

**APPENDIX B (Continued)****TAB A (Continued)**Instructions for DOWS Special Studies of Title II-  
RSDI Attorney Fee Approval Actions

6. The following list is not all inclusive, but does show the type of information you should report as Special Activity Category A:
  - Review the Form SSA-1696
  - Review and approve or disapprove a Fee Agreement
  - Review fee petition and send to appropriate authorizing office (OHA Hearing Office, OHA Regional Office, OHA Attorney Fee Branch, ODO, OIO, PSC)
  - Complete a Form SSA-L1697
  - Enter attorney fee data into MCS or other systems (Example: NOT2 screen and MCS screens whether approved or not)
  - Calculate past due amounts
  - Update MDW to ensure the attorney gets paid
  - Place special message on the MBR
  - Calculate any beneficiary withholdings
  - Complete A101 to process attorney fee information (attorney name and address)
  - Answer general inquires or process assistance requests relating to attorney fee information
  
7. The following type of information **SHOULD NOT** be reported as Special Activity Category A:
  - Explaining the option of using an attorney to claimant
  - Reviewing letters from attorney concerning the status of the case
  - Conversations with attorney concerning the status of the case
  - Collection of additional case date from attorney
  - Other actions taken that do not directly deal with determining or certifying an attorney fee

**APPENDIX B (Continued)****TAB B****Information for Participating employees on the  
Purpose and Importance of Special Studies**

The special activity study in which you will participate from June 1, 2002 through June 28, 2002 is very important. The collected data will indicate the level of Field Office involvement in determining, approving, and processing Title II-RSDI claimant representative fees to attorneys. This data, plus data from other SSA organizations, will help determine SSA's costs in administering the current attorney fee process and will be valuable in setting the user fee SSA charges to these attorneys.

Your assistance in reporting correct information during the upcoming special study is very much appreciated.

**APPENDIX C****Distribution Memorandum and Instructions for Field Offices' DOWS Four-Week Special Studies of Title II-RSDI and Title XVI-SSI Claimant Representative Fee Approval Actions****MEMORANDUM**

**Date:** May 1, 2002

**To:** See Below  
SSA-OIM-01-03

**From:** Associate Commissioner for Information Management

**Subject:** Special Activity Study of Workloads for Determination and Approval of Claimant Representative Fees for Title II-RSDI and Title XVI-SSI Cases—  
ACTION

The Office of the Deputy Commissioner for Disability and Income Security Programs has requested this special activity-study. SSA developed this study to help validate costs for attorney fee activities. If there are any questions about the study, please do not hesitate to contact your Regional Management Information Staff.

The purpose of this memorandum is to request your assistance in performing two (2) special studies on certain District Office Work Sampling (DOWS) categories. The first special study will begin on Saturday, June 1<sup>st</sup>, and end on Friday, June 28<sup>th</sup>. It will involve only Claims Representative and Technical Expert position types that are classified as Category 1 Costs in SSA's Cost Analysis System, DOWS categories 21, 31, 36, 29, 32, and 22, and special activity codes A and B.

Tab A contains study instructions and definitions for the field offices and teleservice centers. Please see that each in-office recorder and out-of-office traveler is familiar with these special study definitions and instructions.

Tab B contains information to advise each employee participating in the study of its purpose and importance. Please see that each participating employee is provided the information in Tab B before the beginning of the study.

**Addresses:** All Regional Commissions, SSA  
All Assistant Regional Commissioners,  
Management, and Operations Support  
All Area Directors  
All Teleservice Centers

All Social Security Field Offices  
**APPENDIX C (Continued)**

**Memorandum (Continued)**

**Thru:** Office of Public Service and Operations Support  
Office of Disability and Income Security Programs

**Attachments:** Tab A – Instructions and Definitions  
Tab B – Information for Participating Employees on the  
Purpose and Importance of Special Studies

**Cc:** Deputy Commission for Systems  
Acting Deputy Commissioner for Disability and Income Security Programs  
Associate Commissioner for Public Service and Operations Support

**APPENDIX C (Continued)****TAB A – Instructions for DOWS Special Studies  
of Title II–RSDI and Title XVI–SSI Claimant  
Representative Fee Approval Actions**

1. There will be two (2) special activity studies conducted during the balance of the current fiscal year.
  - a. The first special activity study will begin on Saturday, June 1<sup>st</sup>, and end on Friday, June 28<sup>th</sup>.
  - b. The second special activity study will begin on Saturday, August 24<sup>th</sup>, and end on Friday, September 20<sup>th</sup>.
2. All Claims Representatives and Technical Experts in the field offices are to participate in these studies.
3. Record DI-SSI concurrent activities as outlined in chapter 3310 of the Management Information Manual (Part II).
4. The special activity study definitions listed below apply to the following six (6) District Office Work Sampling (DOWS) categories:
  - DOWS Category 21 – RSDHI Reconsiderations
  - DOWS Category 31 – RSDHI Class Action
  - DOWS Category 36 – RSDHI Hearings and Appeals Requests
  - DOWS Category 29 – SSI Reconsiderations
  - DOWS Category 32 – SSI Class Action
  - DOWS Category 22 – SSI Hearings and Appeals Requests

NOTE: FOR EVERY TALLY IN DOWS CATEGORIES 21, 31, 36, 29, 32, AND 22, THERE MUST BE A SPECIAL ACTIVITY TALLY.

5. The special activity tallys are:
  - Special Activity Category A – Under the above DOWS categories, report this tally for all activity that relates to determining, approving, and processing of fees for both attorney and non-attorney claimant representatives for Title II (RSI and DI) cases and for Title XVI (SSI) cases.
  - Special Activity Category B – Under the above DOWS categories, report this tally if at the time of the sample the individual is not working on determining, approving, or processing Title II or Title XVI claimant representative (attorney or non-attorney) fees.

**APPENDIX C (Continued)****TAB A (Continued)**Instructions for DOWS Special Studies of Title II-RSDI and  
Title XVI-SSI Claimant Representative Fee Approval Actions

6. The following list is not all inclusive, but does show the type of information you should report as Special Activity Category A:
- Review the Form SSA-1696
  - Review and approve or disapprove a Fee Agreement
  - Review fee petition and send to appropriate authorizing office (OHA Hearing Office, OHA Regional Office, OHA Attorney Fee Branch, ODO, OIO, PSC)
  - Complete a Form SSA-L1697
  - Enter attorney fee data into MCS or other systems (Example: NOT2 screen and MCS screens whether approved or not)
  - Calculate past due amounts
  - Update MDW to ensure the attorney gets paid
  - Place special message on the MBR
  - Calculate any beneficiary withholdings
  - Complete A101 to process attorney fee information (attorney name and address)
  - Answer general inquires or process assistance requests relating to attorney fee information
7. The following type of information **SHOULD NOT** be reported as Special Activity Category A:
- Explaining the option of using an claimant representative to claimant
  - Reviewing letters from claimant representative concerning the status of the case
  - Conversations with claimant representative concerning the status of the case
  - Collection of additional case date from claimant representative
  - Other actions taken that do not directly deal with determining or certifying a claimant representative fee

**APPENDIX C (Continued)****TAB B****Information for Participating employees on the  
Purpose and Importance of Special Studies**

The special activity study in which you will participate from June 1, 2002 through June 28, 2002 is very important. The collected data will indicate the level of Field Office involvement in determining, approving, and processing Title II-RSDI and Title XVI-SSI claimant representative fees to both attorneys and non-attorneys. This data, plus data from other SSA organizations, will help determine SSA's costs in administering the current attorney fee process and will be valuable in setting the user fee SSA charges attorneys in Title II-RSDI cases.

Your assistance in reporting correct information during the upcoming special study is very much appreciated.