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 broadbased 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 usersupport 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.