

REQUEST FOR RECORDS DISPOSITION AUTHORITY (See Instructions on reverse)		LEAVE BLANK (NARA use only)	
TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408		JOB NUMBER 71-047-01-1	
1. FROM (Agency or establishment) SOCIAL SECURITY ADMINISTRATION		DATE RECEIVED 12-28-2006	
2. MAJOR SUBDIVISION DCFAM		NOTIFICATION TO AGENCY	
3. MINOR SUBDIVISION CHRLM		In accordance with the provisions of 44 U.S.C. 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
4. NAME OF PERSON WITH WHOM TO CONFER Don Gombieski	5. TELEPHONE (410) 965-5001	DATE 1-17-03	ARCHIVIST OF THE UNITED STATES <i>[Signature]</i>
6. AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached _____ page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies, <input checked="" type="checkbox"/> is not required; <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE 11/29/00	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i>	TITLE Records Officer -- (410) 965-3832	

7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	Talking & Listening to Customers (TLC) (See Attached)		

cc Agency

Talking and Listening to Customers (TLC) Electronic System

A Inputs: Information maintained in the master files obtained from Forms designed to collect TLC data, such as SSA-170, "Employee Suggestion Form;" incoming correspondence via surface mail, electronic mail, and electronic messages received from SSA web site users; notes made for transfer into TLC system as a result of telephone and person-to-person contact with SSA staff who in performance of their official duties encounter ad hoc verbal complaints, suggestions, and compliments; and direct key-stroke entries into TLC system screens during telephone and person-to-person contact between SSA staff responding to verbal complaints, suggestions, and compliments.

Note: The content of these inputs is evaluated prior to entry into the TLC system and when there is a legal or formal procedure to address the issue (such as appeals on claims or allegations of fraud, waste and abuse), individuals are referred to the appropriate SSA contact without making a TLC entry. The above sources are used to enter data in TLC when there is a complaint, suggestion, and/or compliment involving processes, rules, and other matters affecting customer service.

1 Records, including SSA-170 "Employee Suggestion Form" designed to collect TLC data, and copies of records in other series with NARA approved disposition authorities, from which information for TLC is extracted.

Disposition: TEMPORARY. Destroy or delete 6 months after information has been entered and verified in the TLC master file, or when no longer needed to support the reconstruction of, or serve as a security back-up to the master file, whichever is later.

B. Master file: Relational database to track and manage each occurrence of customer complaints, suggestions, and compliments, and to identify trends, in order to improve customer service. The types of data maintained in the system consist of: information about the initial record set-up, such as a data element to identify the type of customer (such as re-payee, advocacy group, or attorney); type of comment, (such as a data element indicating a complaint); and type of issue and/or transaction, (such as data element menu of options including, "survivor benefits" and "appeals hearing") and information about the content and status of response(s) to the comment(s), such as a data element identifying the office unit responsible for the item and a data element identifying whether the action is pending or complete.

Disposition: TEMPORARY. Delete or destroy TLC report record (that consists of a collection of data treated as unit to address each occurrence of a complaint, suggestion, or compliment) 5 years after the report record is closed.

C. System back-up: Copies of master file on disk, magnetic media, or other electronic media.

Disposition: TEMPORARY. Delete or destroy when the identical records have been deleted or disposed on the Master File or when replaced by a subsequent back-up file.

D. Documentation: Data system specifications, file specifications, code books, record layouts, user guides, output specifications, and final reports (regardless of medium) relating to the master file or data base.

Disposition: TEMPORARY. Destroy or delete when superseded or obsolete, or upon the authorized deletion of the related master file or database, or upon the destruction of the output of the system if the output is needed to protect legal rights, whichever is later.

E. Output: Information in the system will be used to produce management information data and reports providing information about individual TLC cases of contact and trends based on aggregate data from the TLC system. Reports include the number of contacts and number of complaints, suggestions, and compliments annually.

Disposition: TEMPORARY. Destroy or delete 6 months after being incorporated into program plans or when no longer needed for administrative, legal, audit, or other operational purposes, whichever is longer.

F. Electronic copies of records created using electronic mail, word processing, and other office automation applications.

Disposition: TEMPORARY. Destroy or destroy after data has been entered and verified as a TLC report record, or when a file copy is generated and added to another recordkeeping system or when no longer needed for reference or updating, whichever is longer