

Rec NCO 25 Sep 78/44

REQUEST FOR RECORDS DISPOSITION AUTHORITY  
(See Instructions on reverse)

LEAVE BLANK	
JOB NO	NC 1 47 78 28
DATE RECEIVED	SEP 28 1978
NOTIFICATION TO AGENCY	
I have been advised that the records described in this Request for Disposal are not now needed for the business of this agency or will not be needed after the retention periods specified.	
11-17-78 <i>James B. Rhoads</i> Date <i>James B. Rhoads</i> Archivist of the United States	

TO GENERAL SERVICES ADMINISTRATION,  
NATIONAL ARCHIVES AND RECORDS SERVICE, WASHINGTON, DC 20408

1. FROM (AGENCY OR ESTABLISHMENT)  
Department of Health, Education, and Welfare

2. MAJOR SUBDIVISION  
Social Security Administration

3. MINOR SUBDIVISION  
Office of External Affairs

4. NAME OF PERSON WITH WHOM TO CONFER  
Ernest P. Lardieri

5. TEL EXT  
594-5770

6. CERTIFICATE OF AGENCY REPRESENTATIVE

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposal of the agency's records; that the records proposed for disposal in this Request of 3 page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified.

- A Request for immediate disposal.
- B Request for disposal after a specified period of time or request for permanent retention.

C. DATE 9/19/78	D. SIGNATURE OF AGENCY REPRESENTATIVE <i>Ernest P. Lardieri</i>	E. TITLE <i>SSA Records Officer</i>
7. ITEM NO	8. DESCRIPTION OF ITEM (With Inclusive Dates or Retention Periods)	9. SAMPLE OR JOB NO
		10. ACTION TAKEN

RECORDS RETENTION AND DISPOSAL SCHEDULE  
HEADQUARTER'S OMBUDSMAN RECORDS

The following categories of records relating to the ombudsman program are maintained by the Office of External Affairs (OEA), Office of Intergovernmental Relations and Public Concerns (OIRPC). The ombudsman program was directed by OEA and its operations analyzed and evaluated by a private contractor. The program was operational for 1 year and is presently being disbanded. As the program was an experimental one and may, at some future time, be implemented, certain categories of records will have long-term value. Copies designated as record copies are those maintained by OEA, OIRPC.

1. Instructions File

Copies of procedural instructions in manual form relating to the operation of the ombudsman program and distributed to all ombudsman program staff. Also included are preliminary versions of the manual and other related background documents.

CC: sent to NWF (11/28/78) (3 items)

sent to NCU, NNB 11-28-78 MA  
Agency

7. ITEM NO	8. DESCRIPTION OF ITEM (With Inclusive Dates or Retention Periods)	9. SAMPLE OR JOB NO	10 ACTION TAKEN
	<p>a. <u>Record Copy of the Manual</u></p> <p>PERMANENT. Transfer to the SSA Holding Area 6 months after publication of final report. <del>Destroy 10 years thereafter.</del> Offer to NARS 10 years after publication of the final report.</p> <p>b. <u>Other Manual Copies</u></p> <p>Destroy after 1 year or when no longer needed for reference, whichever is later.</p> <p>c. <u>Background Documents</u></p> <p>Destroy after 1 year or when no longer needed for reference, whichever is later.</p> <p>2. <u>Historical and Reference File</u></p> <p>A file containing historical and reference materials relating to the program. Documents in the file include reference materials relating to the ombudsman program in other Government agencies and historical documents accumulated in the development of SSA's ombudsman program. Examples of these historical materials include questionnaires, forms, publicity materials, evaluations, and correspondence and memorandums on previously suggested ombudsman-type programs.</p> <p>Review file and destroy those documents which do not have continuing relevancy. Transfer remainder of the file to the SSA Holding Area 6 months after publication of the final report. Destroy 10 years thereafter.</p> <p>3. <u>Public Contact Forms</u></p> <p>Copies of Forms SSA-3475, Ombudsman Summary Contact Sheet, and SSA-3476, Ombudsman Initial Contact, forwarded to OEA after processing by the contractor. These forms are the source documents for statistical and management reports produced by OEA.</p> <p>Destroy 6 months after publication of final report.</p> <p>4. <u>Statistical Reports</u></p> <p>Computer reports and related computer punchcards developed from information contained on forms SSA-3475 and SSA-3476. These are used by OEA for statistical evaluation and management analyses. Information on the reports consists</p>		

Request for Records Disposition Authority - Continuation

JOB NO

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7. ITEM NO	8. DESCRIPTION OF ITEM (With Inclusive Dates or Retention Periods)	9 SAMPLE OR JOB NO	10 ACTION TAKEN
	<p>of number of cases by social security program (Title II or Title XVI), number by location, and type of problem (nonreceipt of check, claims development problem, representative payee issue, poor service, etc.). Also included are manually developed charts, recording and comparing specific information from the computer reports.</p> <p>Destroy 1 year after publication of final report.</p> <p>5. <u>Contractor Reports</u></p> <p>Quarterly reports and a final summary report received from the contractor. The reports contain statistical information and an evaluation of the ombudsman program. Reports include information on the availability of service to the public, user satisfaction, kinds of services offered, number of cases handled, public reaction, and employee understanding of the service. Reports also contain statistical tables, conclusions, and recommendations.</p> <p style="text-align: center;">Report.</p> <p>a. <u>Record Copy of Each Quarterly and Final Report</u> <del>XXXXXXXXXXXX</del></p> <p>Transfer to the SSA Holding Area 6 months after publication of final report. Destroy 10 years thereafter.</p> <p>b. <u>Other Copies</u></p> <p>Destroy when administrative value ceases.</p> <p>c. <u>Record Copy of Final Report. PERMANENT.</u></p> <p>Transfer to the SSA Holding Area 6 months after publication. Offer to NARS when 10 years old.</p>		