electronics.

6. Serves as the initial point of contact for user and technical problem determination for telecommunications. Diagnoses data-center hardware and network problems and coordinates network operations issues with applications and systems support staff.

7. Monitors and controls functions for the nationwide telecommunications system. Develops operational

procedures to modernize and streamline network operation and develops plans for automation.

8. Manages traffic flow between telecommunications complexes and other SSA complexes.

9. Communicates status of the network to other network nodes and advises users of abnormal or extraordinary situations affecting network operations.

10. Monitors voice communications operations, analyzes equipment problems and effects proper maintenance and repair.

This statement amends part S of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given that Chapter S7 for the Office of the Deputy Commissioner, Human Resources is being amended to reflect internal organizational realignments and the deletion of all references to the Department of Health and Human Services as the parent agency of SSA. The following material replaces Chapter S7 in its entirety.

**Chapter S7—Office of the Deputy Commissioner, Human Resources**

S7.00 Mission

S7.10 Organization

S7.20 Functions

Section S7.00 *The Office of the Deputy Commissioner, Human Resources—(Mission)*: The Office of the Deputy Commissioner, Human Resources (ODCHR) directs the administration of comprehensive SSA human resources programs including: personnel management, labor management relations, employee relations, civil rights and equal opportunity, training and workforce analysis.

Section S7.10 *The Office of the Deputy Commissioner, Human Resources—(Organization)*: The Office of the Deputy Commissioner, Human Resources, under the leadership of the Deputy Commissioner, Human Resources, includes:

A. The Deputy Commissioner, Human Resources (S7).

B. The Assistant Deputy Commissioner, Human Resources (S7).

C. The Immediate Office of the Deputy Commissioner, Human Resources (S7A).

D. The Office of Personnel (S7B).

E. The Office of Labor Management Relations (S7C).

F. The Office of Civil Rights and Equal Opportunity (S7E).

G. The Office of Training (S7G).

H. The Office of Workforce Analysis (S7H).

Section S7.20 *The Office of the Deputy Commissioner, Human Resources—(Functions):*

A. The Deputy Commissioner, Human Resources (DCHR) (S7) is directly responsible to the Commissioner for carrying out the ODCHR mission and providing general supervision to the major components of ODCHR as well as guidance, support and technical assistance to the SSA regional personnel administration operation.

B. The Assistant Deputy Commissioner, Human Resources (S7) assists the Deputy Commissioner in carrying out his/her responsibilities and performs other duties as the Deputy Commissioner may prescribe.

C. The Immediate Office of the Deputy Commissioner, Human Resources (S7A) provides the Deputy Commissioner and the Assistant Deputy Commissioner with staff assistance on the full range of their responsibilities.

D. The Office of Personnel (OPE) (S7B) is directly responsible to the Deputy Commissioner for Human Resources for carrying out OPE's mission and for providing general supervision to the major components of OPE. The Office directs a comprehensive SSA personnel management program. It develops, implements and maintains a fully integrated and coordinated personnel management program responsive to the needs of SSA. The Office manages personnel programs in the following areas: personnel policy and research, personnel data, position classification and organization management, recruitment and placement, employee counseling, personnel management evaluation, executive personnel services, employee assistance services, personnel information planning, employee recognition and health services.

E. The Office of Labor Management Relations (OLMR) (S7C) is directly responsible to the Deputy Commissioner for Human Resources for carrying out OLMR's mission and for providing general supervision to the major components of OLMR. The Office manages the SSA labor management relations program, including the development and evaluation of the program and the formulation of SSA-wide labor management relations policy.

F. The Office of Civil Rights and Equal Opportunity (OCREO) (S7E) is directly responsible to the Deputy Commissioner for Human Resources for carrying out OCREO's mission and for providing general supervision to the major components of OCREO. The Office provides overall management of

the SSA-wide programs of civil rights and equal opportunity, including the development of SSA-wide civil rights and equal opportunity policy.

G. The Office of Training (OT) (S7G) is directly responsible to the Deputy Commissioner for Human Resources for carrying out OT's mission and for providing general supervision to the major components of OT. The Office manages and administers a national training program to enhance SSA's capability of providing effective and efficient service to the public. It develops and issues Agencywide policies, procedures and operational guidelines for the design, development, implementation, maintenance and evaluation of all SSA training activities. It directs the financial management of training monies to ensure accountability of money spent to train and develop the Agency's employees.

H. The Office of Workforce Analysis (OWA) (S7H) is directly responsible to the Deputy Commissioner for Human Resources for carrying out OWA's mission and providing general supervision to the major components of OWA. The Office develops, implements and directs a comprehensive program of management studies, research and analysis. It implements a comprehensive workforce effectiveness program and conducts studies of work processes and procedures. It provides SSA liaison with other Federal agencies and outside sources on these matters.

**Subchapter S7B—Office of Personnel**

S7B.00 Mission  
S7B.10 Organization  
S7B.20 Functions

Section S7B.00 *The Office of Personnel—(Mission):* The Office of Personnel (OPE) directs a comprehensive program designed to provide the full range of personnel management programs, including personnel management evaluation, executive personnel services, recruitment and placement, employee counseling, personnel policy and research, personnel data, employee assistance services, personnel information planning, employee recognition, health services and classification and organization management. The Office develops policy and guidelines for the SSA-wide management of those programs and evaluates the manner in which they are carried out.

Section S7B.10 *The Office of Personnel—(Organization):* The Office of Personnel under the Associate Commissioner, Office of Personnel, includes:

A. The Associate Commissioner, Office of Personnel (S7B).

B. The Deputy Associate Commissioner, Office of Personnel (S7B).

C. The Immediate Office of the Associate Commissioner, Office of Personnel (S7B).

D. The Project Management Staff (S7BH).

E. The Personnel Management Information Systems and Payroll Staff (S7BJ).

F. The Center for Personnel Operations (S7BK).

G. The Center for Personnel Policy and Program Development (S7BE).

H. The Center for Employee Services (S7BG).

Section S7B.20 *The Office of Personnel—(Functions):*

A. The Associate Commissioner, Office of Personnel (S7B) is directly responsible to the Deputy Commissioner, Human Resources for carrying out the Office of Personnel's mission and for providing general supervision to the major components.

B. The Deputy Associate Commissioner, Office of Personnel (S7B) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner, Office of Personnel (S7B) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

D. The Project Management Staff (S7BH).

1. Provides the Associate Commissioner with a staff of self-managed work/project teams of a temporary nature which can be rapidly deployed to address high priority, interdisciplinary personnel projects of a specialized nature. The staff expands or contracts based upon the workload at any given time.

2. Directs an SSA-wide program for inspection and evaluation of SSA's personnel management program including employment and staffing, position management and classification, employee relations, equal employment opportunity and labor relations. Conducts administrative surveys and special studies to provide managers with information and assistance to assure conformance with Office of Personnel Management (OPM) regulations and SSA policies and directives.

3. Designs, analyzes and implements a variety of research projects in the areas of personnel management.



E. The Personnel Management Information Systems and Payroll Staff (S7BJ).

1. Plans and directs ongoing development, analysis and evaluation of SSA's personnel recordkeeping systems; develops general objectives and performance standards for automated systems and detailed specifications for development or modification of computer programs used in automated systems; and proposes changes in these systems to meet SSA's human resources data, statistics and information needs.

2. Coordinates, with SSA's Office of the Deputy Commissioner for Systems, the planning, development, modification and evaluation of automated systems.

3. Plans, designs and evaluates the use of personal computers and provides office automation support for human resources systems.

4. Operates selected data processing/office automation systems in OPE.

5. Reviews and processes all personnel and payroll actions in conformance with OPM regulations.

F. The Center for Personnel Operations (S7BK).

1. Develops and implements policies and regulations pertaining to SSA recruitment and placement, including policies and guidelines for SSA administration of the Senior Executive Service (SES). Initiates and processes personnel actions for SSA Headquarters employees; participates with office managers and staffs in assessing placement actions; and directs the administration of all Merit Promotion Plans applicable within Baltimore/Washington/Falls Church Headquarters components. Processes necessary administrative actions required for new employees entering on duty.

2. Develops and implements SSA-wide programs of position classification, position management and personnel security within SSA Headquarters. Directs position classification, position management and personnel security activities having SSA-wide significance.

3. Provides advice and assistance to all SSA components on activities and issues that involve position classification and position management; serves as the central SSA referral point on these programs; and acts as SSA liaison with OPM and other non-SSA entities and organizations with respect to assigned areas of responsibility.

4. Formulates and oversees the implementation of policies, procedures, standards, directives and objectives which assure that position structure and management promote cost-effective operations and the efficient use of employee skills.

5. Provides leadership and coordination in the formulation of SSA policies, directives and programs relating to the Fair Labor Standards Act and to salary and wage surveys; conducts a continuing review of the applicability of classification standards; and, as appropriate, negotiates with OPM for the revision of such standards or the development of single Agency standards.

6. Authorizes the establishment of positions and organizations, providing advice and guidance to managers on organizational structure and preparing **Federal Register** and Organization Manual material.

7. Implements policies, regulations and programs pertaining to special recruitment and staffing activities for SSA Headquarters and field organizations. Develops and implements student employment programs.

8. Directs the development and administration of SSA services concerning employee benefit programs which include the Civil Service Retirement System, the Federal Employee Retirement System, the Thrift Savings Plan, the Federal Employees Group Life Insurance Program and the Federal Employees Health Benefits Program.

9. Provides for the establishment and maintenance of the Official Personnel Folders for SSA Headquarters employees.

10. Develops and implements all SSA policies and activities relating to the Agency's executive level personnel management program.

11. Recruits for and places individuals in positions in the SES in accordance with OPM regulations.

12. Provides staff support to the Executive Resources Board in administering a systematic program to manage SSA's executive and professional resources and ensuring the appropriate selection of candidates to participate in official executive development programs.

13. Provides staff support to the Performance Review Board in reviewing performance plans and subsequent appraisals of career and noncareer executives in SES and employees in equivalent level positions.

G. The Center for Personnel Policy and Program Development (S7BE).

1. Directs the formulation and issuance of SSA personnel policies and directives. Provides guidance on matters pertaining to such areas as staffing, compensation, appraisals and performance standards, personnel information disclosure and management communications and ensures that guidance is consistent with pertinent

laws, regulations and policies. Oversees the dissemination and implementation of SSA-wide policies and directives pertaining to personnel management areas. Directs the development and maintenance of the SSA personnel manual system, reviewing all issuances under this system.

2. Directs the development and operation of SSA performance and employee awards programs. Develops and implements SSA employee suggestion, incentive and honor awards programs and administers the performance management systems.

H. The Center for Employee Services (S7BG).

1. Provides professional counseling and referral services for employees with mental health problems and for employees with alcohol or drug problems. Provides technical advice and guidance to SSA management officials on matters related to these functions.

2. Develops, implements and evaluates SSA's employee health services programs in conformance with appropriate laws, policies and regulations.

3. Directs the development and operation of SSA's Workers' Compensation services program. Provides assistance to employees regarding claims for loss of wages, settlement awards, notices of injury and required medical reports.

4. Provides overall coordination and direction to work environment improvement efforts within SSA. Coordinates a variety of studies throughout SSA designed to improve the work environment.

5. Plans, develops and implements a variety of employee and family-oriented programs and services in the areas of Child Care, Elder Care, fitness and wellness, Career/Life Planning and financial counseling.

#### **Subchapter S7C—Office of Labor Management Relations**

S7C.00 Mission  
S7C.10 Organization  
S7C.20 Functions

Section S7C.00 *The Office of Labor Management Relations—(Mission):* The Office of Labor Management Relations (OLMR) provides overall management of an SSA-wide program of labor management and employee relations, including the development and evaluation of the program and the formulation of SSA-wide labor management relations policy.

Section S7C.10 *The Office of Labor Management Relations—(Organization):* The Office of Labor Management Relations under the leadership of the

Director, Office of Labor Management Relations, includes:

A. The Director, Office of Labor Management Relations (S7C).

B. The Human Resources Manager, Office of Labor Management Relations (S7C).

C. The Immediate Office of the Director, Office of Labor Management Relations (S7C).

Section S7C.20 *The Office of Labor Management Relations*—(Functions):

A. The Director, Office of Labor Management Relations (S7C) is directly responsible to the Deputy Commissioner, Human Resources for carrying out OLRM's mission and for providing general supervision to the major components of OLRM.

B. The Human Resources Manager, Office of Labor Management Relations (S7C) assists the Director in carrying out his/her responsibilities and performs other duties as the Director may prescribe.

C. The Immediate Office of the Director, Office of Labor Management Relations (S7C) provides the Director and the Human Resources Manager with staff assistance on the full range of their responsibilities.

1. Administers the Master Agreement nationwide. Negotiates midterm contractual issues with the recognized bargaining unit(s).

2. Provides technical and advisory services and expertise to management in establishing management negotiating positions and for representation in third-party proceedings. Coordinates SSA representation in unfair labor practice complaints before the Federal Labor Relations Authority.

3. Represents SSA at unemployment compensation hearings and on management-initiated actions under appeal to the Merit Systems Protection Board and before arbitrators.

4. Provides technical guidance in developing, implementing and administering performance plans and standards.

5. Responsible for negotiation, administration and implementation of SSA national labor agreements which include prenegotiation activities, team preparation, advisory services and problem resolution.

6. Maintains files of case law which affect contracts and researches bargaining history relevant to establishing management's position at third-party proceedings and negotiations.

7. Formulates SSA policy for the labor management and employee relations programs, and researches policy questions for management.

8. Negotiates national midterm personnel policy-related issues and coordinates SSA management representation at national-level arbitration, unfair labor practice hearings and national-level meetings with the recognized bargaining units.

9. Conducts statutory review of all Memoranda of Understanding negotiated agencywide. Administers and maintains arbitration panels.

10. Develops, implements and evaluates SSA programs involving disciplinary and adverse actions, performance-based actions, grievances, appeals and serious misconduct cases. Provides advisory services to management and prepares documentation for headquarters' managers pertaining to such cases. Provides consultation to SSA management on nonbargaining unit grievances.

#### **Subchapter S7E—Office of Civil Rights and Equal Opportunity**

S7E.00 Mission

S7E.10 Organization

S7E.20 Functions

Section S7E.00 *The Office of Civil Rights and Equal Opportunity*—(Mission): The Office of Civil Rights and Equal Opportunity (OCREO) provides overall management of the SSA-wide programs of civil rights and equal opportunity.

Section S7E.10 *The Office of Civil Rights and Equal Opportunity*—(Organization): The Office of Civil Rights and Equal Opportunity, under the leadership of the Director, Office of Civil Rights and Equal Opportunity, includes:

A. The Director, Office of Civil Rights and Equal Opportunity (S7E).

B. The Immediate Office of the Director, Office of Civil Rights and Equal Opportunity (S7E).

Section S7E.20 *The Office of Civil Rights and Equal Opportunity*—(Functions):

A. The Director, Office of Civil Rights and Equal Opportunity (S7E) is directly responsible to the Deputy Commissioner, Human Resources for carrying out OCREO's mission and for providing general supervision to the major components of OCREO.

B. The Immediate Office of the Director, Office of Civil Rights and Equal Opportunity (S7E) provides the Director with staff assistance on the full range of his/her responsibilities.

1. Directs implementation and evaluation of the SSA Equal Employment Opportunity Discrimination Complaint program for both Headquarters and the field. Provides advice, guidance and

assistance to SSA officials concerning the discrimination complaint program area and related management matters.

2. Provides leadership, guidance and direction in formulating and implementing SSA policies, regulations and procedures pertaining to the timely, accurate, fair and impartial processing of discrimination complaints throughout the Headquarters and field organizations.

3. Provides overall direction regarding all aspects of SSA's complaint system in order to ensure uniformity in complaint handling, resolution and disposition. Directs the preparation of guidelines on all complaint matters.

4. Prepares proposed dispositions on complaints of discrimination against SSA. Ensures compliance with any corrective or remedial action directed by SSA, Equal Employment Opportunity Commission (EEOC) or any other agency having authority to so direct.

5. Develops litigation information and documentation for the Office of the General Counsel and the U.S. Attorney's Office in employment discrimination court suits filed against SSA. Prepares the Agency's brief for complaints appealed to EEOC. Also, responds to interrogatories submitted in class complaints. Analyzes new and recent court decisions, public laws and Federal regulations for their impact on SSA complaint processing.

6. Directs special projects and studies of the various aspects of SSA's nationwide discrimination complaint process to evaluate the overall effectiveness of the equal opportunity program. Directs the analysis of trends observed during projects and studies and implements new procedures as required.

7. Provides the authoritative interpretations on legal, regulatory and technical discrimination complaint matters to SSA management nationwide.

8. Implements policies, regulations and affirmative action programs, and develops and implements special needs placement programs related to the Disabled program.

9. Directs the development and monitoring of SSA's equal opportunity and civil rights programs.

10. Provides leadership, direction and guidance throughout the Headquarters and field organizations in the formulating and implementing of SSA policies, regulations and procedures pertaining to the development of sound affirmative civil rights and equal opportunity programs. Approves, on behalf of the Deputy Commissioner, affirmative employment program plans prepared by components and regions.

Develops the overall SSA affirmative employment program plan.

11. Develops guidelines and procedures for effective affirmative employment program planning and monitoring throughout SSA. Develops recommendations on affirmative employment policy and operations for the Director, OCREO.

12. Reviews non-SSA equal opportunity and civil rights issuances, EEOC and court decisions for applicability to SSA policy statements. Develops instructions and guidelines to transmit or implement equal opportunity and civil rights policy decisions in SSA.

13. Conducts and coordinates studies or analyses of SSA's human resources and operating policies and procedures to assess their equal opportunity and civil rights impact.

14. Directs the development and maintenance of minority disabled persons employment information system(s) for SSA employees and applicants for employment.

15. Develops and tracks SSA's major initiatives that relate to civil rights and equal opportunity and oversees their implementation.

16. Plans, directs and implements special programs for minority, female, Hispanic and disabled employees of SSA.

17. Directs the SSA-wide program of processing civil rights complaints, which involves developing complaint policy, procedures and guidelines for applying standards under the civil rights statutes. Develops SSA standards, consistent with government-wide standards, for delivering services to members of the public and meeting other SSA service and outreach commitments under civil rights statutes.

18. Develops, implements, monitors and evaluates special recruitment plans, programs and projects for targeted equal opportunity groups.

19. Develops, monitors and evaluates SSA compliance program(s) under civil rights statutes.

#### Subchapter S7G—Office of Training

S7G.00 Mission

S7G.10 Organization

S7G.20 Functions

Section S7G.00 *The Office of Training—(Mission)*: The Office of Training (OT) directs a nationwide program designed to assure that all levels of SSA employees receive the training necessary to provide effective and efficient service to the public.

Section S7G.10 *The Office of Training—(Organization)*: The Office of Training under the leadership of the Director, Office of Training, includes:

A. The Director, Office of Training (S7G).

B. The Immediate Office of the Director, Office of Training (S7G).

C. The Administrative Staff (S7GC).

D. The Human Resources Planning Staff (S7GE).

E. The Center for Technology and Employee Development (S7GG).

F. The Center for Program Initiatives and Management Education (S7GH).

G. The Center for Educational Research and Evaluation (S7GJ).

Section S7G.20 *The Office of Training—(Functions)*:

A. The Director, Office of Training (S7G) is directly responsible to the Deputy Commissioner, Human Resources for carrying out OT's mission and for providing general supervision to the major components of OT.

B. The Immediate Office of the Director, Office of Training (S7G) provides the Director with staff assistance on the full range of his/her responsibilities.

D. The Administrative Staff (S7GC) plans, directs, coordinates and administers the activities relative to developing and executing budget activities; acts as OT liaison with Personnel on such personnel matters as classification, position management, staffing and recruitment; plans, formulates and implements SSA training policies; and provides overall support and coordination to the training function. Coordinates travel, training and conference attendance for office staff.

E. The Human Resources Planning Staff (S7GE) is responsible for the development, implementation and updating of SSA's Human Resources Plan. This plan provides for the development of an SSA staffing and recruitment plan, for training employees once they enter on duty, for providing the means for employee development beyond training for the initial position for which the employee was recruited and for retaining Agency employees.

F. The Center for Technology and Employee Development (S7GG).

1. Directs the design, development, implementation and evaluation of Title II disability related program/technical training for SSA components, including entry-level and advanced program, systems-user and computer technology training and other technical training to meet the needs of SSA components Agencywide.

2. Develops guidelines and procedures to determine technical training needs for disability related training programs, and reviews and evaluates technical training Agencywide.

3. Initiates independent studies and analyses to anticipate and identify new or changing training and development needs in a dynamic organizational environment.

G. The Center for Program Initiatives and Management Education (S7GH).

1. Directs the design, development, implementation and evaluation of Title II Retirement Survivor Insurance-related program/technical training for SSA components, including entry-level and advanced program, systems-user and computer technology training and other technical training to meet the needs of SSA components Agencywide.

2. Directs, designs, develops, implements, conducts and evaluates all SSA supervisory, managerial and executive level training development activities.

3. Develops guidelines and procedures to determine technical training needs for Retirement, Survivor Insurance-related training programs, and reviews and evaluates technical training Agencywide.

4. Has Agencywide responsibility for common needs and general skills training, including related developmental activities for nonsupervisory personnel.

H. The Center for Educational Research and Evaluation (S7GJ).

1. Directs the design, development, implementation and evaluation of Title XVI program/technical training for SSA components, including entry-level and advanced program, systems-user and computer technology training and other technical training to meet the needs of SSA components Agencywide.

2. Develops guidelines and procedures to determine technical training needs, and reviews and evaluates technical training Agencywide.

3. Engages in applied research and development efforts associated with training and development programs administered by the center. Provides ongoing consultative assistance and support to SSA components, including training needs identification and program design. Monitors and evaluates Agency training and developmental activities to ensure desired results and effects of non-technical training provided to the Agency's employees. Fosters and maintains effective communications with appropriate internal and external organizations to ensure positive results relative to Agency objectives, policy directives, new initiatives, inservice training needs, etc.

4. Develops guidelines and procedures to determine technical training needs for Title XVI training

programs, and reviews and evaluates technical training Agencywide.

5. Conducts ongoing research to identify automated technologies and instructional methodologies for application to training throughout SSA.

**Subchapter S7H—Office of Workforce Analysis**

S7H.00 Mission

S7H.10 Organization

S7H.20 Functions

Section S7H.00 *The Office of Workforce Analysis—(Mission)*: The Office of Workforce Analysis (OWA) directs a comprehensive program of management studies, research and analysis. It implements and manages a comprehensive workforce effectiveness system and conducts studies of work processes and procedures.

Section S7H.10 *The Office of Workforce Analysis—(Organization)*: The Office of Workforce Analysis under the leadership of the Director, Office of Workforce Analysis, includes:

A. The Director, Office of Workforce Analysis (S7H).

B. The Immediate Office of the Director, Office of Workforce Analysis (S7H).

Section S7H.20 *The Office of Workforce Analysis—(Functions)*:

A. The Director, Office of Workforce Analysis (S7H) is directly responsible to the Deputy Commissioner for Human Resources for carrying out OWA's mission and for providing general supervision to the major components of OWA.

B. The Immediate Office of the Director, Office of Workforce Analysis (S7H) provides the Director with staff assistance on the full range of his/her responsibilities.

1. Directs, develops and implements a comprehensive program of management studies, research and analysis to evaluate and determine the feasibility of implementing major changes affecting the SSA organization, its administrative practices and its methods of operation. Studies and analyses are Agencywide, frequently deal with issues of a sensitive nature and may involve other Government agencies.

2. Undertakes feasibility, predictive benefit and cost/risk analyses to identify alternatives and to develop administrative strategies for consideration by the SSA Executive Staff in responding to Agencywide problems and issues.

3. Develops SSA-wide workforce management policies, procedures and guidelines; determines resource requirements, conducts trend analysis; and makes recommendations regarding

management options, transition alternatives, etc. as appropriate.

4. Develops and implements comprehensive workforce utilization and planning programs to improve productivity and the use of the SSA workforce.

5. Conducts studies and analyses of work processes and procedures, workflows and workload processing positions; applies a variety of disciplines and techniques, including management analysis and model building to assure best workforce utilization; and recommends action to top SSA executives for improving the effectiveness of the SSA workforce.

6. Develops, analyzes and interprets workforce forecasting data and projects future workforce needs, including the types of skills and positions required.

7. Directs, develops and conducts Agencywide reviews and studies using industrial engineering, model building and other scientific approaches and methodologies.

This statement amends part S of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given of the establishment of SSA's Office of the Inspector General (OIG) (S8) at the first level below the Commissioner and the establishment of the Office of Investigations, the Office of Audits and the Office of Evaluations and Inspections. The new chapter reads as follows:

**Chapter S8—The Office of the Inspector General**

S8.00 Mission

S8.10 Organization

S8.20 Functions

Section S8.00 *The Office of the Inspector General—(Mission)*: The Office of the Inspector General (OIG) is directly responsible for meeting the statutory mission of promoting economy, efficiency and effectiveness in SSA programs and detecting and preventing fraud, waste and abuse. To accomplish this mission, OIG conducts and supervises audits, investigations, inspections and evaluations relating to SSA's programs and operations. The OIG also searches for systemic weaknesses in SSA programs and operations and makes recommendations for needed improvements.

Section S8.10 *The Office of the Inspector General—Organization*: The Office of the Inspector General under the leadership of the Inspector General includes:

A. The Inspector General (S8).

B. The Deputy Inspector General (S8).

C. The Immediate Office of the Inspector General (S8A).

D. The Office of Investigations (S8B).

E. The Office of Audits (S8C).

F. The Office of Evaluations and Inspections (S8E).

Section S8.20 *The Office of the Inspector General—Functions*:

A. The Inspector General (S8) is directly responsible to the Commissioner for carrying out the OIG mission and providing general supervision to the major components of OIG.

B. The Deputy Inspector General (S8) assists the Inspector General in carrying out his/her responsibilities and performs other duties as the Inspector General may prescribe.

C. The Immediate Office of the Inspector General (S8A) provides the Inspector General with staff assistance on the full range of his/her responsibilities. Conducts and coordinates OIG reviews of existing and proposed legislation and regulations related to SSA programs and operations to identify their impact on economy and efficiency and their potential for fraud and abuse. Serves as the OIG contact for the press and electronic media and serves as OIG congressional liaison. Coordinates the development of the OIG long-range strategic plan and the OIG annual work plan. Compiles the Semiannual Report to the Congress and operates the Executive Secretariat. Formulates and assists the IG with the execution of the OIG budget and confers with the Office of the Commissioner (OC), the Office of Management and Budget (OMB) and the Congress on budget matters. Conducts management analyses and establishes and coordinates general management policies of the OIG. Serves as OIG liaison on personnel issues and other administrative policies and practices as well as on equal employment opportunity and civil rights matters.

D. The Office of Investigations (OI) (S8B) conducts and coordinates investigative activity related to fraud, waste, abuse and mismanagement in SSA programs and operations. This includes wrongdoing by applicants, grantees, or contractors, or by SSA employees in the performance of their official duties. It serves as OIG liaison to the Department of Justice on all matters relating to investigations of SSA programs and personnel, and reports for the Attorney General when the OIG has reason to believe Federal criminal law has been violated. OI works with other investigative agencies and organizations on special projects and assignments. In support of its mission, the office carries

out and maintains an internal quality assurance system.

E. The Office of Audits (OA) (S8C) provides audit policy direction for and conducts and oversees comprehensive audits of SSA programs, operations, grantees and contractors, following generally accepted Government auditing standards. It maintains an internal quality assurance system, including periodic quality assessment studies and quality control reviews, to provide reasonable assurance the applicable laws, regulations, policies, procedures, standards and other requirements are followed in all audit activities performed by, or on behalf of, SSA.

F. The Office of Evaluations and Inspections (OEI) (S8E) conducts inspections of SSA programs, operations and processes to identify vulnerabilities, to prevent and detect misconduct, and to promote economy, efficiency and effectiveness in SSA programs and operations. In support of its mission, the office carries out and maintains an internal quality assurance system. The system includes quality assessment studies and quality control reviews of OEI processes and products to ensure that policies and procedures are effective, are followed and are functioning as intended.

#### **Subchapter S8B—Office of Investigations**

S8B.00 Mission  
S8B.10 Organization  
S8B.20 Functions

Section S8B.00 *The Office of Investigations*—(Mission): The Office of Investigations (OI) conducts and coordinates investigative activity related to fraud, waste, abuse and mismanagement in SSA programs and operations. This includes wrongdoing by applicants, grantees, or contractors, or by SSA employees in the performance of their official duties. It serves as OIG liaison to the Department of Justice on all matters relating to investigations of SSA programs and personnel, and reports for the Attorney General when the OIG has reason to believe Federal criminal law has been violated. OI works with other investigative agencies and organizations on special projects and assignments. In support of its mission, the office carries out and maintains an internal quality assurance system.

Section S8B.10 *The Office of Investigations*—(Organization): The Office of Investigations (S8B) under the leadership of the Assistant Inspector General for Investigations, includes:

A. The Assistant Inspector General for Investigations (S8B).

B. The Immediate Office of the Assistant Inspector General (S8B).

Section S8B.20 *The Office of Investigations*—(Functions):

A. The Assistant Inspector General for Investigations (S8B) is directly responsible to the Inspector General for carrying out the OI mission and providing general supervision to the major components of OI.

B. The Immediate Office of the Assistant Inspector General (S8B) provides the Inspector General with staff assistance on the full range of his/her responsibilities. Coordinates quality assurance studies to assure that applicable laws, regulations, policies, procedures standards and other requirements are followed in all investigative activities performed by, or on behalf of, SSA.

1. Establishes investigative priorities, evaluates the progress of investigations and reports to the IG on the effectiveness of investigative efforts. Develops and implements investigative techniques, programs, guidelines and policies.

2. Provides investigative programmatic expertise and issues information on new programs, procedures, regulations and statutes.

3. Directs and coordinates the investigative field offices which conduct investigations of fraud, waste, abuse, mismanagement and violations of standards of conduct and other investigative matters within the jurisdiction of the OIG.

4. Coordinates investigations with SSA operating and staff components, OIG counterparts and other investigative and law enforcement agencies.

5. Prepares and issues completed reports of investigations and ensures accuracy and compliance with guidelines and recommends appropriate debarment actions, administrative sanctions, civil money penalties and other civil action or prosecution under the law.

6. Identifies systemic and programmatic vulnerabilities in SSA's operations and makes recommendations for changes to the appropriate official.

7. Provides policy guidance and technical expertise to SSA on civil fraud laws and regulations, penalties, sanctions and other remedies.

8. Maintains liaison with the Department of Justice on the civil fraud aspects of SSA investigations.

9. Coordinates and/or helps investigate matters arising under the Program Fraud Civil Remedies Act, the Civil Monetary Penalties Law and Public Law 100-93.

10. Assists the Department of Justice to investigate and evaluate civil fraud lawsuits under provisions of the Federal False Claims Act and related statutes.

11. Leads outreach activities to State and local investigative agencies.

12. Provides pertinent information from SSA records to assist Federal, State and local investigative agencies to detect, investigate and prosecute fraud.

13. Manages SSA Hotline to receive complaints and allegations of fraud, waste and abuse, and to refer the information for investigation, audit, program review or other appropriate action. Coordinates with the GAO Hotline and hotlines from other agencies.

14. Maintains investigative files for OI headquarters and an automated data and management information system used by all OI managers and investigators.

15. Provides technical expertise on computer applications for investigations and coordinates and approves investigative computer matches with other agencies.

16. Develops general management policy for OI; coordinates general management processes; develops and issues instructional media on wrongdoing and on investigating and processing cases; plans, develops, implements; and evaluates all levels of employee training in OI.

17. Assists the IG in reviews of proposed legislation, regulations, policies and procedures to identify vulnerabilities and recommends modifications where appropriate. Reviews investigative files in response to Privacy and Freedom of Information Act requests.

#### **Subchapter S8C—Office of Audits**

S8C.00 Mission  
S8C.10 Organization  
S8C.20 Functions

Section S8C.00 *The Office of Audits*—(Mission): The Office of Audits (OA) provides policy direction for and conducts and oversees comprehensive audits of SSA programs, operations, grantees and contractors, following generally accepted Government auditing standards. It maintains an internal quality assurance system, including periodic quality assessment studies and quality control reviews, to provide reasonable assurance the applicable laws, regulations, policies, procedures, standards and other requirements are followed in all audit activities performed by, or on behalf of, SSA.

Section S8C.10 *The Office of Audits*—(Organization): The Office of Audits (S8C) under the leadership of the Assistant Inspector General for Audits, includes:

A. The Assistant Inspector General for Audits (S8C).

B. The Immediate Office of the Assistant Inspector General for Audits (S8C).

Section S8C.20 *The Office of Audits—(Functions):*

A. The Assistant Inspector General for Audits (S8C) is directly responsible to the Inspector General for carrying out the OA mission and providing general supervision to the major components of OA.

B. The Immediate Office of the Assistant Inspector General for Audits (S8C) provides the Inspector General with staff assistance on the full range of his/her responsibilities.

1. Directs and coordinates the activities of the Regional Inspectors General for Audits who carry out audit activities in their assigned geographic areas.

2. Develops audit policy, procedures, standards, criteria and instructions for all audit activities performed by, or on behalf of, or conforming with SSA programs, grants, contracts or operations, complying with general accepted Government auditing standards and other legal, regulatory and administrative requirements.

3. Develops policy and procedure for an internal quality assurance system to provide reasonable assurance that applicable laws, regulations, procedures, standards and other requirements are followed in all audit activities performed by, or on behalf of, SSA.

4. Conducts quality assurance studies to ensure that the policies and procedures are implemented by each OA component and are functioning as intended.

5. Evaluates audit work, including performing quality control reviews of audit reports.

6. Develops and monitors audit work plans and tracks, monitors and reports on audit resolution.

7. Plans, develops and coordinates advanced techniques to carry out OA functions and coordinates and manages OA's information system.

8. Conducts, as well as oversees nationwide, the audits of SSA's Retirement, Survivors and Disability Insurance programs; the Supplemental Security Income Program; the Black Lung program; as well as the operation and administration of the entire agency.

9. Maintains an internal quality assurance system, including periodic quality control reviews, to provide reasonable assurance that applicable laws, regulations, policies, procedures, standards and other requirements are

followed in all SSA audit activities performed by, or on behalf of, SSA.

**Subchapter S8E—Office of Evaluations and Inspections**

S8E.00 Mission  
S8E.10 Organization  
S8E.20 Functions

Section S8E.00 *The Office of Evaluations and Inspections—(Mission):* The Office of Evaluations and Inspections (OEI) (S8E) conducts inspections of SSA programs, operations and processes to identify vulnerabilities, to prevent and detect misconduct, and to promote economy, efficiency and effectiveness in SSA programs and operations. In support of its mission, the office carries out and maintains an internal quality assurance system. The system includes quality assessment studies and quality control reviews of OEI processes and products to ensure that policies and procedures are effective, are followed and are functioning as intended.

Section S8E.10 *The Office of Evaluations and Inspections—(Organization):* The Office of Evaluations and Inspections (S8E) under the leadership of the Assistant Inspector General for Evaluations and Inspections, includes:

A. The Assistant Inspector General for Evaluations and Inspections (S8E).

B. The Immediate Office of the Assistant Inspector General for Evaluations and Inspections (S8E).

Section S8E.20 *The Office of Evaluations and Inspections—(Functions):*

A. The Assistant Inspector General for Evaluations and Inspections (S8E) is directly responsible to the Inspector General for carrying out the OEI mission and providing general supervision to the major components of OEI.

B. The Immediate Office of the Assistant Inspector General for Evaluations and Inspections (S8E) provides the Inspector General with staff assistance on the full range of his/her responsibilities.

1. Directs and coordinates the activities of the Regional Inspectors General for Evaluations and Inspections who carry out OEI's mission and activities in assigned geographic areas.

2. Develops OEI's evaluations and inspections policies, standards and procedures and assesses the quality of inspections to ensure compliance with policies and procedures.

3. Manages OEI's human and financial resources and develops and monitors OEI's management information systems.

4. Manages OEI's work planning process and reviews legislative, regulatory and program proposals for

vulnerabilities to fraud, waste and mismanagement.

5. Conducts inspections of SSA programs and recommends changes to improve efficiency and effectiveness. Provides programmatic expertise and issues information on new programs, procedures, regulations and statutes to OEI regional offices.

6. Evaluates SSA programs, provides written reports and follows up on implementation of corrective action recommendations. Evaluates the actions taken to resolve problems and vulnerabilities identified and provides additional data or corrective action options, where applicable.

7. Conducts data and trend analyses of major SSA initiatives to determine the effects of current policies and practices on program effectiveness and efficiency.

8. Recommends changes in program policies, regulations and law to improve efficiency and effectiveness and to prevent fraud, waste and abuse. Analyzes current policies to evaluate options for future policy, regulatory and legislative improvements.

This statement amends part S of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given of the establishment of SSA's Office of the General Counsel (OGC) (S9) at the first level below the Commissioner and the establishment of subordinate components. The new chapter reads as follows:

**Chapter S9—The Office of the General Counsel**

S9.00 Mission  
S9.10 Organization  
S9.20 Functions

Section S9.00 *The Office of the General Counsel—(Mission):* The General Counsel, as special advisor to the Commissioner on legal matters, is responsible for providing all legal services and advice to the Commissioner, Deputy Commissioner and all subordinate organizational components of SSA in connection with the operation and administration of SSA.

Section S9.10 *The Office of the General Counsel—(Organization)* The Office of the General Counsel under the leadership of the General Counsel includes:

A. The General Counsel (S9).

B. The Principal Deputy General Counsel (S9).

C. The Immediate Office of the General Counsel (S9A) which includes:

1. The Deputy General Counsel (Regional Operations) (S9A-1).

2. The Inspector General Staff (S9A–2).

D. The Division of General Law (S9B).

E. The Division of Litigation (S9C).

F. The Division of Policy and Legislation (S9E).

G. The Offices of Regional Chief Counsels (S9G–F1—S9G–FX).

Section S9.20 *The Office of the General Counsel*—(Functions):

A. The General Counsel (S9) is directly responsible to the Commissioner for carrying out the OGC mission and providing general supervision to the major components of OGC.

B. The Principal Deputy General Counsel (S9) assists the General Counsel in carrying out his/her responsibilities and performs other duties as the General Counsel may prescribe. In the event of the General Counsel's absence or disability, or in the event of a vacancy in the position of General Counsel, the Principal Deputy General Counsel acts for him/her unless the Commissioner directs otherwise.

C. The Immediate Office of the General Counsel (S9A) provides the General Counsel with staff assistance on the full range of his/her responsibilities. It includes:

1. The Deputy General Counsel (Regional Operations) (S9A–1) directs and coordinates regional Offices of the General Counsel personnel who carry out OGC's mission. In the event of the absence or disability of both the General Counsel and the Principal Deputy General Counsel, the Deputy General Counsel (Regional Operations) acts for the General Counsel unless the Commissioner directs otherwise.

2. The Inspector General Staff (S9A–2) provides legal services to SSA's Inspector General in all areas within the jurisdiction of the Inspector General including prosecution of all claims by SSA for civil money penalties under section 1129 of the Social Security Act, 42 U.S.C. 1320a–8.

D. The Division of General Law (S9B).

1. Provides legal services on business management activities and administrative operations throughout SSA, including procurement, contracting, patents, copyrights, personnel, budget, appropriations, employment, compensation, travel and claims involving these areas by and against SSA.

2. Provides legal services and advice regarding SSA's civil defense, civil rights and security programs as well as for SSA's administration of the Freedom of Information and Privacy Acts. Provides liaison with the Department of Justice on administering the Freedom of

Information and Privacy Acts. Liaisons with the Comptroller General.

3. Provides legal advice to officials and employees regarding ethics and standards of conduct matters. Coordinates SSA's confidential reporting system for reporting on financial interests and outside activities.

4. Assists SSA components with the development and implementation of ethics training, provides liaison with the White House General Counsel and the Office of Government Ethics on ethics matters.

5. Furnishes litigation support and litigation related advice to the Commissioner and all components of SSA in both administrative and court litigation in connection with each of the areas mentioned above. Represents SSA in all such litigation when such direct representation is authorized by law. In other cases, makes and supervises contacts with attorneys responsible for the conduct of such litigation.

E. The Division of Litigation (S9C).

1. Furnishes legal support and litigation related advice in both administrative and court litigation in connection with the operations and administration by SSA of the various programs administered by SSA under the Social Security Act and of other programs which do not fall within the jurisdiction of the Division of General Law (DGL) or the Inspector General Staff (IGS).

2. Represents SSA in all such litigation when such direct representation is authorized by law and in other cases, makes and supervises contacts with attorneys responsible for the conduct of such litigation.

F. The Division of Policy and Legislation (S9E).

1. Furnishes nonlitigation legal services and advice in connection with the operations and administration by SSA of the various programs administered by SSA under the Social Security Act and of other programs and areas which do not fall within the jurisdiction of DGL or IGS.

2. Drafts proposals for legislation originating in SSA, reviews specifications for such proposed legislation and reviews all proposed legislation submitted by SSA for comment. Drafts or reviews reports and letters to congressional committees, the Office of Management and Budget and others on proposed legislation and legislative matters. Prescribes the procedures to govern the routing and review within SSA of material relating to proposed legislation.

3. Drafts or reviews proposed testimony of SSA officials before

Congress relating to any area within the jurisdiction of the division.

4. Drafts or reviews all SSA regulatory materials and legal instruments relating to an area within the jurisdiction of the division.

G. The Offices of Regional Chief Counsels (S9G–F1—S9G–FX) provide the Commissioner and the various regional components of SSA with legal services and support as follows:

1. Provide professional legal and managerial expertise for the OGC in their respective geographic locations.

2. Provide litigation support and legal services and advice to the SSA Regional Commissioners in the various areas set out above regarding OGC divisions and the IGS.

This statement establishes part T of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given of the establishment of the Office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications (TA) at the first level below the Commissioner. Notice is further given of the establishment of the Office of Program Coordination and Planning, the Office of Policy Analysis and Evaluation, the Office of the Actuary, the Office of Disability, the Office of Disclosure Policy, the Office of Hearings and Appeals, the Office of International Policy, the Office of Policy, the Office of Communications, the Office of Research and Statistics and the Office of Program Benefits Policy. The new chapter reads as follows:

**Chapter TA—Office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications**

TA.00 Mission  
TA.10 Organization  
TA.20 Functions

Section TA.00 *The Office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications*—(Mission): The Office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications (ODCPPEC) directs the formulation of overall policy for SSA. Directs the formulation and issuance of program objectives. Directs and manages the planning, development, issuance and evaluation of program and operational policies, standards and instructions for the retirement and survivors insurance, disability and supplemental security income programs. Serves as a focal point for international program policy issues and activities. Oversees Agency hearings and appeals activities. Directs a public communications program that effectively promotes and furthers the

initiatives of SSA and public understanding of the Social Security programs. Serves as the central receipt for public inquiries. Oversees the collection, use and dissemination of both personal and non-personal information to ensure consistency with Agency objectives, law and the expectations of the American public. Directs, administers and coordinates a program of actuarial analysis and social science research related to Agency-administered programs and projected changes in those programs. Directs the development of actuarial estimates pertaining to SSA-administered programs. Provides information on the effects on individuals and the economy of programs operated by SSA and the interactions among these programs, other tax and income-transfer programs and economic, social and demographic forces.

Section TA.10 *The Office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications*—(Organization): The Office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications under the leadership of the Deputy Commissioner, Programs, Policy, Evaluation and Communications, includes:

- A. The Deputy Commissioner, Programs, Policy, Evaluation and Communications (TA).
- B. The Assistant Deputy Commissioner, Programs, Policy, Evaluation and Communications (TA).
- C. The Immediate Office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications (TAA).
  - 1. The Resources Management Staff (TAA-1).
  - 2. The Office Automation Support Staff (TAA-2).
- D. The Office of Program Coordination and Planning (TAB).
- E. The Office of the Actuary (TAC).
- F. The Office of Disability (TAE).
- G. The Office of Disclosure Policy (TAG).
- H. The Office of Hearings and Appeals (TAH).
- I. The Office of International Policy (TAJ).
- J. The Office of Policy (TAK).
- K. The Office of Communications (TAL).
- L. The Office of Research and Statistics (TAN).
- M. The Office of Program Benefits Policy (TAP).
- N. The Office of Policy Analysis and Evaluation (TAQ).

Section TA.20 *The Office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications*—(Functions):

A. The Deputy Commissioner, Programs, Policy, Evaluation and Communications (TA) is directly responsible to the Commissioner for carrying out the ODCPPEC mission and for providing general supervision to the major components of ODCPPEC.

B. The Assistant Deputy Commissioner, Programs, Policy, Evaluation and Communications (TA) assists the Deputy Commissioner in carrying out his/her responsibilities and performs other duties as the Deputy Commissioner may prescribe.

C. The Immediate office of the Deputy Commissioner, Programs, Policy, Evaluation and Communications (TAA) provides the Deputy Commissioner with staff assistance on the full range of his/her responsibilities.

1. The Resources Management Staff (TAA-1).
 

- a. Plans, develops and coordinates Deputy Commissioner for Programs, Policy, Evaluation and Communications (DCPPEC) financial, personnel, and administrative management programs, and advises the Executive Officer and/or the Deputy Commissioner of the impact of agency level finance, personnel and the administrative decisions which affect DCPPEC.

b. Formulates, justifies and presents DCPPEC's annual and multi-year budget submissions. Controls the collection, recording and reporting of all financial, personnel and administrative data in connection with the budget and staffing formulation and execution functions.

c. Reviews, and analyzes budget requests submitted by DCPPEC components and formulates DCPPEC financial operating plans and budget projections.

d. Is responsible for presenting DCPPEC's budget submissions and the justifications for these submissions to SSA officials and for the assessment of, and response to, SSA's reviews of these submissions.

e. Administers cost allocation functions of the budget process. Works with SSA budget officials to obtain the resources necessary to meet DCPPEC goals and objectives.

f. Monitors workload projections for budget execution and control purposes. Ensures that employment ceilings and obligations and expenditures of funds are in conformance with authorized allotments and allowances. Performs periodic reviews of budget execution and financial management practices in DCPPEC offices.

g. Administers Agency guidelines on personnel and Equal Employment Opportunity (EEO) issues. Serves as DCPPEC liaison with SSA and other federal components on labor

management relations, EEO and training issues.

h. Is responsible for advising the Executive Officer and/or Deputy Commissioner on issues impacting DCPPEC staff and staffing levels.

2. The Office Automation Support Staff (TAA-2).

a. Designs, implements and maintains automated information and communications systems DCPPEC-wide and provides systems support to DCPPEC components, advises on changing SSA plans and strategies with respect to systems.

b. Prepares all support documentation and represents DCPPEC interests with respect to systems projects and procurements, including performing project officer duties on contracts. Provides data and analysis for the DCPPEC Information Technology Systems budget submission.

c. Performs contract management functions for DCPPEC computer system contracts and interagency agreements. Ensures DCPPEC systems meet user needs and management information requirements.

d. Performs liaison function with vendors and Office of Systems components for servicing hardware, software, and network.

e. Performs property management function for systems equipment and software within the immediate Office of the Deputy Commissioner.

f. Designs complex computer-based systems to improve efficiency of DCPPEC operations and functions. Develops, implements, documents, and maintains applications systems for DCPPEC. These systems include client-server databases working across multiple operating system platforms. Performs management analysis of requirements, workflow, work processes and writes specifications for computer systems needed to improve operations, work processes and tasks. Maintains management plans for all systems projects.

g. Provides day-to-day operational systems management and support services for DCPPEC, including minicomputers, network, communications and microcomputer operations. Ensures that projects effectively support DCPPEC business and strategic plans.

h. Serves as electronic mail administrator for the immediate front office of the Deputy Commissioner.

i. Maintains electronic gateways from DCPPEC networks into Agency and non-SSA mainframe and other computer systems. Maintains liaison with Office of Systems on network issues and standards.



j. Identifies DCPPEC training needs with respect to systems activities, and coordinates with responsible SSA components to ensure that these needs are met.

D. The Office of Program Coordination and Planning (TAB) provides Agency leadership in identifying policies that can be changed and emerging technologies that can be used to improve service to the public; manages all planning activities for the Deputy Commissioner, including liaison with other Agency, governmental and private sector committees and groups; manages the Agency's on-line (Internet) policies and services; manages the flow of information and assignments within DCPPEC, and in coordination with the Office of the Commissioner and other major SSA Offices; prepares a wide range of information and materials for the Deputy Commissioner; and monitors progress in achieving Commissioner and DCPPEC initiatives and objectives.

E. The Office of the Actuary (TAC) develops actuarial estimates and analyses and cost estimates pertaining to SSA-administered retirement, survivors and disability programs and the supplemental security income program and to projected changes in those programs. Conducts studies of program financing. Performs actuarial and demographic research on social insurance and related program issues and projects future workloads.

F. The Office of Disability Policy (TAE) develops, coordinates and evaluates the disability program and issues related operational policies, standards and procedures. Develops and issues policies and guidelines for use by State, Federal or private contractor providers which implement the disability provisions of the Social Security Act as amended. The Office plans and directs a continuing evaluation of program performance and an economic and social survey program to evaluate the current impact and future needs of the disability program. Ensures that interrelated program policy and procedural areas are coordinated.

G. The Office of Disclosure Policy (TAG) develops and interprets SSA policy governing requests for disclosure of information from Agency records made under the provisions of the Privacy Act and the Freedom of Information Act (FOIA).

H. The Office of Hearing and Appeals (TAH) holds hearings and issues decisions as part of the SSA appeals process. Directs a nationwide field organization which conducts impartial hearings and makes decisions on appealed determinations involving retirement, survivors, disability, health

insurance, black lung and supplemental security income benefits. Performs central office reviews of decisions.

I. The Office of International Policy (TAJ) serves as SSA's focal point for international program policy matters and for its participation in the international Social Security community. Serves as liaison to international agencies and associations which deal with Social Security matters. Negotiates international Social Security (totalization) agreements with foreign governments and develops policies and procedures to implement the agreements. Develops and implements policies and procedures relating to the operation of the Social Security program outside the United States. Provides training programs and technical consultation on Social Security and related fields to Social Security officials and other experts outside the United States. Serves as liaison with other Federal agencies, such as the Department of State and the Department of the Treasury, on Social Security program matters outside the United States.

J. The Office of Policy (TAK) serves as the focal point for the Agency to ensure that strategic policy decisions are properly translated into operational policies and procedures and are implemented in an effective manner. Coordinates the development of policies across program lines to ensure consistency in implementation. Develops, promulgates and reviews all program regulations for consistency. Reviews regulations for directly-administered programs for consistency with statutory and congressional intent and with SSA policy decisions and requirements. Directs the clearance of regulations within the Agency and with other departments and agencies and the Office of Management and Budget. Develops the Agency's Regulatory Plan and its portion of the United Agenda of Federal Regulations. Is responsible for development, review and distribution of the Agency's instructional system. Develops and publishes general and special compilations of Social Security laws, various technical issuances and program handbooks. Ensures that policies are coordinated internally and that all instructional materials developed are compatible with overall operating policies and practices. Establishes policies relating to the Agency's notices to the public and serves as the focal point for the Agency's effort to improve service to the public through the issuance of clear notices. Evaluates the effectiveness of national policies in meeting program

goals and recommends necessary program modifications.

K. The Office of Communications (TAL) directs a program to develop and preserve working relationships with a wide variety of national organizations, special interest and advocacy groups, the media, other Federal agencies and State and local governments, for purposes of securing understanding, cooperation and acceptance of SSA programs, policies and procedures and for providing avenues of public participation in the decisionmaking process of SSA. Plans, directs, coordinates, effects and evaluates SSA's nationwide communications program, which involves interaction with other Federal and State agencies, local governments and other organizations concerned with public communications programs and activities. Develops public information programs and materials to ensure public knowledge and understanding of protections, rights and responsibilities under the programs administered by SSA. Directs SSA's Satellite Communications Network activities. Coordinates the non-English communications activities within SSA. Provides a central receipt, control, acknowledgement, response and referral program for all high-priority and other inquiries addressed to, or telephone calls directed to SSA headquarters, the Commissioner or other SSA executives. Develops correspondence policy and procedures and guide language on recurring topics and issues for use throughout the Agency.

L. The Office of Research and Statistics (TAN) is responsible for providing information on the effects on individuals and the economy of programs operated by SSA and the interactions among these programs, other tax and income-transfer programs and economic, social and demographic forces.

M. The Office of Program Benefits Policy (TAP) develops, coordinates and evaluates the retirement and survivors income programs and issues related operational policies, standards and instructions. Develops and issues policies and guidelines for use by State and Federal organizations which implement supplemental security income provisions. Develops agreements with the States that govern State supplementation programs, Medicaid eligibility, data exchange programs, food stamps and fiscal reporting processes. Plans and directs continuing performance evaluation and economic and social survey programs to evaluate the current impact and future needs of the RSI and SSI programs.

N. The Office of Policy Analysis and Evaluation (TAQ) conducts a comprehensive program to analyze cross-cutting policy issues, provide analytic support to external commissions and evaluate current and proposed social welfare policy.

**Subchapter TAB—Office of Program Coordination and Planning**

TAB.00 Mission  
TAB.10 Organization  
TAB.20 Functions

Section TAB.00 *The Office of Program Coordination and Planning—(Mission)*: The Office of Program Coordination and Planning (OPCP) provides Agency leadership in identifying policies that can be changed and emerging technologies that can be used to improve service to the public; manages all planning activities for the Deputy Commissioner, including liaison with other Agency, governmental and private sector committees and groups; manages the Agency's on-line (Internet) policies and services; manages the flow of information and assignments within ODCPPEC and in coordination with the Office of the Commissioner and other major SSA Offices; prepares a wide range of information and materials for the Deputy Commissioner; and monitors progress in achieving Commissioner and DCPPEC initiatives and objectives.

Section TAB.10 *The Office of Program Coordination and Planning—(Organization)*: The Office of Program Coordination and Planning, under the leadership of the Director, Office of Program Coordination and Planning, includes:

A. The Director of the Office of Program Coordination and Planning (TAB).

B. The Immediate Office of the Director, Office of Program Coordination and Planning (TAB).

C. The Planning and Technology Policy Staff (TABA).

D. The Program Coordination Staff (TABB).

Section TAB.20 *The Office of Program Coordination and Planning—(Functions)*:

A. The Director of the Office of Program Coordination and Planning (TAB) is directly responsible to the Deputy Commissioner, Programs, Policy, Evaluation and Communications for carrying out ODCPPEC's mission and providing managerial direction to the major components of ODCPPEC.

B. The Immediate Office of the Director, Office of Program Coordination and Planning (TAB) provides the Director with staff assistance on the full range of his/her responsibilities.

C. The Planning and Technology Policy Staff (TABA).

1. Provides Agency leadership in identifying the policies that can be changed and emerging technologies that can be used to improve our service to the public; develops policy scenarios for such change, testing change models and evaluating their efficacy; and recommends policy adjustments and positions to the Deputy Commissioner, Commissioner and the SSA Executive Staff.

2. Identifies how DCPPEC can administer its program functions more efficiently and effectively, considering such influences as workforce demographic changes, Agency-level restructuring and downsizing activities, technology and the organizational vision and missions. Tests change models within the organization.

3. Implements new planning strategies within DCPPEC organizations and manages the DCPPEC planning process, including improvements in information dissemination and coordination for DCPPEC staff.

4. Maintains liaison with Government-wide planning bodies, including committees, working groups, and oversight panels established in conjunction with Government-wide policy, planning and technology assessment activities. Establishes and maintains appropriate relationships with entities in the public and private sectors with respect to technology and policy planning issues.

5. Provides Agency leadership for SSA's on-line (Internet and emerging online information infrastructure) services, including participation with other SSA components, other governmental Agencies and the private sector in designing and testing specific online services which have major policy implications for improving service to the public; manages SSA's Internet services; establishes Internet service policies; and serves as DCPPEC's managing organization for Information Resources Management (IRM) functions.

6. Develops and manages DCPPEC-wide planning initiatives in conjunction with Agency-level planning activities (such as the Agency Strategic Plan, SSA Business Plan, Information Technology Systems plan) and in concert with Government-wide planning and policy review activities, including Presidential, Vice-Presidential and Office of Management and Budget initiatives.

D. The Program Coordination Staff (TABB).

1. Performs a wide variety of analytical, coordinative, technical and liaison activities for the Deputy Commissioner; conducts in-depth

reviews of submittals and policy documents to ensure completeness and consistency with the Social Security Act, regulations and policy; serves as a liaison with other SSA components and Federal agencies; represents the Deputy Commissioner at meetings with officials from other Federal agencies and/or SSA components; and provides guidance to DCPPEC executive staff in the area of communications.

2. Manages the daily flow of assignments and information within DCPPEC components and in coordination with the Office of the Commissioner and other major SSA Offices, ensuring timeliness, quality, and policy consistency in products created within DCPPEC.

3. Prepares a wide range of materials, including analytical papers, memoranda, speeches, talking points and briefing papers on the full range of Agency program provisions and policies.

4. Monitors progress in achieving Commissioner and Deputy Commissioner initiatives, objectives and priorities which involve DCPPEC components.

**Subchapter TAC—Office of the Actuary**

TAC.00 Mission  
TAC.10 Organization  
TAC.20 Functions

Section TAC.00 *The Office of the Actuary—(Mission)*: The Office of the Actuary (OACT) plans and directs a program of actuarial estimates and analyses pertaining to SSA-administered retirement, survivors and disability insurance programs and supplemental security programs and to projected changes in these programs. Evaluates operations in the Federal Old-Age and Survivors Insurance Trust Fund and the Federal Disability Insurance Trust Fund, conducts studies of program financing, performs actuarial and demographic research on social insurance and related program issues, and projects future workloads. Provides technical and consultative services to the Commissioner and to the Board of Trustees of those two Trust Funds and appears before congressional committees to provide expert testimony on the actuarial aspects of Social Security issues.

Section TAC.10 *The Office of the Actuary—(Organization)*: OACT, under the leadership of the Chief Actuary, includes:

A. The Chief Actuary (TAC).

B. The Deputy Chief Actuary (Short-Range) (TAC).

C. The Deputy Chief Actuary (Long-Range) (TAC).

D. The Immediate Office of the Chief Actuary (TAC).

E. The Office of Short-Range Actuarial Estimates (TACA).

F. The Office of Long-Range Actuarial Estimates (TACB).

Section TAC.20 *The Office of the Actuary—(Functions):*

A. The Chief Actuary (TAC) is directly responsible to the Deputy Commissioner, Programs, Policy, Evaluation and Communications for carrying out OACT's mission and provides supervision to the major components of OACT.

B. The Deputy Chief Actuary (Short-Range) (TAC) assists the Chief Actuary in carrying out his/her OACT-wide responsibilities and performs other duties as prescribed.

C. The Deputy Chief Actuary (Long-Range) (TAC) assists the Chief Actuary in carrying out his/her OACT-wide responsibilities and performs other duties as prescribed.

D. The Immediate Office of the Chief Actuary (TAC) provides the Chief Actuary and his/her Deputies with staff assistance on the full range of their responsibilities, and conducts special actuarial studies and analyses.

E. The Office of Short-Range Actuarial Estimates (TACA) is responsible for planning, directing and coordinating the development of short-range cost estimates for all Social Security programs both under current provisions and proposed changes in law or regulation. Develops special cost analyses involving technical actuarial issues; projects operations of the Trust Funds; provides a variety of data services including data collection, statistical support; and prepares estimates for general fund and interprogram reimbursement.

F. The Office of Long-Range Actuarial Estimates (TACB) is responsible for planning, directing and coordinating the development of long-range cost estimates for all the Social Security programs both under current provisions and proposed changes in law or regulation. Designs the economic, demographic and programmatic assumptions and the methods needed to develop these estimates; analyzes and publishes actuarial research based on projections and actual program experience; and provides authoritative advice to agency policymakers and congressional staffs relating to the long-range actuarial impact of current law and proposed program changes.

#### Subchapter TAE—Office of Disability

TAE.00 Mission

TAE.10 Organization

TAE.20 Functions

Section TAE.00 *The Office of Disability—(Mission):* The Office of Disability (OD) plans, develops, evaluates and issues the operational and administrative appeals process policies, standards and instructions for the SSA administered disability programs. Develops and promulgates policies and guidelines for use by State, Federal or private contractor providers which implement the disability provisions of the Social Security Act as amended. Provides operational policy advice, technical support and management direction to central office, regional office and field components in the administration of the disability programs. Evaluates the effects of proposed legislation and legislation pending before Congress to determine the impact on the disability programs. Plans and directs a continuing program performance evaluation, and an economic and social survey program to evaluate the current impact and future needs of the disability programs. Ensures that interrelated policy areas are coordinated. Processes State agency workloads on a temporary or transitional basis.

Section TAE.10 *The Office of Disability—(Organization):* The Office of Disability under the leadership of the Associate Commissioner for Disability, includes:

A. The Associate Commissioner for Disability (TAE).

B. The Deputy Associate Commissioner(s) for Disability (TAE).

C. The Immediate Office of the Associate Commissioner for Disability (TAE).

D. The Office of Medical Evaluation (TAEA).

E. The Federal Disability Determination Services (TAEB).

F. The Division of Medical and Vocational Policy (TAEC).

G. The Division of Field Disability Operations (TAEF).

H. The Division of Disability Process Policy (TAEG).

I. The Division of Disability Program Information and Studies (TAEH).

J. The Division of Employment and Rehabilitation Programs (TAEJ).

Section TAE.20 *The Office of Disability—(Functions):*

A. The Associate Commissioner for Disability (TAE) is directly responsible to the Deputy Commissioner, Programs, Policy, Evaluation and Communications for carrying out OD's mission and provides general supervision to the major components of OD.

B. The Deputy Associate Commissioner(s) for Disability (TAE) assists the Associate Commissioner in carrying out his/her responsibilities and

performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Disability (TAE) provides the Associate Commissioner and the Deputy Associate Commissioner with staff assistance on the full range of their responsibilities and coordinates the administrative and program activities of OD components.

D. The Office of Medical Evaluation (TAEA):

1. Provides advice and consultation to the Associate Commissioner of OD, the Commissioner and other officials of SSA on all medical aspects in the planning, direction and coordination of the Title II disability insurance (DI) program and the Title XVI supplemental security income (SSI) program for the blind and disabled.

2. Develops broad medical concepts and policies for the administration of the Title II and Title XVI programs, and provides consultation for research studies to develop improved medical techniques for evaluating impairment severity and disability.

3. Provides leadership and professional direction to the Regional Medical Officers and consultants, and to State Disability Determination Services (DDS) medical personnel engaged in Title II and Title XVI related activities.

4. Provides medical consultation required in the formulation of medical evaluation and development policies and guides, and develops orientation and training programs for medical personnel in OD, regional offices and State DDSs.

5. Carries out professional relations efforts in support of SSA's efforts to gain support from professional medical associations.

E. The Federal Disability Determination Services (TAEB):

1. Develops and adjudicates disability determinations either temporarily as help for one or more Disability Determination Services (DDS) or as a transition until a permanent alternative case processing operation is fully operational in the event that SSA must assume the disability determination function for a State because of noncompliance with regulations and guidelines, or voluntary withdrawal.

2. Pilot tests new work processes, procedures and systems prior to nationwide implementation; validates and conducts useability tests on new and/or revised systems processes; evaluates new or revised disability adjudication policies for national consistency and practical application; and conducts special studies and policy reviews required for management purposes.

3. Reviews and makes disability decisions on applications for disability under Title II and Title XVI of the Social Security Act on initial applications, on reconsideration requests, and continuing disability.

4. Screens disability applicants for, and makes referrals to, vocational rehabilitation (VR) agencies; develops and evaluates medical/vocational evidence; and arranges for procurement and payment of such evidence, as required.

5. Reviews State hearing officer and Federal hearing officer decisions; prepares decisions on foreign claims and changes hearing officers' determinations in accordance with the regulations at 404.918 and 416.1418; participates in hearing process studies; and prepares statistical and narrative reports and recommendations for training and policy and procedural changes based on case review and analysis or study findings.

F. The Division of Medical and Vocational Policy (TAEC):

1. Develops, evaluates, implements and maintains medical policy for deciding disability claims for all body systems to be used at all adjudicative levels.

2. Develops, evaluates, implements and maintains policy for deciding disability claims, including such areas as residual functional capacity, medical improvement review standard and other continuing disability issues, onset, duration, weighing of evidence and other issues affecting disability claims at all adjudicative levels.

3. Develops, evaluates, implements and maintains policy for all vocational issues, such as age, education, work experience, the vocational rules, and work evaluations which are used to decide disability claims at all adjudicative levels.

4. Develops, evaluates, implements and maintains all policy used to decide disability in childhood disability claims, including the childhood Listings of Impairments, individualized functional assessment and functional equivalency for all adjudicative levels.

5. Coordinates recommendations concerning which court decisions should be appealed; coordinates development of responses to interrogatories and court orders; and ensures that policies and procedures are changed to reflect specific court orders and legal precedents.

G. The Division of Field Disability Operations (TAEE):

1. Provides national guidance for the administrative aspects of the disability determination function whether administered through State DDS,

contracted out to the private sector, or accomplished by designated SSA organizational components.

2. Develops pertinent policies, regulations and procedures by establishing standards and guides for performance; monitoring performance; initiating corrective action where needed; coordinating workloads and administering the funds for the DDSs, etc. Conducts such studies and reviews as are necessary to the disability determination function.

3. Works through SSA regional offices, interested national organizations and other SSA central office components to accomplish objectives or, in special situations, works directly with the component performing the disability determination function.

4. Plans, coordinates and manages the Office of Disability systems related activities, including DDS and Federal Disability Determination Services automation, information resource management, expert systems, development of user specifications, and installation and testing of hardware, networks and communications links for DDSs.

5. Analyzes, plans, distributes and monitors all DDS funding on a State-by-State basis. This includes establishing and monitoring workload and productivity targets for each DDS.

H. The Division of Disability Process Policy (TAEG):

1. Develops procedures and instructions for the disability provisions of other programs including certain Title XVI and XVIII provisions unique to the disability programs, e.g., worker's compensation.

2. Develops and issues the policies, procedures and instructions relating to the development of nonmedical evidence, the processing of claims, the development of policy guidelines and technical procedures for the Continuing Disability Review process.

3. Develops the procedures and instructions which define the administrative appeals process. Develops notice policy and issues language and forms for use in disability claims and notices including foreign language and Braille notices.

4. Maintains liaison and assists professional relations efforts to gain the support of private advocacy groups, Federal, State and local agencies and the public and provides guidance and assistance on disability professional relations issues to the SSA regional and Disability Determination Services' field networks.

I. Division of Disability Program Information and Studies (TAEH):

1. Conducts research and evaluates studies on the disabled population and recipients and specific operational/administrative program issues. Designs demonstration projects.

2. Designs evaluation systems for and evaluates demonstration projects.

3. Develops and maintains data bases for research, statistical activities and program information. Provides recurring and specialized reports, and coordinates information requirements.

J. The Division of Employment and Rehabilitation Programs (TAEJ):

1. Implements the provisions of the Social Security Act which call for the referral of beneficiaries and recipients to the State or alternate vocational rehabilitation (VR) providers, evaluates VR provider services, reimburses VR providers for successful rehabilitations, ensures that client participation in a program is appropriate and meets the requirements of the Act and develops proposals and plans for new VR initiatives.

2. Implements and evaluates test models for delivering rehabilitation, job placement and post-employment services and for making appropriate referrals to public and private agencies. Administers contracts to support projects.

3. Develops initiative to promote public understanding and use of work incentives through enhanced outreach activities and by building networks with community-based agencies and service providers.

4. Prepares and revises regulations, operating policies and training materials. Develops proposals and plans for new work incentives.

5. Develops procedures and instructions for implementation of the drug addiction and alcoholism referral and monitoring provisions. Administers agreements implementing the provisions.

#### **Subchapter TAG—Office of Disclosure Policy**

TAG.00 Mission  
TAG.10 Organization  
TAG.20 Functions

Section TAG.00 *The Office of Disclosure Policy*—(Mission): The Office of Disclosure Policy (ODP) develops and interprets SSA policy governing requests for disclosure of information from SSA records made under the provisions of the Privacy Act and the Freedom of Information Act (FOIA).

Section TAG.10 *The Office of Disclosure Policy*—(Organization): ODP, under the leadership of the Director of the Office of Disclosure Policy, includes:

A. The Director of the Office of Disclosure Policy (TAG).

B. The Immediate Office of the Director of the Office of Disclosure Policy (TAG).

Section TAG.20 *The Office of Disclosure Policy*—(Functions):

A. The Director of the Office of Disclosure Policy (TAG) is directly responsible to the Deputy Commissioner, Programs, Policy, Evaluation and Communications for carrying out ODP's mission and provides managerial direction to the major components of ODP.

B. The Immediate Office of the Director of the Office of Disclosure Policy (TAG) provides the Director with staff assistance on the full range of their responsibilities.

1. Develops and interprets SSA policy governing requests for information made under the provisions of the Privacy Act.

2. Develops national standards relating to the release and exchange of personal data in SSA data bases. Manages SSA's interaction with other agencies in negotiating data releases and exchanges. Develops and interprets SSA policy related to personal access initiatives which allow individuals to use technology (e.g., personal computers, kiosks) to access their records from SSA data bases.

3. Negotiates with various federal government entities regarding electronic data sharing, direct terminal access to SSA computer records and use of the Social Security Number.

4. Assures Agencywide sensitivity to importance of privacy considerations in all situations involving disclosure of SSA data about individuals. Reviews Agency projects and initiatives to ensure compliance with the Privacy Act and related laws and regulations. Examines public service issues related to handling various information requests from the public. Develops decisions on Privacy Act appeals for the Commissioner.

5. Develops and interprets SSA policy governing requests for information made under the provisions of the Freedom of Information Act (FOIA). Directs FOIA activities in SSA, develops SSA's FOIA policies and procedures, and prepares the Annual Report to Congress on these activities. Decides whether records are required to be disclosed to members of the public. Develops decisions on FOIA appeals for the Commissioner and Deputy Commissioner.

#### **Subchapter TAH—Office of Hearings and Appeals**

TAH.00 Mission

TAH.10 Organization

TAH.20 Functions

Section TAH.00 *The Office of Hearings and Appeals*—(Mission): The Office of Hearings and Appeals (OHA) administers the nationwide hearings and appeals program for SSA. Provides the basic mechanisms through which individuals and organizations dissatisfied with determinations affecting their rights to and amounts of benefits or their participation in programs under the Social Security Act may administratively appeal these determinations in accordance with the requirements of the Administrative Procedure and Social Security Acts. OHA includes a nationwide field organization staffed with Administrative Law Judges (ALJs) who conduct impartial hearings and make decisions on appeals filed by claimants, their representatives, providers-of-service institutions and others under the Social Security Act. The Appeals Council of OHA impartially reviews ALJ decisions, either on the Appeals Council's own motion or at the request of the claimant, and renders the Commissioner's final decision when review is taken. Reviews new court cases to determine whether the case should be defended on the record or the Commissioner should seek voluntary remand, and reviews final court decisions in light of the programmatic and administrative implications involved and makes recommendations as to whether appeal should be sought. Provides advice and recommendations on Social Security Administration program policy and related matters, including proposed Social Security Rulings.

Section TAH.10 *The Office of Hearings and Appeals*— (Organization): The Office of Hearings and Appeals, under the leadership of the Associate Commissioner for Hearings and Appeals, includes:

A. The Associate Commissioner for Hearings and Appeals (TAH).

B. The Deputy Associate Commissioner for Hearings and Appeals (TAH).

C. The Immediate Office of the Associate Commissioner for Hearings and Appeals (TAH) which includes:

1. The Executive Secretariat (TAH-1).

2. The Special Counsel Staff (TAH-2).

D. The Office of the Chief Administrative Law Judge (TAHA).

1. The Division of Field Operations and Liaison (TAHA1).

2. The Division of Field Practices and Procedures (TAHA2).

3. The Vocational Expert and Medical Advisor Staff (TAHA1).

4. The Division of Medicare Part B (TAHA4).

E. The Offices of the Regional Chief Administrative Law Judges (TAH-F1—TAH-FX).

F. The Office of Appellate Operations (TAHB), which includes the Executive Director who also serves as Deputy Chair of the Appeals Council, the Appeals Council and its Administrative Appeals Judges, Appeals Officers, a Deputy Director to the Executive Director, and a Director of Operations.

1. The Operations Management, Analysis and Coordination Staff (TAHB1).

2. The Division of Program Support (TAHB2).

3. The Medical Support Staff (TAHB3).

4.-22. The Disability Program Branches 1-19 (TAHB4-9 and TAHBA-Q).

23.-24. The Court Case Preparation and Review Branches 1-2 (TAHBR-S).

25. The Division of Retirement and Survivors Insurance, Supplemental Security Income and Health Insurance (TAHBT).

G. The Office of Policy, Planning and Evaluation (TAHC).

1. The Division of Litigation Analysis and Implementation (TAHC1).

2. The Division of Planning and Evaluation (TAHC2).

3. The Division of Policy (TAHC3).

H. The Office of Management (TAHE).

1. The Equal Employment Opportunity Staff (TAHE1).

2. The Division of Congressional and Public Inquiries (TAHE2).

3. The Division of Budget and Financial Management (TAHE3).

4. The Division of Materiel Resources (TAHE4).

5. The Division of Systems Resources (TAHE5).

6. The Division of Management Analysis and Employee Development (TAHE6).

Section TAH.20 *The Office of Hearings and Appeals*—(Functions):

A. The Associate Commissioner of Hearings and Appeals (TAH) is directly responsible to the Commissioner of Social Security for carrying out OHA's mission of holding hearings and rendering decisions on appeals filed under Titles II, XVI, and XVIII of the Social Security Act, as amended, and Title IV of the Federal Coal Mine Health and Safety Act of 1969, as amended. The Associate Commissioner is responsible for planning, directing, managing, coordinating, and maintaining the integrity of the nationwide SSA hearings and appeals system. As Chair of the Appeals Council, the Associate Commissioner is responsible for the decisions issued at the final administrative level of the Social Security Administration.

B. The Deputy Associate Commissioner for Hearings and Appeals (TAH) assists the Associate Commissioner in carrying out his/her OHA-wide responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Hearings and Appeals (TAH) provides the Associate Commissioner and the Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

1. The Executive Secretariat (ES) (TAH-1) is the liaison and coordination point between the Office of the Associate Commissioner and major SSA and OHA components. It serves as the primary point of contact with OC, ODCPPEC, other Deputy and Associate Commissioners and other top SSA staff for sensitive and urgent matters and to ensure OHA support to those officials.

2. The Special Counsel Staff (TAH-2) serves as professional legal advisor to the Associate Commissioner, OHA, and to other members of the OHA Executive Staff on all matters pertaining to the legislative process, labor relations law, ethics and administrative law, with special emphasis on the Administrative Procedure Act.

D. The Office of the Chief Administrative Law Judge (TAHA) serves as the principal consultant and advisor to the Associate Commissioner on all matters concerning the Administrative Law Judge (ALJ) hearing function. Under the executive leadership of the Associate Commissioner, the Chief Administrative Law Judge manages and administers a hearings organization consisting of a nationwide network of hearing offices and supporting regional offices nationwide. The Chief Administrative Law Judge has primary responsibility for maintaining effective channels of communication between the Associate Commissioner and the RCALJs and the ALJ corps. Formulates and develops broad policies and objectives and establishes program goals for OHA's ALJ corps. Maintains a continuous review of all aspects of OHA field operations, and implements improvements where needed. Is responsible for developing and maintaining the procedures for effective operation of the hearings process. Provides management oversight for all administrative and managerial functions involved in the day-to-day operations of field activities; coordinates regional and hearing office activities; prepares, reviews and drafts decisions and dismissals in Medicare Part B cases; and conducts liaison with other government and private agencies

on issues falling within the Office's area of responsibility.

1. The Division of Field Operations and Liaison (TAHA1) serves as liaison for the field with all headquarters components, and provides advice, guidance, and counsel to field units in all areas of identified needs. Assists the Chief Administrative Law Judge in setting field office objectives. Analyzes field resource needs, including staffing, equipment, training and travel and recommends resource allocations to meet those needs. Represents the field on ongoing or ad hoc workgroups, task forces, etc.

2. The Division of Field Practices and Procedures (TAHA2) formulates, develops, communicates and oversees field practices and procedures governing the conduct of the hearing process and other program operations issues in response to the Associate Commissioner, the Chief Administrative Law Judge, or other OHA management officials, as well as a result of court orders and/or changes in the law and regulations.

3. The Vocational Expert and Medical Expert Staff (TAHA3) formulates, develops and oversees the national program for recruitment and use of Vocational Experts and Medical Experts at hearings before Administrative Law Judges. On an ongoing basis, monitors Regional and Hearing Office operations regarding the program and when appropriate provides guidance and makes necessary changes.

4. The Division of Medicare Part B (TAHA4) processes Medicare Part B cases on receipt from Health Care Financing Administration (HCFA) contractors. Researches the law, regulations and relevant policy to resolve case-related issues as necessary. Drafts all decisions where an on-the-record decision is requested and drafts decisions where hearings are held by an Administrative Law Judge who is attached directly to the division. Provides technical and staff assistance to the Chief Administrative Law Judge and all Administrative Law Judges concerning the adjudication of Medicare Part B cases.

E. Each Office of the Regional Chief Administrative Law Judge (TAH-F1—TAH-FX) acts on behalf of the Associate Commissioner and the Chief Administrative Law Judge at the respective regional levels on all matters involving the hearings process, and is directly responsible for the effective execution of the hearings process within the region. Provides direction, leadership, management and guidance to the regional office staff and to the hearing offices in the region, including

Administrative Law Judges (ALJs) and their staffs. Is responsible for the regional implementation of national policies, goals, objectives, and procedures pertaining to the hearings process, and formulates policies, goals, and objectives for the ALJs and support staff in the region. Develops and recommends OHA action with respect to allegations of unfair hearings within the region. Is responsible for evaluating the effectiveness of regional and hearing office management. Reviews hearing practices and procedures to detect trends, training needs, and operational problems. Investigates allegations of improper employee conduct, and makes recommendations as to necessary corrective action. Has responsibility for the acquisition and distribution of human and material resources within the region. Coordinates operation and administrative activities with SSA regional offices, other SSA regional components, State Agencies, and others, as necessary. Establishes a program to maintain ongoing communication with congressional offices on issues of mutual interest and ensures timely and accurate responses to congressional inquiries. Ensures that court remands are processed efficiently within the region, and coordinates with the Office of the Chief Counsel in the region to foster OHA compliance with court requirements. Serves as an expert advisor on substantive issues within the region, and upon request by ALJs, provides advice and guidance in matters relating to adjudicating cases under the provisions of the Social Security Act, as amended. Reviews and analyzes fee petitions from attorneys and representatives of claimants for the provision of services at the hearing level, and authorizes payment of fees in those cases where the fees are beyond the authority of a hearing office Administrative Law Judge.

F. The Office of Appellate Operations (TAHB) consists of the Appeals Council and its support staff. In accordance with a direct delegation of authority from the Commissioner of Social Security, the Appeals Council is the final level of administrative review under the Administrative Procedure Act for claims filed under Titles II, XVI, and XVIII of the Social Security Act, as amended, and Title IV of the Federal Coal Mine Health and Safety Act of 1969, as amended. The Executive Director of the Office of Appellate Operations (OAO) is the Deputy Chair of the Appeals Council and is responsible for the day-to-day operations of a program of administrative review of ALJ decisions issued under the provisions of the

Social Security Act. Upon claimant request or on the Appeals Council's own motion, OAO reviews ALJ decisions and dismissals involving claims for benefits filed under Titles II and XVI of the Social Security Act, as amended, health insurance cases under Title XVIII of the Act, including claims for individual enrollment to participate under Parts A and/or B of Title XVIII and claims by hospitals, skilled nursing facilities and independent laboratories seeking certification or continued certification under the Act, and claims under Title IV of the Federal Coal Mine Health and Safety Act of 1969, as amended, to determine if jurisdiction exists, and, if so, takes appropriate action. The Appeals Council identifies cases which represent broad policy matters or have national impact, conducts oral hearings and acts to resolve the issues in such cases, establishing binding adjudicatory standards and decisional principles that govern OHA's adjudicatory process. Tracks and analyzes court case trends and disseminates information to guide adjudicators with respect to case law, to implement an effective appeals strategy, and to identify areas and make recommendations as to policies which need to be developed and/or clarified, new regulations which need to be developed, or clarifying legislation which should be sought.

1. The Operations Management, Analysis and Coordination Staff (TAHB1) provides a comprehensive program of management analysis and evaluative services to assist the Appeals Council in adjudicating cases, to assist the Executive Director of OAO, and to assist the support staff of the Appeals Council in performing their program review function.

2. The Division of Program Support (TAHB2) under the direction of the Director of Operations of OAO, provides support services to the Appeals Council, including reconstruction of lost claim files and receiving and analyzing fee petitions. Provides reprographic services and controls transcription of hearing cassettes in preparation of the official answer to civil actions filed against the Commissioner of SSA.

3. The Medical Support Staff (TAHB3) consists of staff physicians, consulting physicians, and support staff and provides expert professional judgment to the Appeals Council on individual disability and health insurance claims. Provides informational, advisory and consultant services to the Appeals Council and its support staff on matters of interpretation and application of national policy on SSA and OHA disability criteria and regulations. It reviews disability evaluation training

manuals for consistency and national uniformity, represents OHA in contacts with appropriate professional affiliations, and coordinates with the Office of Disability and International Operations all matters of joint interest in the area of medical disability evaluation.

4.-22. The Disability Program Branches 1-19 (TAHB4-9 and TAHBA-Q) serve as support staff providing advice to the Appeals Council in its review of ALJ decisions and dismissals involving claims for benefits. Following an analysis of the record and any additional evidence and/or argument submitted, and applying a thorough knowledge of the Act, Regulations, Rulings and applicable case law, the staff in the program review branches examine hearing decisions and other final actions of the Administrative Law Judges, and requests for Appeals Council review, and make recommendations to the Appeals Council as to what action should be taken on cases pending before the Council. Analyze and recommend action on cases remanded by the courts and those referred by the Office of General Counsel (OGC) for consideration of whether remand should be requested at the Commissioner's motion. Recommend to OGC defense on the record of certain litigated cases if further administrative action is not warranted.

23.-24. The Court Case Preparation and Review Branches 1-2 (TAHBR-S) serve as a support staff to OAO. Prepare remand orders and affidavits and related correspondence on cases in which a complaint has been filed in Federal court. Within published guidelines, recommend to OGC defense on the record for certain litigated cases if further administrative action is not warranted. Analyze and recommend action on cases remanded by the courts. Prepares all court transcripts and controls and maintains all certified records of claims at the civil actions level.

25. The Division of Retirement and Survivors Insurance, Supplemental Security Income and Health Insurance (TAHBT) serves as a support staff and provides advice to the Appeals Council in its review of decisions and dismissals involving claims to establish entitlement to Health Insurance benefits under Title XVIII of the Social Security Act, including claims for individual enrollment to participate under Parts A and/or B of Title XVIII and claims by hospitals, skilled nursing facilities and independent laboratories seeking certification under the Social Security Act, decisions and dismissals involving

claims to establish entitlement and the amount of benefits in old-age, survivors and disability under Title II of the Social Security Act; and claims to establish eligibility for and benefits payable in Title XVI cases. Following an analysis of the record and any additional evidence and/or argument submitted, and applying a thorough knowledge of the Act, Regulations, Rulings and applicable case law, examines hearing decisions and other final actions of the ALJ, and requests for Appeals Council review, and makes recommendations to the Administrative Appeals Judges as to what action should be taken on cases pending before the Council whether before or after a civil action is filed.

G. The Office of Policy, Planning and Evaluation (TAHC) plans, analyzes and develops OHA-wide policy for the hearings, appeals and civil actions processes. Responsible for SSA policy with respect to claimant representation and fees charged for their services. Manages the overall OHA hearings and appeals process policy communications system. Is responsible for OHA activity with respect to Social Security regulations, including developing an OHA position with respect to program regulations proposed by SSA components. Monitors OHA's implementation of program regulations governing the hearings and appeals process. Plans and conducts a comprehensive OHA-wide evaluation program designed to support OHA policy and regulatory initiatives and measure the overall effectiveness of the nationwide hearings and appeals process. Provides advice and guidance throughout OHA on matters involving program policies, planning and evaluation. Coordinates policy, planning and evaluation matters within OHA, with OGC, other SSA components, with HCFA and with other Federal agencies and private organizations. Develops and coordinates program training in conjunction with appropriate OHA, SSA, HCFA and OGC components. Develops and implements an appeals strategy, in conjunction with other OHA components, that identifies the issues and types of cases which OHA believes should be appealed. Captures court trend information for dissemination to other components to assist in formulating the Agency's litigation strategy and improving the adjudication process.

1. The Division of Litigation Analysis and Implementation (TAHC1) develops and implements, in conjunction with other OHA components, an appeals strategy that identifies the issues and types of cases which OHA believes

should be appealed. Captures court trend information for dissemination to other components to assist in formulating the Agency's litigation strategy and improving the adjudication process. Develops and maintains a compendium of circuit court case law with systems-based access. Tracks pending class actions, forecasts potential workload impact, and makes recommendations to workload components regarding workload impact. Uses court trend information to identify and make appropriate recommendations with respect to areas in which policies need to be developed and/or clarified, new regulations need to be developed, or clarifying legislation should be sought. Prepares and updates significant court case requirements used in reviewing court cases. Uses court trend information to identify areas where additional training is needed or other measures are needed to improve defensibility. Advises OHA officials of significant cases and trends and of litigation issues which may require revision of operating instructions, and assists with the preparation of the instructions. Coordinates OHA's views on proposed Social Security Acquiescence Rulings. In response to OHA-identified cases and to requests for appeals recommendations from the Litigation Staff, ODCPPEC, obtains the views of affected OHA components and formulates an OHA position on appeal. Maintains liaison with OGC and ODCPPEC to coordinate the settlement of class actions and class action implementation. In coordination with other OHA components, develops instructions for OHA implementation of class action orders, monitors implementation and serves as a focal point for questions from OHA adjudicators. Responds to requests from OGC and the ODCPPEC regarding information about OHA operations requested in the course of litigation. Coordinates OHA's response to discovery requests. Administers and coordinates the Freedom of Information Act and Privacy Act provisions for OHA.

2. The Division of Planning and Evaluation (TAHC2) develops, coordinates and conducts a comprehensive OHA-wide program of studies and analyses of the application of and compliance with SSA and OHA policies and procedures in all phases of OHA's hearings and appeals processes and SSA's claimant representation process and the quality of results achieved. Provides advice and assistance to other OHA components in designing and implementing

appropriate systems and procedures for collecting, recording, analyzing and evaluating data to assess the quality of work emanating from the hearings and appeals processes. Conducts studies of policy implementation within OHA. Identifies problem areas and deficiencies in policies. Develops techniques and systems for conducting evaluations of the substantive and technical aspects of claims throughout OHA.

3. The Division of Policy (TAHC3) plans, develops and coordinates the preparation of regulations, policies and guidelines for the hearings, appeals, civil actions and claimant representation processes under Titles II, XVI and XVIII of the Social Security Act, as amended, and under Title IV of the Federal Coal Mine Health and Safety Act of 1969, as amended. Ensures that operating procedures and instructions developed to implement the hearings and appeals process conform with SSA benefit program policy and OHA hearings and appeals process policy. Provides advisory services, consultation, and staff assistance to other components of OHA. Maintains ongoing liaison with SSA, HCFA, OGC and others with respect to program, legislative and policy matters. Reviews current and developing trends in administrative law and litigation; analyzes and prepares policy recommendations; and develops long-range and short-range plans for hearing and appeals policy matters and OHA's implementation of benefit program policy matters. Develops and coordinates program training in conjunction with other OHA, SSA, and OGC program components.

H. The Office of Management (OM) (TAHE) provides administrative support to the Associate Commissioner for all management and systems related activities for OHA. Coordinates with the Chief Administrative Law Judge with respect to management, financial, materiel resources and systems support functions which affect field operations. Has direct line authority for all management and administrative support functions for Headquarters' components of OHA and in coordination with the Chief Judge, for all field components of OHA including its regional offices (ROs) and hearing offices nationwide. Coordinates and integrates the management programs and administrative planning initiatives of OHA into the long-range goals and objectives of SSA. Monitors OHA's progress toward meeting established Agency goals and makes recommendations for needed adjustments to enable OHA to meet

these goals. Plans, directs and implements an EEO program within OHA. Plans, directs, administers and evaluates the congressional and public inquiries activities for OHA. Plans, directs and administers a comprehensive nationwide management analysis program to identify areas requiring improvement to enhance the quality and effectiveness of management practices and to assess trends in management.

1. The Equal Employment Opportunity Staff (TAHE1) is responsible for OHA's Equal Opportunity program. Plans, develops, implements and monitors OHA's affirmative action program, and administers the EEO complaint process for OHA headquarters. Provides guidance for, and monitoring of, OHA regional EEO programs.

2. The Division of Congressional and Public Inquiries (TAHE2) formulates policies, procedures and guidelines for use in responding to high priority correspondence from the public and congressional offices. Serves as the correspondence liaison staff with the Commissioner's Office, the Office of Communications and other SSA components.

3. The Division of Budget and Financial Management (TAHE3) plans, develops and coordinates OHA's budget and financial management programs, advising the Director of OM and/or the Associate Commissioner of the financial impact of all decisions which may affect the program and administrative operations of the Agency. Formulates, justifies and presents OHA's annual and multi-year budget submissions. Reviews and analyzes budget requests submitted by OHA components and formulates OHA's financial operating plans and budget projections. Works with SSA budget officials to obtain the resources necessary to meet OHA goals and objectives. Develops all necessary applications for generating budget data and financial management reports. Executes and administers a financial management system, integrating resource management controls. Ensures that employment ceilings and obligations and expenditures of funds are in conformance with authorized allotments and allowances. Administers the travel and payroll function for all OHA headquarters components and ALJs nationwide.

4. The Division of Materiel Resources (TAHE4) plans, directs and provides administrative support services in the areas of space planning and management; forms and records management; property management; equipment control and maintenance;



graphic arts; safety and self-protection, including emergency planning; security; procurement and supply; laboring services; mail and messenger services; motor vehicle operations; and communications systems management. Organizes, controls and coordinates procurement and property management activities, including development of specifications and requisitions for procurement of property, inspections of property owned or leased by the United States Government, and property accountability. Administers an occupational health and safety program in compliance with established health and safety concepts, regulations, standards and procedures. Administers security programs and inspections, and coordinates with local law enforcement officials to ensure protection of OHA property and personnel.

5. The Division of Systems Resources (TAHE5) is the focal point for all OHA systems-related activities. Provides office automation and data processing support to all OHA components. Develops OHA's long-range systems goals and objectives. Provides computer programming and systems support for the planning, design, development and implementation of all OHA ADP systems. Serves as liaison with the Office of Systems on all matters pertaining to systems, and ensures that OHA systems efforts are undertaken, that projects underway are carried out successfully and that OHA participates fully in the SSA systems strategy.

6. The Division of Management Analysis and Employee Development (TAHE6) advises the Director of OM and the Associate Commissioner in all management areas involving management practices, management analysis, operational analysis and the resolution of management/employee concerns and problems. Plans, designs and administers evaluation programs and tracking systems to assess the efficiency and effectiveness of OHA operations in the field and headquarters. Serves as the focal point of contact for coordinating the General Accounting Office, OIG, SSA and other studies of OHA operations. Coordinates, develops and publishes administrative delegations of authority for OHA. Administers OHA's Employee Development Program. Develops and administers an OHA-wide program to identify training needs; develops mechanisms to meet identified training needs; and assesses the effectiveness of the OHA training program in meeting

the training needs of managers, supervisors and employees.

**Subchapter TAJ—Office of International Policy**

TAJ.00 Mission  
TAJ.10 Organization  
TAJ.20 Functions

Section TAJ.00 *The Office of International Policy*—(Mission): The Office of International Policy (OIP) serves as SSA's focal point for international program policy matters and for its participation in the international Social Security community. Serves as liaison to international agencies and associations which deal with Social Security matters. Negotiates international Social Security (totalization) agreements with foreign governments, and develops policies and procedures to implement the agreements. Develops and implements policies and procedures relating to the operation of the Social Security program outside the United States. Provides programs of training and technical consultations on Social Security and related fields to Social Security officials and other experts outside the United States. Serves as liaison with other Federal agencies, such as the Department of State and the Department of the Treasury, on Social Security program matters outside the United States.

Section TAJ.10 *The Office of International Policy*—(Organization): The Office of International Policy, under the leadership of the Director of the Office of International Policy includes:

- A. The Director for International Policy (TAJ).
- B. The Immediate Office of the Director for International Policy (TAJ).
- C. The Division of International Program Policy and Agreements (TAJA).
- D. The International Activities Staff (TAJB).

Section TAJ.20 *The Office of International Policy*—(Functions):

- A. The Director for International Policy (TAJ) is directly responsible to the Deputy Commissioner, Programs, Policy, Evaluation and Communications for carrying out the OIP mission and provides supervision to the major components of OIP.
- B. The Immediate Office of the Director for International Policy (TAJ) provides the Director with staff assistance on the full range of his/her responsibilities, helps coordinate the activities of OIP components, and acts as the SSA or United States Government representative to international organizations and world bodies involved with international social security matters.

C. The Division of International Program Policy and Agreements (TAJA).

1. Plans, develops and evaluates program policies and procedures relating to foreign claims administration, foreign evidence and beneficiaries and modifies policies and procedures to meet program requirements in foreign countries.
  2. Negotiates international Social Security (totalization) agreements with foreign governments and takes the actions necessary to secure their approval, develops policies and procedures to implement agreements and administers the coverage provisions of the agreements.
  3. Issues certificates of coverage to United States-based workers who are on temporary assignments in countries with which the United States has international totalization agreements to exempt them (and their employers) from foreign social security taxes.
  4. Interacts with various SSA components, other Federal agencies and governments of other countries on all foreign program matters, including evaluation of foreign social insurance systems for alien nonpayment purposes, benefit payment delivery and restrictions, acceptability of foreign evidence, program integrity and mutual assistance arrangements with other countries.
  5. Conducts legislative and regulatory reviews, studies and analyses of all matters relating to international policy and international Social Security agreements and takes necessary legislative or regulatory action on foreign program and agreement problems requiring such remedy.
- D. The International Activities Staff (TAJB).
1. Develops and coordinates individualized programs of consultation and observation for foreign Social Security officials and experts in related fields on the United States Social Security system.
  2. Coordinates SSA's technical assistance to foreign countries in designing and/or modernizing existing social security systems.
  3. Serves as SSA's focal point in disseminating information about the United States Social Security program to foreign organizations.
  4. Plans and coordinates SSA's international travel plan, including providing logistical support and administering all activities relating to control of official passports for SSA staff travelling abroad.
  5. Plans, implements and manages SSA-hosted international conferences, meetings and seminars.

**Subchapter TAK—Office of Policy**

TAK.00 Mission  
TAK.10 Organization  
TAK.20 Functions

Section TAK.00 *The Office of Policy*—(Mission): The Office of Policy (OP) serves as the focal point for the Agency to ensure that strategic policy decisions are properly translated into operational policies and procedures and are implemented in an effective manner. Coordinates the development of policies across program lines to ensure consistency in implementation. Develops, promulgates and reviews all program regulations for consistency. Reviews regulations for directly-administered programs for consistency with statutory and congressional intent and with SSA policy decisions and requirements. Directs the clearance of regulations within the Agency and with other departments and agencies and the Office of Management and Budget. Develops the Agency's Regulatory Plan and its portion of the United Agenda of Federal Regulations. Is responsible for development, review and distribution of the Agency's instructional system. Develops and publishes general and special compilations of Social Security laws, various technical issuances and program handbooks. Ensures that policies are coordinated internally and that all instructional materials developed are compatible with overall operating policies and practices. Establishes policies relating to the Agency's notices to the public and serves as the focal point for the Agency's effort to improve service to the public through the issuance of clear notices. Evaluates the effectiveness of national policies in meeting program goals and recommends necessary program modifications.

Section TAK.10 *The Office of Policy*—(Organization):

The Office of Policy, under the leadership of the Associate Commissioner for Policy includes:

A. The Associate Commissioner for Policy (TAK).

B. The Deputy Associate Commissioner for Policy (TAK).

C. The Immediate Office of the Associate Commissioner for Policy (TAK).

D. The Notice Policy Staff (TAKA).

E. The Division of Regulations and Rulings (TAKB).

F. The Division of Directives Management (TAKC).

Section TAK.20 *The Office of Policy*—(Functions):

A. The Associate Commissioner for Policy (TAK) is directly responsible to the Deputy Commissioner Programs, Policy, Evaluation and Communications for carrying out OP's mission and

provides general supervision to major components of OP.

B. The Deputy Associate Commissioner for Policy (TAK) assists the Associate Commissioner in carrying out his/her responsibilities, and performs other duties that the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Policy (TAK) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities and helps coordinate the activities of OP components.

D. The Notice Policy Staff (TAKA) serves as the focal point for SSA's effort to improve service to the public through the issuance of clear notices. Coordinates, plans, establishes priorities and schedules all notice improvement activities for the Agency. Develops Agency-level strategies for notice improvements. Establishes the Agency's notice policy and develops and publishes the Agency's Notice Standards. Designs and writes notices and selected forms. Provides direction for notice content and design throughout SSA. Acts as a clearinghouse through which program offices submit proposed new or revised notices and selected forms. Assesses the impact of new notices on public service. Develops, plans and implements Agency efforts to get public feedback about notices. Maintains the language database for the Field Office Notice Software, both in English and Spanish. Oversees training for operations and program components to improve the quality of notices.

E. The Division of Regulations and Rulings (TAKB) plans, develops and writes SSA regulations and provides for the publication of regulations. Performs an ongoing assessment of the regulations process in SSA. Coordinates, within SSA, the review and clearance of regulations for the claims and payment processes developed for the RSDI programs, the SSI program and the Black Lung Benefits programs. Ensures that OP has input into the regulations development process. Coordinates activities with SSA's Office of the General Counsel on the issuance of regulations. Coordinates activities with other departments and agencies on the issuance of regulations. Negotiates with the Office of Management and Budget and the Office of the Federal Register on regulations matters. Plans and develops Social Security Rulings to provide interpretations and applications of the Social Security Act. Coordinates the review and clearance of Social Security Rulings with the Office of the General

Counsel, the Office of the Commissioner and other ODCPPEC components and arranges for their publication in the **Federal Register**.

F. The Division of Directives Management (TAK3) directs the review, coordination, publication and distribution of program instructions and other materials in paper and electronic form to insure uniformity, lack of duplication and compatibility of all SSA operations, instructional and informational material. Also, coordinates the publication, distribution and warehousing of all Social Security Rulings that have been published in the **Federal Register**. Participates in determining the instructional needs of SSA operating personnel. Researches and develops processes for providing instructions digitally. Directs technical review of program operating instructions to insure proper integration, organization, clearance and audience for materials prepared by various SSA components for the Program Operations Manual System and related program guides. Coordinates publication, distribution and warehousing of all program instructional and related materials and directs a quality review of new issuances to insure proper reproduction of printed materials. Indexes all program instructional materials and determines user needs in this area. Develops and publishes general and special compilations of Social Security laws, various technical issuances and program handbooks. Participates with SSA's Systems organization in the design, development and ongoing administration of a computerized system for storing, updating, publishing and distributing operational instructions and materials. Coordinates with SSA's Office of Human Resources as appropriate. Establishes policies and guidelines for the distribution of SSA's program publications to the public as required by the Freedom of Information Act.

#### **Subchapter TAL—Office of Communications**

TAL.00 Mission  
TAL.10 Organization  
TAL.20 Functions

Section TAL.00 *The Office of Communications*—(Mission): The Office of Communications (OCOMM) directs a program to develop and preserve working relationships with a wide variety of national organizations, special interest and advocacy groups, the media, Members of Congress, other Federal agencies and State and local governments, for purposes of securing understanding, cooperation and acceptance of SSA programs, policies

and procedures and for providing avenues of public participation in the decisionmaking processes of SSA. Plans, directs, coordinates, effects and evaluates SSA's nationwide public communications program, which involves interaction with other Federal and State agencies, and other organizations concerned with public communications programs and activities. Develops public information programs and materials to ensure public knowledge and understanding of protections, rights and responsibilities under the programs administered by SSA. Directs SSA's Satellite Communications Network activities. Directs the non-English communications activities within SSA.

Section TAL.10 *The Office of Communications*—(Organization): The Office of Communications, under the leadership of the Associate Commissioner for Communications, includes:

- A. The Associate Commissioner for Communications (TAL).
- B. The Deputy Associate Commissioner for Communications (TAL).
- C. The Immediate Office of the Associate Commissioner for Communications (TAL).
- D. The Office of Communications Technology (TALA).
  - 1. The Visual Graphics and Community Affairs Staff (TALA1).
  - 2. The Audiovisual Media Operations Staff (TALA2).
- E. The Office of Editorial Policy and Communications (TALB).
  - 1. The Editorial Policy and Communications Staff (TALB1).
  - 2. The Special Communications Staff (TALB2).
- F. The Office of National Affairs (TALC).
- G. The Office of Regional Affairs and Special Projects (TALE).
- H. The Office of Public Inquiries (TALG).
  - 1. The Policy, Appraisal and Systems Group (TALG1).
  - 2. The Correspondence Analysis and Response Group (TALG2).

Section TAL.20 *The Office of Communications*—(Functions):

- A. The Associate Commissioner for Communications (TAL) is directly responsible to the Deputy Commissioner, Programs, Policy, Evaluation and Communications for carrying out OCOMM's mission and providing managerial direction to the major components of OCOMM.
- B. The Deputy Associate Commissioner for Communications (TAL) assists the Associate Commissioner in carrying out his/her

responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Communications (TAL) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities.

D. The Office of Communications Technology (OCT) (TALA) directs and implements technical information communications for the Agency. Develops the Agency's goals and objectives for using the media to promote SSA programs and policies. Is responsible for the design and production of audiovisual and graphics materials. Utilizes state-of-the-art technological theories, principles and methodologies in determining and creating the most effective means of communicating the Agency's information.

- 1. The Visual Graphics and Community Affairs Staff (TALA1).
  - a. Plans, designs and produces Agency display, presentation, media and photographic materials for internal and external public information programs.
  - b. Produces materials in various media formats for the observance of special ceremonial events.
  - c. Plans and implements a program of community liaison in the Baltimore/Washington metropolitan area. Maintains viable relationships with representatives of users of SSA programs, professional societies and local governments.
- 2. The Audiovisual Media Operations Staff (TALA2).
  - a. Plans, develops and directs electronic systems required for the Agency's television and audiovisual productions and management communications.
  - b. Coordinates all technical activities related to the Agency's television and audiovisual production system.
  - c. Plans, writes, directs and edits motion picture and television productions covering all aspects of Social Security for public information, SSA training and management information purposes.
  - d. Plans, designs and coordinates satellite communication programs for SSA and other agencies nationwide.
- E. The Office of Editorial Policy and Communications (OEPC) (TALB) directs SSA's information activities to ensure public knowledge and understanding of programs administered by SSA. Develops and evaluates goals, objectives, policies, standards and guidelines for SSA public information

needs, and carries out programs to inform the public of the purposes and provisions of SSA-administered programs, program changes and people's rights and responsibilities under these programs. Prepares and determines distribution of a wide variety of public information materials on all phases of SSA-administered programs, evaluates the quality of informational materials to ensure a high-quality product and helps in public affairs training in SSA.

- 1. The Editorial Policy and Communications Staff (TALB1).
  - a. Develops and evaluates goals and objectives, policies, standards and guidelines for SSA public information needs. Prepares public information workplans and SSA's National Communications objectives.
  - b. Provides direction and quality control of information materials for the administration of SSA public affairs and public information programs.
  - c. Writes, edits and produces a variety of public information materials. Provides advice and consultation to other components on editorial policy and methods of initiating and developing informational programs.
  - d. Conducts editorial reviews and approves content, format and style of Social Security information materials for use in all media.
  - e. Plans and conducts a public information management program. Determines public information strategies for a wide variety of public information materials on all phases of SSA-administered programs.
  - f. Designs and conducts broad evaluation programs, incorporating and coordinating various evaluation methods, techniques and efforts.
- 2. The Special Communications Staff (TALB2).
  - a. Directs the internal communications program in SSA. Publishes a variety of informational materials, including a monthly national employee magazine and Central Office Bulletin. Prepares and edits administrative reports and presentations.
  - b. Provides assistance to and appraises internal communications activities in SSA field organizations. Identifies weaknesses in communications SSA-wide, and recommends improvements.
- F. The Office of National Affairs (ONA) (TALC) implements and directs programs designed to develop and preserve working relationships with a wide variety of national organizations, special interest and advocacy groups, other Federal agencies and State and local governments. Presents, explains,

advocates and defends the views and objectives of SSA. Provides the avenue for bringing the views and opinions of influential organizations into the Agency. Is responsible for reviewing and considering the validity of SSA-related issues and concerns raised by a variety of external sources and recommending changes or referring the matter to other SSA components for further study. Facilitates operational dealings between these organizations and other SSA components.

G. The Office of Regional Affairs and Special Projects (ORASP) (TALE) provides onsite leadership and direction to the regional SSA public communications program. Analyzes and evaluates regional public communications activities and issues national public communications policies. Plans and coordinates the development of regional policies, directives and procedures concerning the relationships of SSA programs to public and private welfare and community service programs. Oversees the regional public information program. Prepares and disseminates public information materials. Coordinates the development and implementation of regional information and referral programs. Advises the Regional Public Affairs Officers in carrying out SSA public information policy, plans and activities. Provides guidance and assists in interpreting, analyzing and evaluating public communications/public information needs of the regions. Coordinates workgroups representing SSA components for the purpose of solving complex problems resulting from adverse impacts of SSA programs and program service delivery on special groups or the general public.

H. The Office of Public Inquiries (OPI) (TALG) provides a central receipt, control, acknowledgement, response, and referral program for all public inquiries. Develops correspondence policy and procedure and guide language on recurring topics and issues for use throughout the Agency.

1. The Policy, Appraisal and Systems Group (PASG) (TALG1) develops policy and procedures concerning the style, control, workflow and signature of correspondence, and disseminates the information to headquarters components. Performs a pre-release quality review of final replies prepared in OPI to ensure that they are well-written, accurate and responsive. Designs and administers OPI's electronic correspondence management system and provides support to system users. Directs surveys and analyses to increase the effectiveness of the

correspondence workflow process throughout SSA.

2. The Correspondence Analysis and Response Group (CARG) (TALG2) collects, stores and maintains information needed to respond congressional, White House and public inquiries. Prepares responses in conformance with SSA standards, policies and procedures. Performs correspondence receipt, screening, imaging, routing and letterwriting functions. Identifies sensitive inquiries and trends and reports them to appropriate officials. Receives and responds to telephone inquiries.

#### **Subchapter TAN—Office of Research and Statistics**

TAN.00 Mission  
TAN.10 Organization  
TAN.20 Functions

Section TAN.00 *The Office of Research and Statistics*—(Mission): The Office of Research and Statistics (ORS) is responsible for providing information on the effects on individuals and the economy of programs operated by SSA and the interactions among these programs, other tax and income-transfer programs and economic, social and demographic forces. Plans and directs a continuing program of economic and social research to evaluate the effectiveness of national policies in meeting program goals.

Section TAN.10 *The Office of Research and Statistics*—(Organization): The Office of Research and Statistics under the leadership of the Associate Commissioner, Office of Research and Statistics, includes:

A. The Associate Commissioner, Office of Research and Statistics (TAN).

B. The Deputy Associate Commissioner, Office of Research and Statistics (TAN).

C. The Immediate Office of the Associate Commissioner, Office of Research and Statistics (TAN).

D. The Publications Staff (TANA).

E. The Division of Program Analysis (TANB).

F. The Division of Economic Research (TANC).

G. The Division of Earnings Statistics and Analysis (TANE).

H. The Division of Retirement, Survivors, Disability Insurance Research Statistics (TANG).

I. The Division of SSI Analysis/Management Statistical Support (TANH).

J. The Disability Research Staff (TANJ).

Section TAN.20 *The Office of Research and Statistics*—(Functions):

A. The Associate Commissioner, Office of Research and Statistics (TAN)

is directly responsible to the Deputy Commissioner for Programs, Policy, Evaluation and Communications for carrying out ORS' mission, and providing general supervision to the major components of ORS.

B. The Deputy Associate Commissioner, Office of Research and Statistics (TAN) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner, Office of Research and Statistics (TAN) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities and helps coordinates the activities of ORS components.

D. The Publications Staff (TANA).

1. Advises ORS on the development, organization and presentation of research and statistical studies.

2. Publishes and distributes these studies to national and international audiences.

3. Assesses informational needs of SSA staff, staff in other Government agencies, the social science research community and the public for data and findings from the ORS research program.

E. The Division of Program Analysis (TANB).

1. Plans, designs and conducts surveys of program target groups and performs policy-relevant research.

2. Analyzes the impact of proposed policy options, legislative proposals and special high-priority issues and prepares briefing materials for SSA administrators.

3. Plans, conducts and publishes the results of cross-national research on social security programs worldwide.

F. The Division of Economic Research (TANC).

1. Plans, directs and executes issue-oriented research to provide information about relationships between the Social Security program, the economy and other aspects of society.

2. Makes program revenue projections and interprets changing demographic and economic trends as they relate to the broad field of economic security and to overall economic and social policy.

3. Studies such major areas as: Social Security financing, economic impacts of Social Security, income maintenance, effect of Social Security on lifetime income redistribution, alternative measures of income adequacy, and labor market and retirement behavior.

G. The Division of Earnings Statistics and Analysis (TANE).

1. Plans, coordinates and directs the preparation of statistical and analytical

data pertaining to earnings, employment and employer classification. Analyzes these data with emphasis on demographic, economic, social and program characteristics. These data are used to support program and legislative planning and serve as important sources for program evaluation, research and administrative information within SSA, and for research by other Federal and State and local government agencies, universities, and private research organizations.

2. Provides ORS and other SSA researchers with support in the development of social science survey data linked with SSA administrative record data.

H. The Division of Retirement, Survivors and Disability Insurance Research Statistics (TANG).

1. Plans, coordinates and directs the preparation of statistical and analytical data pertaining to RSDI claims and benefits provisions of Title II of the Social Security Act. Analyzes these data with emphasis on demographic, economic, social and program characteristics. These data are used to support program and legislative planning and serve as important sources for program evaluation, research and administrative information within SSA, and for research by other Federal and State and local government agencies, universities and private research organizations.

I. The Division of SSI Analysis/Management Statistical Support (TANH).

1. Plans, coordinates and directs the preparation of statistical and analytical data pertaining to the Supplemental Security Income provisions of Title XVI of the Social Security Act. Analyzes these data with emphasis on demographic, economic, social and program characteristics. These data are used to support program and legislative planning and serve as important sources for program evaluation, research and administrative information within SSA and for research by other Federal and State and local government agencies, universities and private research organizations.

2. Provides management statistical services to SSA operating and policy components, including such activities as the development of general purpose and customized field office samples, development of work sampling systems and quality assurance systems, and the design and analysis of operational pilot studies. Provides support for the development and use of mathematical models and statistical methods.

J. The Disability Research Staff (TANJ).

1. Plans, directs and implements a wide range of studies and analyses, utilizing data from surveys and administrative records, on the national disabled population, disability applicants and disability beneficiaries.

2. Develops research in response to DI program issues.

3. Maintains and develops research surveys and administrative data files used in the analysis of disability data.

#### **Subchapter TAP—Office of Program Benefits Policy**

TAP.00 Mission  
TAP.10 Organization  
TAP.20 Functions

Section TAP.00 *The Office of Program Benefits Policy—(Mission):* The Office of Program Benefits Policy (OPBP) provides SSA-wide leadership and direction to the development, coordination and promulgation of RSI and SSI policies and procedures. Develops, coordinates and evaluates the program and issues the operational policies, standards and instructions for the RSI and SSI programs. Develops and issues policies and guidelines for use by State and Federal organizations which implement the SSI provision. Develops agreements with the States and other agencies that govern State supplementation programs, Medicaid eligibility, data exchange programs, food stamps and fiscal reporting processes. Plans and directs continuing performance evaluation and economic and social survey programs to evaluate the current impact and future needs of the RSI and SSI programs.

Section TAP.10 *The Office of Program Benefits Policy—(Organization):* The Office of Program Benefits Policy, under the leadership of the Associate Commissioner for Program Benefits Policy includes:

A. The Associate Commissioner for Program Benefits Policy (TAP).

B. The Deputy Associate Commissioner(s) for Program Benefits Policy (TAP).

C. The Immediate Office of the Associate Commissioner for Program Benefits Policy (TAP).

D. The Division of Benefit Continuity (TAPA).

E. The Division of Coverage (TAPB).

F. The Division of Entitlement (TAPC).

G. The Division of Payment Policy (TAPE).

H. The Division of Program Requirements Policy (TAPG).

I. The Division of Program Management, Research and Demonstration (TAPH).

Section TAP.20 *The Office of Program Benefits Policy—(Functions):*

A. The Associate Commissioner for Program Benefits Policy (TAP) is directly responsible to the Deputy Commissioner, Programs, Policy, Evaluation and Communications for carrying out OPBP's mission and provides general supervision to the major components of OPBP.

B. The Deputy Associate Commissioner(s) for Program Benefits Policy (TAP) assists the Associate Commissioner in carrying out his/her responsibilities and performs other duties as the Associate Commissioner may prescribe.

C. The Immediate Office of the Associate Commissioner for Program Benefits Policy (TAP) provides the Associate Commissioner and Deputy Associate Commissioner with staff assistance on the full range of their responsibilities and helps coordinate the activities of OPBP components.

D. The Division of Benefit Continuity (TAPA).

1. Plans, develops and evaluates the operational policies, standards and instructions and provides guidance to field components on issues related to the retirement and survivors insurance program and common to one or more of the other SSA programs in the area of benefit continuity.

2. Develops, issues and evaluates guidelines, directives, instructions and operating procedures for such areas as work notices, annual and monthly earnings tests, suspensions and terminations, governmental pension offset and enforcement and beneficiary compliance, overpayments, underpayments, recovery and waiver, garnishment, payment delivery, onsite review, accounting, representative payee selection, advance notice, capability/incapability and use and misuse.

E. The Division of Coverage (TAPB).

1. Plans, develops and evaluates the operational policies, standards and instructions and provides guidance to field components on issues related to the retirement and survivors insurance program and common to one or more of the other SSA programs in the area of coverage.

2. Develops and issues guidelines, directives, instructions and operating procedures for such coverage and employment subject areas as wages, coverage and exceptions, anti-poverty programs, earnings records and earnings records discrepancies, coverage aspects of international agreements, self-employment status and income, religious exemptions, State and local coverage and statutes of limitations.

F. The Division of Entitlement (TAPC).

1. Plans, develops and evaluates the operational policies, standards and instructions and provides guidance to field components on issues related to the retirement and survivors insurance program and common to one or more of the other SSA programs in the area of entitlement.

2. Develops and issues guidelines, directives, instructions and operating procedures for such entitlement subject areas as applications, insured status, veterans' benefits, railroad employment, family relationships, dependency and support, evidence, school attendance, indexing of earnings, primary insurance amount computation, reduction of benefits for age, family maximums, saving clauses, recomputations and recalculations of benefits, period of disability computations, awards, disallowances and abatements of claims, earnings records, claims application forms, administrative finality, adjudicative standards, evidence, documentation, conspicuous characteristics and social security numbers.

G. The Division of Payment Policy (TAPE).

1. Plans, develops and evaluates the operational policies, standards and instructions and provides guidance to field components on issues related to the supplemental security income program in the area of payment policy.

2. Develops and issues guidelines, directives, instructions and operating procedures for such payment policy subject areas as redeterminations, SSI notices, SSI appeals and overpayments/underpayments matching and interfaces, mandatory and optional State supplemental payments, pass through of rate increases, monitoring of fiscal information systems with the States, maintenance of State agreements, food stamps, Medicaid, State assistance reimbursements, energy assistance, State data exchange systems and postadjudicative issues.

H. The Division of Program Requirements Policy (TAPG).

1. Plans, develops and evaluates the operational policies, standards and instructions and provides guidance to field components on issues related to the supplemental security income program in the area of program requirements policy.

2. Develops and issues guidelines, directives, instructions and operating procedures for such program requirements subject areas as individual/couple/child eligibility status, in-kind income, support and maintenance, in-kind living arrangements, institutionalization, special classifications of income and

medical social services, generic income issues, deeming of income and resources, computation of income, certain grandfather clauses, special sponsored alien deeming, color of law alien status, presence in the United States, generic resources issues, trust policy, filing for other benefit requirements and property essential for self-support.

I. The Division of Program Management, Research and Demonstration (TAPH).

1. Designs, manages and conducts studies to measure the impact and effectiveness of the supplemental security income and the retirement and survivors insurance program policies, procedures and programs on the population.

2. Establishes, maintains and operates statistical program data base extract systems to provide program information for internal and external use; develops functional specifications and programs; validates output; and assists requestors in verifying final product.

3. Conducts retirement and survivors insurance and supplemental security income research programs based on administrative records and State and Federal data to formulate and evaluate policies and the impact of legislation, to reduce errors, to implement redetermination requirements, and to improve program implementation.

4. Manages demonstration cooperative agreements and initiatives to target special populations and program issues. Evaluates the effectiveness of demonstrations and initiatives and develops new and revised policies and procedures to implement program improvements.

5. Coordinates and directs assignments and projects related to program redesign and systems modernization efforts, including development of program specifications for expert systems. Formulates, plans and implements computer programs and other automation activities in support of program policy, research and administrative needs.

6. Develops and issues guidelines, directives, instructions and operating procedures for SSI applications policy, including protective filing and advance filing and SSI work incentive provisions, including plans for achieving self-support and 1619 provisions.

**Subchapter TAQ—Office of Policy Analysis and Evaluation**

TAQ.00 Mission  
TAQ.10 Organization  
TAQ.20 Functions

Section TAQ.00 *The Office of Policy Analysis and Evaluation*—(Mission): The Office of Policy Analysis and Evaluation (OPAE) conducts a comprehensive program to analyze cross-cutting policy issues, provide analytic support to external commissions and evaluate current and proposed social welfare policy.

Section TAQ.10 *The Office of Policy Analysis and Evaluation*—(Organization): The Office of Policy Analysis and Evaluation, under the leadership of the Director of the Office of Policy Analysis and Evaluation, includes:

A. The Director of the Office of Policy Analysis and Evaluation (TAQ).

B. The Immediate Office of the Director of the Office of Policy Analysis and Evaluation (TAQ).

Section TAQ.20 *The Office of Policy Analysis and Evaluation*—(Functions):

A. The Director of the Office of Policy Analysis and Evaluation (TAQ) is directly responsible to the Deputy Commissioner, Programs, Policy, Evaluation and Communications for carrying out OPAE's mission and providing managerial direction to the major components of OPAE.

B. The Immediate Office of the Director of the Office of Policy Analysis and Evaluation (TAQ) provides the Director with staff assistance on the full range of his/her responsibilities.

1. Provides analyses of complex and cross-cutting policy issues, ensuring the consideration of available knowledge, commissions analyses to fill knowledge gaps and to synthesize available research and develops options and recommendations for Agency action.

2. Serves as a link between SSA and the external social welfare research and policymaking communities.

3. Coordinates analytic support for major external commissions and studies relating to Social Security and Supplemental Security Income program policy.

4. Evaluates the effectiveness and appropriateness of current and proposed social welfare policy to assess what implications may exist regarding future directions of Social Security and Supplemental Security Income programs.

This statement amends part T of the Statement of the Organization, Functions and Delegations of Authority which covers the Social Security Administration (SSA). Notice is given of the establishment of the Office of the Deputy Commissioner, Legislation and Congressional Affairs (DCLCA) (TB) at the first level below the Commissioner. Notice is further given of the establishment of the Disability

Insurance Program Staff, the Congressional Relations Staff, the Supplemental Security Income (SSI) Program Staff, the Old Age and Survivors Insurance (OASI) Benefits Staff and the Program Administration and Financing Staff. The new chapter reads as follows:

Section TB.00 *The Office of the Deputy Commissioner, Legislation and Congressional Affairs*—(Mission): The Office of the Deputy Commissioner, Legislation and Congressional Affairs develops and conducts the legislative program of SSA, serves as the focal point for all legislative activity in SSA, analyzes legislative and regulatory initiatives and develops specific positions and amendments. The Office evaluates the effectiveness of programs administered by SSA in terms of legislative needs, and analyzes and develops recommendations on related income maintenance, social service and rehabilitation program proposals, particularly those which may involve coordination with SSA-administered programs, and on other methods of providing economic security. It provides advisory service to SSA officials on legislation of interest to SSA pending in Congress. It also provides legislative drafting to officials within the Executive Branch, congressional committees, individual Members of Congress and private organizations interested in Social Security legislation. It establishes and maintains a working relationship with all Members of Congress. It serves as SSA's information gathering and dissemination staff on congressional activities affecting SSA programs and handles certain claims and administrative matters that are particularly urgent or sensitive to Members of Congress.

Section TB.10 *The Office of the Deputy Commissioner, Legislation and Congressional Affairs*—(Organization): The Office of the Deputy Commissioner, Legislation and Congressional Affairs, under the leadership of the Deputy Commissioner for Legislation and Congressional Affairs, includes:

A. The Deputy Commissioner for Legislation and Congressional Affairs (TB).

B. The Assistant Deputy Commissioner for Legislation and Congressional Affairs (TB).

C. The Immediate Office of the Deputy Commissioner for Legislation and Congressional Affairs (TBA).

D. The Disability Insurance Program Staff (TBB).

E. The Congressional Relations Staff (TBC).

F. The Supplemental Security Income (SSI) Program Staff (TBE).

G. The Old Age and Survivors Insurance (OASI) Benefits Staff (TBG).

H. The Program Administration and Financing Staff (TBH).

Section TB.20 *The Office of the Deputy Commissioner, Legislation and Congressional Affairs*—(Functions):

A. The Deputy Commissioner for Legislation and Congressional Affairs (TB) is directly responsible to the Commissioner for carrying out DCLCA's mission and providing general supervision to the major components of DCLCA.

B. The Assistant Deputy Commissioner for Legislation and Congressional Affairs (TB) assists the Deputy Commissioner in carrying out his/her responsibilities and performs other duties as the Deputy Commissioner may prescribe.

C. The Immediate Office of the Deputy Commissioner for Legislation and Congressional Affairs (TBA) provides the Deputy Commissioner and Assistant Deputy Commissioner with staff assistance on the full range of their responsibilities, including the legislative reference function. The legislative reference function:

1. Tracks legislative bills, highlights items of interest from the Congressional Record and other publications for DCLCA and SSA's Executive Staff and provides support for other DCLCA and SSA components at congressional hearings.

2. Assists individual Members of Congress and their staffs and congressional committee staffs by responding to requests for information on pending and proposed Social Security legislation, related legislative proposals and the legislative history of the Social Security program.

3. Reviews legislative proposals for consistency with existing program goals, philosophy and program requirements.

D. The Disability Insurance Program Staff (TBB).

1. Develops and explains disability insurance (DI) program principles and philosophy.

2. Reviews proposed regulations dealing with the DI program to assure consistency with policy requirements and decisions.

3. Develops and evaluates legislative proposals for changes in the DI program, the SSA hearings and appeals process and other matters.

4. Provides technical and advisory services to other agencies within the Executive Branch, congressional committees, State officials and private organizations having an interest in the DI program, the SSA hearings and appeals process and other matters.

E. The Congressional Relations Staff (TBC).

1. Develops and preserves working relationships with Members of Congress covering the full range of program and administrative matters.

2. Serves as consultant to the Deputy Commissioner, DCLCA with regard to establishing and maintaining effective congressional relationships.

3. Maintains productive relationships with all members on behalf of the Agency. Conducts dialogue on a routine basis, and participates in negotiations on highly sensitive matters with members.

F. The Supplemental Security Income (SSI) Program Staff (TBE).

1. Develops and explains SSI program principles and philosophy.

2. Studies the SSI program interrelationships with Social Security income maintenance, child support enforcement, food stamps, employment and other Federal, State and local programs and recommends methods for coordinating these programs.

3. Reviews regulations dealing with the SSI program for the aged, blind and disabled to ensure consistency with policy requirements and decisions.

4. Develops and evaluates legislative proposals for changes in the SSI program.

5. Provides technical and advisory services to other agencies within the Executive Branch, congressional committees and individual Members of Congress, State officials and private organizations having an interest in the SSI program.

G. The Old Age and Survivors Insurance (OASI) Benefits Staff (TBG).

1. Develops and explains retirement and survivors insurance (RSI) program principles and philosophy.

2. Develops and evaluates legislative proposals for changes in the areas of retirement and survivors benefits and coverage.

3. Provides analytical support on broad programmatic issues, including eligibility requirements for dependents' and survivors' benefits, the level of Social Security benefits, value of benefits in relation to contributions, benefit computation methods, which dependents should receive benefits and the establishment of priority among these dependents.

4. Reviews proposed regulations dealing with RSI issues, such as Social Security coverage, the retirement earnings test, insured status and the definition of employment and wages to assure cross-program consistency with policy requirements and decisions.

5. Provides technical and advisory services to other agencies within the

Executive Branch, congressional committees and individual Members of Congress, State officials and private organizations having an interest in RSI and Social Security coverage issues.

H. The Program Administration and Financing Staff (TBH).

1. Develops and explains Social Security program principles and philosophy.

2. Provides analytical support on broad programmatic issues, including tax rates, alternative methods of financing trust fund operations, service to the public, Social Security numbers,

taxation of benefits, alien suspension, and debt management.

3. Identifies and analyzes far-reaching economic, political and societal issues that impact/influence the development and modification of Social Security program policies and procedures.

4. Recommends methods for coordinating the protection afforded under Social Security with that afforded under other public and private benefit programs.

5. Reviews proposed regulations dealing with interprogram relationships

to assure cross-program consistency with policy requirements and decisions.

6. Provides technical and advisory services to other agencies within the Executive Branch, congressional committees and individual Members of Congress, State officials and private organizations having an interest in interprogram relationships.

Dated: March 31, 1995.

**Shirley S. Chater,**

*Commissioner of Social Security.*

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