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 issueoriented 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