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