

HISTORICAL PROFILE

DIVISION OF INTERNATIONAL OPERATIONS

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DIVISION OF INTERNATIONAL OPERATIONS
ORGANIZATIONAL RESPONSIBILITIES

The Division of International Operations (DIO), a component of the Office of Central Operations, is the focal point for all Social Security claims matters having foreign involvement and, as such, has operational functions which provide the full range of the program service center (PSC), district office and disability determination services.

This office has the responsibility to take, develop, adjudicate, authorize and reconsider RSDHI claims filed by persons living abroad and to maintain and service this beneficiary roll. In addition, DIO has responsibility for processing totalization claims and for liaison activities with foreign social insurance agencies. The office also provides technical foreign program guidance to other SSA components.

The International Operations and Totalization Staff (IOTS) provides foreign program liaison with the Department of State and other Government agencies for DIO and SSA. IOTS is engaged in coordinating with central and regional office components on operational issues affecting the administration of the program abroad. It is responsible for evaluating the effectiveness of work being performed by cooperating agencies (Department of State, Department of Veterans Affairs, Department of the Treasury and the Office of Personnel Management) for adequacy and compliance with the agreements and program needs as they affect foreign claims administration. It provides a wide variety of support activities for the Department of State personnel and SSA representatives stationed in foreign countries for the purpose of administering the Social Security operations abroad.

A. COMPONENT INAUGURATED

The office opened in Baltimore, Maryland, in September 1961. At that time, it was assigned the responsibility for foreign claims formerly vested in only a few district offices in the U.S. and the Baltimore Payment Center.

B. DIRECTORS AND DATES SERVED

Charles J. Delle Bovi, Jr.	September 1961 to December 1965
Joseph E. Balthazar	January 1966 to March 1973
Ted D. Girdner	April 1973 to January 1979
John P. (Jack) McHale	February 1979 to June 1980
George D. Bodden	June 1980 to October 1982
John P. (Jack) McHale	October 1982 to October 1988
Herbert D. Nicholls, Jr.	November 1988 to January 1997
Frank Zamostny (Acting)	January 1997 to Present

C. BUILDINGS AND DATES

Standard Oil Building	September 1, 1961 to April 30, 1964
Annex Building	May 1, 1964 to January 28, 1966
Belmont Building	January 29, 1966 to May 1980
Operations Building	May 1980 to Present

Note: All buildings were located in the Baltimore, Maryland area. All components were housed in one building until after the move to the Belmont Building, when it became necessary to acquire portions of additional buildings (Whitestone, Professional and Meadows East Buildings). During the last weekend in May and the first weekend in June 1980, all components were brought together again under one roof on the fourth floor of the Operations Building.

D. NAMES OF COMPONENT

Foreign Claims Branch	1961
Division of Foreign Claims	1965
Division of International Operations	1970
International Program Service Center	1985
Office of International Operations	1988
Division of International Operations	1998

E. FULL-TIME PERMANENT STAFFING AT KEY POINTS

September 1961	92 employees
September 1966	331 employees
September 1971	390 employees
June 1976	418 employees
June 1981	459 employees
December 1982	565 employees

October 1984	604 employees
October 1986	518 employees
September 1988	454 employees
September 1990	412 employees
March 1992	438 employees
January 1994	431 employees
January 1996	399 employees
January 1998	414 employees

DIVISION OF INTERNATIONAL OPERATIONS
ORGANIZATIONAL DEVELOPMENT

The Foreign Claims Branch of the Division of Claims Control was formed in September 1961. Prior to that time several district offices in the U.S. and the Baltimore Payment Center of the Division of Claims Control were responsible for authorization of foreign claims and maintenance of the foreign beneficiary roll. In anticipation of the formation of the Foreign Claims Branch, the Baltimore Payment Center established a unit in early 1961 to develop as well as authorize certain foreign claims. What was to become the centralized translation component was also absorbed by the Baltimore Payment Center in February 1961.

When the Branch was formed in September 1961, it consisted of a nucleus of 34 staff with an authorized ceiling of 92. The initial organization was functional with organizational titles and staff members as follows:

<u>Title</u>	<u>Name</u>
Branch Chief	Charles Delle Bovi, Jr.
Deputy Branch Chief	Joseph Balthazar
Program Evaluation Section Chief	Ted Girdner
Claims Authorization Section Chief	James Howard
Adjudication and Accounts Section Chief	James Hamblet
Adjudication and Accounts Assistant Branch Chief	Sal Molite

In 1965, the organizational title was changed to the Division of Foreign Claims. In 1969, the Division was reorganized, and assistant directors were added to head the three components, Operations, Program and Management and Appraisal.

In 1970, the designation was changed to Division of International Operations (DIO) to better describe its role and mission.

In mid-1974, two program service center type processing modules were formed to pilot the modular organization. In early 1975, four additional modules were added, and the authorization and payment processing portions of DIO were completely modular.

In early 1985 the designation was changed to International Program Service Center (INTPSC) to conform to the organization of the Office of Program Service Centers.

In 1988 the designation was changed to Office of International Operations (OIO) when INTPSC merged with ODO to become ODIO.

In 1998 the designation was changed to Division of International Operations (DIO) when ODIO merged with OCRO to become Office of Central Operations (OCO).

SPECIAL EVENTS IN THE DIO HISTORY

A. Claims-Taking and Development Abroad

DIO's position since its organization has been that SSA claims taken and developed onsite in foreign countries would result in a savings of time and a more complete and accurate claims package. The introduction of claims-taking and development was progressive until 1989, with special impetus provided by the report of the interagency study group on "Payment of Federal Benefits to Persons Residing Abroad" which was issued in October 1971. Since 1989, when the number of FSN employees whose costs are reimbursed by SSA reached the all-time high of 152, there has been a gradual reduction in the number of claims-taking posts, resulting also in a reduction in the number of FSN employees in the Federal Benefits Units. Much of this reduction has been accomplished by consolidating the claims-taking to fewer posts within a country, using phones and other methods of communicating rather than face-to-face interviews.

At present there are 32 claims development Foreign Service posts (FSPs) in the following countries:

Date of Introduction
of Claims-Taking

1960	Philippines	05/75	France
1964	Greece	05/75	Switzerland
1967	Mexico	11/75	Croatia
1968	Hong Kong	11/75	Serbia-Montenegro
1968	Italy	11/76	Israel
01/73	Germany	10/78	United Kingdom
02/73	Austria	11/82	Dominican Republic
11/73	Spain	06/90	Argentina
11/73	Portugal	11/91	Jamaica
03/74	Ireland	11/91	Yemen
05/74	Norway	06/92	Costa Rica
05/74	Sweden	10/92	Netherlands
02/75	Poland	07/94	Belgium

B. Totalization Benefits

The Social Security Act was amended in 1977 to include totalization benefits. The term "totalization benefits" refers to any benefits payable under an international Social Security agreement based on combined United States and foreign coverage, combining a worker's periods of coverage from both countries to establish insured status and benefit amounts.

DIO, specifically IOTS, is responsible for implementing the benefit provisions of these agreements. To accomplish this goal, IOTS analysts meet with representatives from the other country's social insurance system to work out the details of claims workflow, evidence, exchange of coverage records, applications, and the design and content of forms required to exchange information. Based on the agreements reached at this meeting, IOTS creates the POMS chapter containing processing instructions for DIO and FSP personnel. IOTS monitors existing agreements and periodically meets with agreement partners to modify arrangements made at prior meetings to ensure the smooth operation of each agreement.

In 1978, a separate module was organized to process totalization benefits. In 1982 a second totalization module was established. In 1997 the two totalization modules were combined so that there is only one totalization module.

In 1997 sixteen percent of DIO's beneficiary roll was entitled under these agreements.

Totalization Agreements and Implementation Dates

Austria	11/91
Belgium	07/84
Canada	08/84
Finland	11/92
France	07/88
Germany	12/79
Ireland	09/93
Italy	11/78
Luxembourg	11/93
Netherlands	11/90
Norway	07/84
Portugal	08/89
Spain	04/88
Sweden	01/87
Switzerland	11/80
United Kingdom	01/88
Greece	09/94

C. 1979 Reorganization

The 1979 reorganization brought about many changes in the organizational structure. The Assistant Director positions were abolished, and a Deputy Director position was established. The responsibility for the planning and conduct of validation surveys was transferred to the Office of Assessment (OA). The Overseas Program Branch became a part of the Office of International Policy (OIP). Support services previously supplied by DIO components were to be provided by outside components.

The reorganization resulted in five branches reporting directly to the Division Director as follows:

Foreign Operations Branch
Totalization and Operations Analysis Branch

Process Branch
Reconsideration Branch
Claims Development Branch

D. Integrity Branch

In 1980, DIO was directed to assume responsibility for conducting internal audits. The audit activity of trust fund monies had been vested in the Fiscal Control and Audit Branch, Office of Disability Operations which previously performed the accounting and audit functions for DIO. An informal Security Review Branch was established in mid-1980. On May 25, 1982, the Integrity Branch (IB) was formally established. It later moved from DIO to become part of ODIO's staff.

E. Disability Determination Branch

In April 1982 the processing of foreign disability claims was moved from the Office of Disability Operations (ODO) to DIO's Claims Development Branch. The disability claims function was transferred in May 1987 from CDB to the Division of Reconsideration and Disability Determinations (DRDD). DRDD split in September 1994 and DDB became a separate branch.

F. Management Support Staff

The Management Support Staff was established on a temporary basis in May 1985 and made permanent in May 1986. The staff of nine employees was responsible for administrative and training activities. It later moved from DIO to become part of ODIO's staff.

G. Division of Reconsideration and Disability Determinations

The disability examiners were moved from CDB to merge with the reconsideration reviewers in May 1987. The Division then more closely resembled the organizational structure of all other PSCS. In addition, it also has responsibility for all initial decisions, reviews of continuing disability entitlement, and reconsiderations of initial decisions of all disability claims from claimants and beneficiaries under the jurisdiction of DIO. In September 1994 the division split to become the Reconsideration Branch and the Disability Determinations Branch. In February 1997 the Reconsideration Branch was abolished. The branch's retirement and

survivor reviewers were placed in the modules, the disability reviewers were placed in DDB.

H. Downsizing of DIO

Implementation of the Systems Modernization Plan and other improvements in processing techniques allowed a reduction in the number of employees in SSA, including DIO. The staffing decrease of 34 percent between October 1984 and January 1996 was achieved by attrition and necessitated the realignment of Process Branch personnel. One of six RSI modules was eliminated in May 1987, reducing the number of modules to seven, including two totalization modules. In December 1996 the two totalization modules were merged into one module.

I. Direct Deposit

There are over 161,000 beneficiaries outside the U.S. who are paid by direct deposit to a bank in the U.S. or a bank in one of the following countries:

<u>Country</u>	<u>Effective Date</u>	<u>Country</u>	<u>Effective Date</u>
United Kingdom	06/87	Ireland	03/95
Canada	07/89	Argentina-EBT	04/95
Norway	08/90	Spain	11/95
Germany	10/90	Sweden	05/96
France	03/92	Portugal	10/96
Italy	02/93		

J. 1988 Reorganization

In November 1988 the International PSC (INTPSC) was merged with the Office of Disability Operations to become the Office of Disability and International Operations (ODIO). INTPSC became the Office of International Operations (OIO) and several significant internal changes were made. The Foreign Operations Branch merged with the totalization portion of the now defunct Totalization and Operations Analysis Branch (TOAB) to become the International Operations and Totalization Staff (IOTS). The operations analysis portion of TOAB went to ODIO's Operations and Analysis Staff. The Integrity Branch and the Management Support Staff functions were absorbed by ODIO's Division of Management Support. IOTS assumed responsibility for the

foreign budget and development/training responsibility for Federal Benefits Officers and Foreign Service post personnel.

The reorganization resulted in only three directors reporting directly to the OIO Director as follows:

International Process Division
 International Operations and Totalization Staff
 Division of Reconsideration and Disability Determinations

K. 1994 Consolidation

In September 1994 the Division of Reconsideration and Disability Determinations was abolished, and the Reconsideration Branch and the Disability Determinations Branch were placed under the jurisdiction of the International Process Division. This resulted in only two directors reporting directly to the OIO Director as follows:

International Process Division
 International Operations and Totalization Staff

L. 1996 Consolidation

In December 1996 the two totalization modules were combined into one module.

M. 1997 Consolidation

In February 1997 the Reconsideration Branch was abolished. The branch's retirement and survivor reviewers were placed in the modules; the disability reviewers were placed in DDB.

N. IWS/LAN Installation - FBU, Mexico City

A very historic occasion occurred in February 1997 - office automation connectivity from the FBU, Mexico City to SSA programmatic systems in Baltimore was established as a pilot. A 14-workstation IWS/LAN, consisting of the same basic elements as a standard SSA Field Office, was installed in the FBU at the FSP in Mexico City, the RFBO location. The IWS/LAN installation included the full complement of IWS/LAN functionality, including connectivity to SSA telecommunications systems. The FBU in Mexico City was selected as the pilot site because it was a large site, had high

workloads, was conveniently located in the Western Hemisphere and was situated in the U.S. Embassy.

The FBU in Mexico City is one of the largest claims taking FBUs. At the time of installation of the LAN approximately 24,000 beneficiaries lived within the area of Mexico serviced by the FBU in Mexico City. Approximately 17,300 beneficiaries were in monthly payment status and were entitled to more than \$84 million annually. On a yearly basis the FBU handled more than 1,400 claims for benefits and 2,000 requests for development and conducted more than 500 field investigations. Due to Mexico's proximity to the U.S., the FBU also handled more than 5,400 requests for Social Security Number cards.

In February 1997 staff from the ODIO security branch and OIO provided PIN and PASSWORD training to the FBU staff. The FSNs also received an OIO prepared self-instructional package for learning basic MFQ inputs, while awaiting formal training on MFQ screens. This afforded the FSN staff a level of query functionality prior to formal classroom instruction. Later that same month, a staff member from DCO traveled to Mexico City and provided intensive Site LAN Coordinator (SLC) training to designated key personnel in the FBU. Also in February 1997, two specialists from the Dallas Regional Training Center trained the FBU staff on MFQ, POS and RSDI (PSLT) screens.

The pilot phase ended September 30, 1997 after staff from SSA/SSO office visited the FSP to review the pilot. They evaluated the pilot as a success. The SSA/SSO staff also recommended that the FBU employees be extended access to MCS and MES screens. OIO then conducted a cost/benefits analysis that concluded a 3.4:1 benefit to cost ratio advantage to SSA resulted from the IWS/LAN installation at the FBU in Mexico City.

In February 1998 two DCO employees traveled to the Mexico City FBU and trained the staff on MCS and MES screens. For MCS, the FBU employees received authorization to key the claims data into MCS, then forward the signed applications and proofs to CDB in OIO for final review and adjudication. FBU employees do not have final adjudicative authority for claims. For MES, the FBU employees received authorization to issue SSN cards to all qualified applicants, except those who were filing for the first time and were born in the U.S.

BACKGROUND ON THE LOCATIONS AND RESPONSIBILITIES OF RFBOs

Considerable importance is placed upon maintaining the integrity and operational efficiency of the overseas program. In administering the program, DIO is faced with a number of concerns and obstacles, such as claimants with low levels of education, and language and cultural differences. Some of the specific problems encountered include changing political conditions within foreign countries, unreliability of foreign mail services, unavailability and unreliability of vital statistics records to prove age, marriage and other factors bearing on Social Security rights, limited facilities for person-to-person interviews by FSP personnel with beneficiaries living in remote areas of the world, lack of jurisdiction of United States courts where recovery of overpayments or criminal prosecution is in order and the potential for nonreporting of deduction, suspension and termination events by beneficiaries residing abroad.

To overcome these concerns and obstacles and to gauge the soundness and improve the effectiveness of the foreign program, a number of measures have been adopted. One of the more significant ones is the stationing of seven RFBOs at key locations abroad. They provide technical advice, support and training in Social Security work to Foreign Service, personnel in other posts in addition to directly handling Federal benefits work where they are assigned. Six RFBOs are assigned to the Foreign Service Reserve of the Department of State and are stationed at the American Embassies in Athens, London, Mexico City and Rome and at the American Consulates General in Guadalajara and Frankfurt. A seventh RFBO is located at the Department of Veterans Affairs Regional Office (VARO) in Manila. VARO assists with Social Security matters in the Philippines.

The need for RFBOs was fully developed and endorsed by an interagency study group. In its report to the National Security Council Under Secretaries Committee in October 1971, the study group recommended that the needs of all agencies would be best met by assigning career social Security employees as Foreign Service Reserve Officers in the locations where Federal benefits work requires the assignment of a full-time officer.

An important responsibility of the foreign position is the undertaking of measures to enhance the integrity of the foreign program.

BRIEF HISTORY OF LOCATIONS OF RFBOsA. Athens

In 1959 a special study in Greece, which preceded the systematic validation survey program, resulted in the discovery of a major problem with age evidence which had been used by individuals in the United States and Greece to establish entitlement to Social Security benefits.

An attempt was made in early 1962 to control the situation by providing limited training (60 days) in the Social Security program to a career Foreign Service Officer in the Embassy in Athens who then assumed responsibility for the Social Security program in Greece. While some improvement was made in the program, it was mutually agreed by the Department of State and SSA that a trained Social Security career employee was needed to fully control the situation in Greece. Therefore, in January 1964, Ted Girdner was the first RFBO to be stationed outside the U.S. He was located in Athens where he also provided technical advice and assistance to the posts in Turkey where questionable claims were being secured and excessive fees were being extorted from Social Security claimants. Since that time, the evidentiary problem in Greece and the questionable claims from Turkey have been brought under control and overpayments have been identified and recovered. Potential erroneous payments have been prevented. In addition, it has been possible through the ongoing training of Foreign Service national (FSN) personnel to substantially improve the work processes and service to the beneficiaries. The Athens RFBO is now responsible for Social Security operations in Albania, Armenia, Azerbaijan, Bosnia Herzegovina, Bulgaria, Cyprus, Egypt, Georgia, Israel, Jerusalem, Kazakhstan, Kyrgyzstan, Macedonia (FYR), Moldova, Romania, Serbia-Montenegro, Tajikistan, Turkey, Turkmenistan, Uzbekistan, and Yemen as well as Greece.

RFBOS ASSIGNED
ATHENS AND DATES SERVED

1.	Ted D. Girdner	January 1964 to December 1967
2.	Clarence Cornes	December 1967 to November 1972
3.	Luciano D'Angelo	November 1972 to May 1975
4.	Ron Bowling	May 1975 to September 1979
5.	James Meale	September 1979 to September 1983
6.	Anthony Psaromatis	September 1983 to August 1986
7.	Richard Groccia	August 1986 to August 1989
8.	Martin Lahiff	September 1989 to October 1992
9.	Richard Groccia	October 1992 to September 1995
10.	Carla Pancheco	September 1995 to Present

B. MEXICO CITY AND GUADALAJARA

The Social Security beneficiary roll in Mexico is the second largest outside the U.S. Claims from Mexico are the most difficult to develop and process because of incomplete and inaccurate earnings records of migrant workers, confusion of identity of workers, involved family relationship issues, high concentration of child beneficiaries (which present special problems) and the low levels of education of many of the claimants in Mexico. There are also significant program policies involving evidence submitted to support Social Security claims not only in Mexico but also claims filed in the United States by persons born in Mexico. To better manage the situation, the State Department and SSA agreed in 1967 to having an RFBO stationed in Guadalajara. In June 1976, an RFBO position was established at the American Embassy, Mexico City to provide administrative and technical services to all posts in Mexico including the training of FSN employees. The position in Guadalajara was maintained, and the RFBO there became responsible for the Social Security program in the consular district of Guadalajara. This resulted in improved program integrity, better service to the public and a more efficient means of performing the work. Beginning in March 1979, the countries in Central America and the Caribbean were added to the area of responsibility of the RFBO in Mexico City. In 1985, the South American countries of Venezuela, Colombia, Surinam and Guayana were added. In 1989 the area was realigned to equally divide responsibility for the Caribbean and Latin America between the RFBOs in Guadalajara and Mexico City.

Guadalajara: Guadalajara consular district, Caribbean and South America.

Mexico City: All of Mexico except Guadalajara consular district and Central America.

Effective July 1991, the Department of State drastically downsized the Consulate General in Guadalajara for budgetary reasons. As part of the reduction, the Federal Benefits Unit (FBU) was reduced from 18 to eight Foreign Service National employees. The service area for the Consulate was reduced to the State of Jalisco. (Nayarit was later added to the Consulate's service area.) The reduction in FBU staff was 56 percent. Service area reduction in terms of the number of beneficiaries was only 40 percent.

RFBOS ASSIGNED
GUADALAJARA AND DATES SERVED

1.	James Hamblet	July 1967 to April 1971
2.	Neil McPherson	April 1971 to June 1976
3.	Alfredo Gonzales	August 1976 to September 1978
4.	Joseph R. Dulany	September 1978 to July 1983
5.	Geraldine C. Lewallen	July 1983 to July 1989
6.	Richard Groccia	August 1989 to October 1992
7.	Bernardino Gonzalez	March 1993 to August 1995
8.	Geraldine C. Cortez (formerly Lewallen)	August 1995 to Present

RFBOS ASSIGNED
MEXICO CITY AND DATES SERVED

1.	William Archuleta	May 1976 to September 1980
2.	Martin Almanzan	September 1980 to July 1983
3.	Neil McPherson (Acting)	July 1983 to November 1983
4.	Martin P. Lahiff	November 1983 to July 1989
5.	Geraldine C. Cortez (formerly Lewallen)	July 1989 to August 1995
6.	Bernardino Gonzalez	August 1995 to Present

C. Frankfurt

The largest number of European beneficiaries are in Italy, followed by Germany, the United Kingdom and Greece. The report issued by the interagency study group on "Payment of Federal Benefits to Persons Residing Abroad" to the National Security Council Under Secretaries Committee recommended that two RFBOS be stationed at Frankfurt.

This was accomplished starting in December 1972. One of the RFBOs supervised the Federal benefits work in the Consulate General in Frankfurt and was responsible for coordination of the Social Security program in the other five posts in Germany. That jurisdiction has been expanded to also include Austria, Belarus, Denmark, Estonia, Finland, Iceland, Latvia, Liechtenstein, Lithuania, Norway, Russia, Sweden, Switzerland and Ukraine.

Until September 1979, the second RFBO was stationed in Frankfurt and provided technical advice and assistance on Social Security matters on a continuing basis to other European FSPs for which no other SSA RFBO was responsible. The RFBO conducted training operations for these posts and coordinated the establishment of SSA claims-development work throughout western Europe.

RFBOS ASSIGNED
FRANKFURT AND DATES SERVED

1.	Art Brett	December 1972 to July 1977
2.	Paul Dudak*	January 1973 to October 1977
3.	Barbara Wilson	July 1977 to September 1982
4.	Ruth Zlotowitz*	October 1977 to October 1979
5.	Larry VanMeter	September 1982 to September 1986
6.	Anthony Psaromatis	September 1986 to August 1990
7.	Faith Hunt	October 1990 to October 1995
8.	Barbara Wilson	November 1995 to Present

*Responsible for European posts in countries where no other RFBOs were assigned.

D. London

In September 1979, the decision was made to move the second RFBO from Frankfurt to the American Embassy in London since it had become an extremely active post in Social Security matters. At the same time the service areas of the RFBOs in Europe were equalized through realignment.

In addition to the United Kingdom, the London RFBO is responsible for Social Security operations in Belgium, France, Ireland, Luxembourg, Netherlands and Poland.

RFBOS ASSIGNED
LONDON AND DATES SERVED

1.	Luciano D'Angelo	September 1979 to August 1980
2.	Carl Montoya	August 1980 to June 1985
3.	Luciano D'Angelo	September 1985 to August 1990
4.	Barbara Wilson	September 1990 to October 1995
5.	Faith Hunt	November 1995 to Present

E. Rome

The Italian beneficiary roll is the third largest in the world. Social Security claims are filed and processed in the posts in Rome and Naples. The 1971 interagency study group found that Federal agency work in Italy was under the direction of a Foreign Service Office with 18 years of VA experience. Since Social Security beneficiaries outnumbered VA beneficiaries by a ratio of 6 to 1, it was recommended that a Social Security official replace the Foreign Service Reserve Officer upon expiration of his term. The RFBO would be responsible for the coordination of the Social Security program in the other posts in Italy. This was accomplished in May 1973. Subsequently, the jurisdiction was expanded to include Croatia, Czech Republic, Hungary, Malta, Portugal, Slovakia, Slovenia and Spain as well as Italy.

RFBOS ASSIGNED
ROME AND DATES SERVED

1.	Clarence Cornes	May 1973 to June 1975
2.	Luciano D'Angelo	June 1975 to August 1978
3.	John Stevenson	August 1978 to August 1980
4.	Luciano D'Angelo	August 1980 to August 1985
5.	Jay A. Rini	August 1985 to August 1987
6.	Barbara Wilson	August 1987 to August 1990
7.	Luciano D'Angelo	September 1990 to September 1995
8.	Richard Groccia	September 1995 to Present

F. Manila

The VA has a regional office in the Philippines. SSA contracted with the VA in 1960 to take and develop claims for Social Security benefits. The reason for this arrangement was to curtail fraudulent activities of individuals in the Philippines. At that time it was demonstrated that we had little or no assurance of the accuracy of payments or that the correct persons actually received them. Without personal SSA representation on the scene, this arrangement proved to be costly, inefficient and unworkable.

To correct the situation, in 1967 a Social Security Technical Advisor was assigned to the SSA Section of the U.S. Veterans Affairs Regional Office (VARO) in Manila to provide the expert direction, training, advice, organizational knowledge and technical guidance to the local staff. The RFBO has total responsibility for the Social Security program there and is also responsible for the evaluation of the Social Security policies and procedures as applied in the Philippines to ensure the integrity of the payments.

The RFBO acts as a Technical Advisor and coordinator of the Social Security program for all countries in the Department of State's Bureau of East Asian and Pacific Affairs. In December 1982, the SSA Section in VARO became the SSA Division with the SSA Technical Advisor as Division Director.

RFBOS ASSIGNED
MANILA AND DATES SERVED

1.	Edward Murphy	November 1967 to September 1970
2.	Charles Osborn	September 1970 to September 1972
3.	Glenn Franklin	September 1972 to August 1978
4.	Larry VanMeter	August 1978 to June 1982
5.	Jim Daligcon	September 1982 to July 1992
6.	Vance Teel	July 1992 to Present

Regional Federal Benefits Officers Meetings

Meetings are held annually to give the RFBOs an opportunity to touch base with the domestic program in terms of priorities and management philosophies in addition to providing them with specific direction for managing the Federal Benefits program outside the United States. The meetings also offer the RFBOs an opportunity to exchange information and share ideas about the administration of federal benefits overseas and to cover a wide range of technical issues.

These meetings are attended by the seven RFBOs, representatives of SSA policy components, the State Department, the Department of Veterans Affairs (DVA), and the Treasury Department. Representatives from the Secret Service and SSA's OIG also attended for the first time in 1995.

In addition, when the meetings are held in Baltimore, the meeting agendas provide the RFBOs with the opportunity to meet with OIO operations managers to develop service agreements related to fax communications, OIO response times, and query traffic. The RFBOs also have the opportunity to meet with ODIO top staff and the Deputy Commissioner for Operations. The Commissioner often makes a brief presentation and fields questions from the RFBOs.

Whenever, possible, questions and issues are resolved during the meeting sessions. Issues, which require additional research or continued follow up are taken as recommendations, to be acted upon and reported upon later.

Regional Federal Benefits Officers Meetings

1974	Frankfurt
1975	Athens
1976	Athens
1978	Rome
1980	London
1981	Athens
1982	Frankfurt
1983	Baltimore
1984	Rome
1985	Baltimore
1986	London
1987	Baltimore
1988	Rome
1989	Baltimore
1990	Guadalajara
1991	Baltimore
1992	Baltimore
1993	Baltimore
1994	Baltimore
1995	Baltimore
1996	Frankfurt
1997	Mexico City

Foreign Service National (FSN) Training

Since the inception of DIO, SSA work outside the United States has generally been performed by FSNs in the various FSPs. With this in mind, a training program was initiated in 1966 which brings selected FSN's to Baltimore for SSA program orientation and training. Prior to 1994 the FSN class was taught by a team of two OIO employees, usually composed of experienced adjudicators from the Claims Development Branch and the Process Branch. In 1994 we began using an experienced FSN as a member of the Instructor team. Training is also conducted at the posts by the RFBOS.

Since 1971, basic training classes have been held at least once each year and average seven or eight trainees. Through 1997 the number trained was 220.

In 1992 the first supervisory seminar for FSNs was held in Baltimore. The first session included 10 supervisors. Another session was held in 1994. These seminars are held on an "as needed" basis as funds are available.

FOREIGN SERVICE NATIONAL TRAINING IN BALTIMORE

<u>DATES OF TRAINING</u>	<u>TRAINEES</u>	<u>FOREIGN SERVICE POST</u>
02/14/66-04/15/66	Mr. Eleftherios Castanakis	Athens, Greece
1967	Ms. Helen Adam	Athens, Greece
02/11/71-04/02/71	Ms. Elly Papadopoulos	Athens, Greece
	Mr. Franco Lodolo	Rome, Italy
	Mr. Gaudencio Occeno, Jr.	Manila, Philippines
10/14/71-11/28/71	Mr. Jesus Huerta	Guadalajara, Mexico
	Ms. Magdalena Navarro	Guadalajara, Mexico
	Mr. Arturo Alejandre	Guadalajara, Mexico
10/24/72-12/15/72	Ms. Ansar Naran	London, England
	Ms. Sylvana Bottalico	Naples, Italy
	Mr. Peter Tsoubarof	Athens, Greece
	Mr. Eugenio Alcasid	Manila, Philippines
	Mr. Bernardo Bonaventura	Rome, Italy
	Mr. Adolf Gander	Bern, Switzerland
09/10/73-10/21/73	Mr. Antonio Pandolfo	Naples, Italy
	Mr. Silvano Giuliani	Rome, Italy
	Ms. Christina G. Snyder	Munich, Germany
	Ms. Annelore Polzin	Frankfurt, Germany
	Ms. Ursula Mueller	Stuttgart, Germany
	Ms. Luzie Knoll	Hamburg, Germany
	Ms. Loretta G. Magno	Manila, Philippines
Instructor	Mr. Cooper Barefield	OIO
04/08/74-05/17/74	Ms. Carla Jendralski	Duesseldorf, Germany
	Ms. Elizabeth Von Ow	Munich, Germany
	Ms. Hilde Benz	Stuttgart, Germany
	Mr. Cosimo Gucciardi	Palermo, Italy
	Mr. Pablo Ulloa	Guadalajara, Mexico
Instructors	Mr. Cooper Barefield	OIO
	Ms. Myra Lars	OIO

09/09/74-10/15/74	Mrs. Bjorg Beck	Oslo, Norway	
	Ms. Ber Collins	Dublin, Ireland	
	Mr. Alfred Diwok	Frankfurt, Germany	
	Ms. Maria Victoria Martin	Madrid, Spain	
	Ms. Alda Stontos Silva	Oporto, Portugal	
	Ms. Karin Stromgren	Stockholm, Sweden	
	Ms. Gertrud Tiedemann	Hamburg, Germany	
Instructors	Mr. Charlie Connelly		OIO
	Ms. Holly Casey		OIO
04/07/75-05/16/75	Ms. Pilar Silva	Seville, Spain	
	Ms. Inge Berliner	Copenhagen, Denmark	
	Ms. Aristi Mavrou	Stuttgart, Germany	
	Ms. Giuseppina Perna	Rome, Italy	
	Mr. Jaime de Silva	Lisbon, Portugal	
	Mr. George Triantafillidis	Athens, Greece	
Instructors	Mr. Fred Cook		OIO
	Mr. Paul Rosenfelder		OIO
04/05/76-05/14/76	Ms. Susana Barba	Guadalajara, Mexico	
	Ms. Rosalie Corvaja	Milan, Italy	
	Ms. Marta Jeronimo	Madrid, Spain	
	Ms. Elzbieta Pietrowska	Warsaw, Poland	
	Mr. Saul Rodriguez	Monterrey, Mexico	
	Ms. Jacqueline Schreiber	Paris, France	
Instructors	Ms. Jane Aloia		OIO
	Ms. Barbara Hoffman		OIO
09/27/76-10/29/76	Ms. Margareta Aulin	Stockholm, Sweden	
	Mr. Eugenio Conti	Rome, Italy	
	Mr. Manuel Ortiz Lopez	Mexico City, Mexico	
	Ms. Dragoslava Marin	Belgrade, Yugoslavia	
	Ms. Gabriella Pulli	Naples, Italy	
	Ms. Acela Ramos Vallego	Guadalajara, Mexico	
	Ms. Magda Vojnovic	Zagreb, Yugoslavia	
Instructors	Mr. Ed Gurney		OIO
	Ms. Susan Rhodes		OIO

04/18/77-05/20/77	Ms. Margarete Wein	Duesseldorf, Germany	
	Ms. Hanna Silberman	Tel Aviv, Jerusalem	
	Mr. Hanna Malki	Jerusalem, Israel	
	Ms. Maria Cali	Palermo, Italy	
	Ms. Esther Olea	Mexico City, Mexico	
	Mr. Francisco Rojas	Hermosillo, Mexico	
Instructors	Ms. Susan Rhodes		OIO
	Ms. Cathy Rabalvsky		OIO
04/05/78-05/03/78	Ms. Edith Borba	Frankfurt, Germany	
	Mr. Jose Luis Garcia	Barcelona, Spain	
	Mr. David Lee	Dublin, Ireland	
	Mr. Juan Olartecoechea	Bilbao, Spain	
	Ms. Maria Cristina Zotta	Milan, Italy	
Instructors	Ms. Susie Kellner		OIO
	Ms. Cathy Rabalvsky		OIO
04/23/79-05/23/79	Ms. Maria Cappellano	Palermo, Italy	
	Ms. Swana Lee Yuk Ching	Hong Kong	
	Ms. Sheila Meads	Edinburg, Scotland	
	Mr. Yennadios Papanicolau	Athens, Greece	
	Ms. Angelika Reuther	Munich, Germany	
	Ms. Mary Zekan	Belgrade, Yugoslavia	
Instructors	Ms. Susie Kellner		OIO
	Ms. Cathy Rabalvsky		OIO
05/05/80-05/30/80	Ms. Jane Ashton	Dublin, Ireland	
	Ms. Sylvia Hellman	Stuttgart, Germany	
	Ms. Branka Ivancevic	Belgrade, Yugoslavia	
	Ms. Ann E. Lawson	London, England	
	Ms. Tamara Lazarowica	Tel Aviv, Israel	
	Ms. Beatrice Ravida	Palermo, Italy	
	Mr. Vincenzo Scontrino	Naples, Italy	
	Mr. Octavio F. Verzosa	Maaila, Philippines	
Instructors	Ms. Susan Rhodes		OIO
	Mr. Charlie Schmidt		OIO

09/22/80-09/24/80	Ms. Adelia Matos (Received a brief basic training while in Baltimore on vacation)	Lisbon, Portugal	
09/14/81-10/09/81	Ms. Lucia Tirelli Mr. Anthony Vrailas Ms. Monica Sternberg Ms. Candida T. DeDuarte Ms. Laura E. Salazar Ms. Valerie Jeanne Ms. Ailish NicPhaiden	Genoa, Italy Athens, Greece Vienna, Austria Monterrey, Mexico Monterrey, Mexico Paris, France Dublin, Ireland	
	Instructors	Ms. Hazel Brodie Ms. Marian Cinquanta	OIO OIO
08/23/82-09/20/82	Mr. Alexander Geisler Ms. Ada Lavagna Ms. Irit Van Der Veur Ms. Anna Cividino Ms. Altagracia Delgado Ms. Roseanna Messina Ms. Shelagh Houlihan Ms. Hilda De Hoyos Ms. Norma De Garcin	Stuttgart, Germany Milan, Italy Tel Aviv, Israel Rome, Italy Santo Domingo, Dom. Rep. Palermo, Italy London, England Mexico City, Mexico Guadalajara, Mexico	
	Instructors	Ms. Marian Cinquanta Ms. Etta Patton	OIO OIO
04/11/83-05/06/83	Mr. George Anastassopoulos Ms. Maria Teresa Guedes Mr. Vincenzo Ciannella Ms. Isrun Elbe Ms. Marianne Aronsson Ms. Maria D'Souza Mr. Geoffrey Lester Ms. Anita A. Barrientos	Athens, Greece Oporto, Portugal Naples, Italy Hamburg, Germany Bern, Switzerland London, England London, England Manila, Philippines	
	Instructors	Mr. Jay Lewis Ms. Barbara Parker	OIO OIO

04/30/84-05/25/84	Ms. Paola Bertolone	Genoa, Italy
	Ms. Unni Betancor	Oslo, Norway
	Ms. Gabriela Perez Bravo	Guadalajara, Mexico
	Mr. Milton Cusumano	Trieste, Italy
	Ms. Margaret Serej	Bonn, Germany
	Ms. Gerda Teichert	Stuttgart, Germany
	Mr. Takashi Tsuiki	Tokyo, Japan

Instructors	Mr. Jay Lewis	OIO
	Ms. Laura Allen	OIO

04/15/85-05/10/85	Mr. Romeo Bernardino	Manila, Philippines
	Mr. Adalberto Cabral	Mexico City, Mexico
	Ms. Monique Chaumet	Paris, France
	Ms. Graciela Gimbernard	Santo Domingo, Dom. Rep.
	Ms. Brigitte Hentschel	Frankfurt, Germany
	Mr. Elfego Mendoza	Guadalajara, Mexico
	Mr. Alberto Montelatici	Florence, Italy
	Mr. Dirk Van Der Grift	Madrid, Spain

Instructors	Mr. Brian Cook	OIO
	Ms. Gail Rutherford	OIO

04/07/86-05/02/86	Ms. Eve Baigel	Tel Aviv, Israel
	Mr. Edward Cabrera	London, England
	Mr. Arnel C. Caras	Manila, Philippines
	Ms. Gabriela Carballeda	Mexico City, Mexico
	Ms. Dahlia Cunningham	Kingston, Jamaica
	Ms. Zdenka Nikolic	Zagreb, Yugoslavia
	Ms. Irene Oda	Frankfurt, Germany
	Mr. Pierre Sacrispeyre	Paris, France

Instructors	Ms. Helen-DePass	OIO
	Ms. Maria Fragio	OIO

09/14/87-10/09/87	Mr. Tony Agana	Manila, Philippines	
	Ms. Jennifer Bain	London, England	
	Ms. Helene Bussmann	Bern, Switzerland	
	Ms. Herta Illing	Stuttgart, Germany	
	Mr. Harris Kentrotis	Athens, Greece	
	Mr. Francisco Medina	Monterrey, Mexico	
	Mr. Leslie Grant	Dublin, Ireland	
	Ms. Giuliana Bickle	Naples, Italy	
	Mr. Reinhold Werth	Munich, Germany	
	Instructors		
	Ms. Janice Bruff		OIO
	Ms. Octavia Smith		OIO
04/18/88-05/13/88	Ms. Anna Ferrario	Milan, Italy	
	Ms. Teresa Fuschi	Palermo, Italy	
	Ms. Teresa Giron	Manila, Philippines	
	Ms. Joanna Majzner-Feliga	Warsaw, Poland	
	Mr. Wayne McDonald	London, England	
	Ms. Bente Petersen	Copenhagen, Denmark	
	Mr. Robert Sanchez	Manila, Philippines	
	Instructors		
	Ms. Nancy Grace		OIO
	Ms. Connie Vittek		OIO
05/01/89-05/26/89	Ms. Indhumathi Barreto	Oslo, Norway	
	Ms. Ursula Ceril	Manila, Philippines	
	Ms. Ursula Hughes-Parry	Munich, Germany	
	Ms. Margit Kubinecz	Vienna, Austria	
	Ms. Silvana Marchisella	Rome, Italy	
	Mr. Emilio Martinez	Madrid, Spain	
	Ms. Lindsay McNeill	London, England	
	Ms. Lorraine Meissner	Tel Aviv, Israel	
	Ms. Monica Robles	Tijuana, Mexico	
	Ms. Maria Teresa Rojas	Guadalajara, Mexico	
	Instructors		
	Ms. Nancy Grace		OIO
	Ms. Octavia Smith		OIO

04/23/90-05/22/90	Ms. Voula Pangou	Athens, Greece
	Ms. Dorota Krotowska	Warsaw, Poland
	Ms. Emilita Hernan-Rueckert	Stuttgart, Germany
	Ms. Bertha Ortega	Guadalajara, Mexico
	Mr. Eduardo Mas	Buenos Aires, Argentina
	Ms. Elizabeth Barwick	London, England
	Ms. Gretta Keogan	Dublin, Ireland
	Ms. Teresa Freitas	Oporto, Portugal
	Mr. Nestor Calara	Manila, Philippines
	Mr. Alex Eusebio	Manila, Philippines
	Ms. Betty Gomez Vives	Mexico City, Mexico
	Mr. Gabriel Cerdas	San Jose, Costa Rica

Instructors	Ms. Nancy Grace	OIO
	Ms. Lil Johns	OIO
	Ms. Benzener Stallings	OIO

08/26/91-09/20/91	Ms. Marila Atienza	Manila, Philippines
	Mr. Joyce Anthony Dalusong	Manila, Philippines
	Ms. Fatyah Bafaghi	Sanaa, Yemen
	Mr. Luis Brazoban	Santo Domingo, Dom. Rep.
	Ms. Rana El-Issa	Jerusalem, Israel
	Ms. Brunella Gregori	Milan, Italy
	Ms. Christa Gschossman	Munich, Germany
	Ms. Christine Mavridis	Stuttgart, Germany
	Mr. Ernst Hegg	Bern, Switzerland
	Ms. Graciete Oliveira	Ponta Delgada, Portugal
	Mr. Jovan Vlastic	Belgrade, Yugoslavia

Instructors	Ms. Helen DePass	OIO
	Ms. Nancy Grace	OIO

06/01/92-06/26/92	Ms. Martha Canseco	Monterrey, Mexico
	Ms. Martina Castillo	Hermosillo, Mexico
	Ms. Irene Bunt	Amsterdam, Netherlands
	Mr. Abduljabbar Al-Masrafi	Sanaa, Yemen
	Mr. Jorge Ribeiro	Lisbon, Portugal
	Ms. Yola Spik-Dziamska	Poznan, Poland
	Mr. Dick Reyes	Manila, Philippines
	Ms. Betty Hipolito	Manila, Philippines
	Ms. Susanne Bengtsson	Stockholm, Sweden

Instructors	Ms. Jan Sarlanis	OIO
	Ms. Janice Bruff	OIO

08/31/92-09/04/92

FSN Supervisors

Ms. Teresa Ferman	Guadalajara, Mexico
Ms. Voula Pangou	Athens, Greece
Ms. Ann Lawson	London, England
Ms. Hilda de Hoyos	Mexico City, Mexico
Mr. Antonio Pandolfo	Naples, Italy
Ms. Alessandra Pasetto	Rome, Italy
Mr. Fidel Perez	Manila, Philippines
Ms. Annelore Polzin	Frankfurt, Germany
Mr. Ramon Sandoval	Monterrey, Mexico
Ms. Pilar Silva	Madrid, Spain

Instructors

Ms. Gerry Cortez	FBO, Mexico City
Ms. Barbara Wilson	FBO, London

04/26/93-05/21/93

Mr. Nikolaos Anastasiadis	Athens, Greece
Ms. Lena Petrohilou	Athens, Greece
Mr. Massimo DeFeo	Rome, Italy
Mr. Grzegorz Deszczak	Warsaw, Poland
Ms. Uta DuCharme	Munich, Germany
Ms. Miriam Marmol	Santo Domingo, Dom. Rep.
Mr. Kitch Medina	Manila, Philippines
Mr. Lauro Vasquez	Manila, Philippines
Mr. Fernando Munoz	Mexico City, Mexico
Ms. Erika Webber	Mexico City, Mexico
Mr. Hans-Werner Trachte	Frankfurt, Germany

Instructors

Ms. Jan Sarlanis	OIO
Ms. Cathy White	OIO

04/18/94-05/13/94

Ms. Martina Delija	Zagreb, Croatia
Ms. Branislava Mijailovic	Belgrade, Yugoslavia
Mrs. Gigi Nomil	Manila, Philippines
Mr. Enrico Occeno	Manila, Philippines
Ms. Christianna Sarantea	Athens, Greece
Mr. George Savvopoulos	Athens, Greece
Ms. Linda Lerch	Frankfurt, Germany
Mr. Oscar Zacatelco	C. Juarez, Mexico
Mr. David Cortes	Mexico City, Mexico
Mr. Patrick de Meyer	Brussels, Belgium
Mrs. Jacqueline Jochim	Paris, France

Instructors

Ms. Phyllis Jackson	OIO
Ms. Lindsay McNeill	London, England

06/13/94-06/17/94

FSN Supervisors

Ms. Ann Lawson	London, England
Ms. Teresa Ferman	Guadalajara, Mexico
Ms. Voula Pangou	Athens, Greece
Ms. Hilda de Hoyos	Mexico City, Mexico
Mr. Antonio Pandolfo	Naples, Italy
Ms. Alessandra Pasetto	Rome, Italy
Mr. Arnel Caras	Manila, Philippines
Ms. Annelore Polzin	Frankfurt, Germany
Mr. Jaime da Silva	Lisbon, Portugal
Ms. Pilar Silva	Madrid, Spain
Ms. Jane Ashton	Paris, France
Mr. Alexander Geisler	Munich, Germany

Instructors

Ms. Gerry Cortez	FBO, Mexico City
Mr. Vance Teel	FBO, Manila

04/10/95-05/12/95

Ms. Josefina Analupa	Manila, Philippines
Mr. Emmanuel Arada	Manila, Philippines
Ms. May-Britt Nikou	Stockholm, Sweden
Ms. Susana Pardo	Madrid, Spain
Mr. Luis Quero	Mexico City, Mexico
Mr. Fernando Serrato	Ciudad Juarez, Mexico
Ms. Petra Sauer	Frankfurt, Germany

Instructors

Ms. Almira Norris	OIO
Mr. Edward Cabrera	London, England

1996 - No Class Held

05/19/97-06/20/97

Ms. Alicia Muniz	Guadalajara, Mexico
Ms. Carolina Olguin	Guadalajara, Mexico
Mr. Carlos Nava	Mexico City, Mexico
Mr. Jose Antonio Peral	Ciudad Juarez, Mexico
Ms. Gladys Dacanay	Manila, Philippines
Mr. Jamal Abu Teir	Jerusalem, Israel
Ms. Traute Bader	Frankfurt, Germany
Ms. Elke Grove	Frankfurt, Germany
Ms. Heather Young	London, England

Instructors

Ms. Almira Norris	OIO
Mr. Massimo DeFeo	Rome, Italy

Program Delivery Performance Inspections (PDPIs)

OIO is responsible for providing support and direction to the Federal Benefits Officers (FBOs) and Foreign Service Posts (FSPs) and for liaison with the Department of State (DOS) on all aspects of Social Security operations outside the United States. To carry out this substantial, world wide responsibility, we must conduct comprehensive onsite management reviews, known as PDPIs, each year to ensure that the foreign operations are effective and economical and to verify the charges for which SSA reimburses. The integrity of Federal Benefits unit operations is a primary focus of these reviews.

We have a longstanding agreement with DOS to conduct two PDPIs each year. The reviews are rotated among the seven FBO regions, the schedule being such that each region is visited approximately once every 3 years. DOS values our analyses and review reports and uses our observations and suggestions to enhance their support of our operations overseas.

The PDPI program encourages a team mentality between OIO and our DOS colleagues. Relationships with consular officers developed during onsite visits produce dividends long after our team has returned to Baltimore, since the officers are career Foreign Service employees and generally retain some involvement with Federal Benefits activities as they rotate from post to post. Our visits permit us to associate faces with names and provide an opportunity to do some one-on-one orientation with key Foreign Service personnel. An officer with whom we have cultivated a good relationship in Tijuana becomes an extremely valuable colleague when he is reassigned to Rome. Even our FBOs look forward to these scheduled visits from the home office to keep up with current thinking in central office.

PDPI teams are generally comprised of IOTS employees. The goals of the teams include:

- supporting and assessing the performance of the FBOs by obtaining onsite information regarding their problems and needs;
- evaluating administrative costs and staffing needs;

- verifying that the FBOs and FSPs are operating within SSA rules and guidelines;
- evaluating the impact of SSA's policies and procedures on the claims-development offices, uncover problems and correct them;
- evaluating the efficiency and integrity of operations in the offices reviewed and remedy any defects; and
- obtaining first-hand information regarding the effectiveness of the DOS' management and administrative support of the operations overseas.

Program Delivery Performance Inspections (PDPI)

09/73	Mexico
11/73	Philippines
03/74	Germany
09/74	Italy
09/75	Mexico
05/76	Greece, Israel, Yugoslavia
10/76	London, Dublin, Madrid
05/77	Oslo, Stockholm, Warsaw, Krakow
09/78	Mexico
06/79	Germany, France, Portugal
09/79	Philippines, Hong Kong
09/80	Mexico
09/81	Greece, Israel, Yugoslavia
09/81	Jamaica, Dominican Republic, Costa, Rica, Barbados
04/82	Norway, England, Ireland
06/82	Italy, Spain
05/83	Frankfurt, Hamburg, Bern, Stuttgart
09/83	Hong Kong, Manila
05/84	Athens, Warsaw, Krakow, Tel Aviv, Jerusalem
09/84	Mexico City, Guadalajara, Monterrey, Ciudad Juarez, Santo Domingo
05/85	London, Paris, Dublin
09/85	Rome, Naples, Palermo, Madrid
11/85	Manila, Hong Kong
09/86	Frankfurt, Bonn, Munich, West Berlin

05/87	Athens, Warsaw, Belgrade, Tel Aviv, Jerusalem
06/87	Mexico City, Guadalajara, Monterrey, Santo Domingo
06/88	Rome, Naples, Milan, Bern
09/88	London, Madrid, Lisbon, Dublin
03/89	Manila, Hong Kong
09/89	Frankfurt, Munich, Bonn, Stuttgart, Oslo, Stockholm
05/90	Guadalajara, Santo Domingo, Kingston
09/90	Tel Aviv, Jerusalem, Warsaw, Belgrade, Athens
02/91	Tijuana, Ciudad Juarez, Monterrey, Mexico City
04/91	Milan, Palermo, Naples, Rome
1992	None
04/93	Frankfurt, Munich, Berlin, Hamburg, Amsterdam
07/93	London, Paris, Lisbon, Stockholm
03/94	Manila, Tokyo
09/94	Mexico City, Monterrey, Ciudad Juarez, Hermosillo, Guadalajara
03/95	Madrid, Bern, Zagreb, Naples, Rome
07/95	Sanaa, Tel Aviv, Jerusalem, Athens
07/96	Oslo, Stockholm, Frankfurt, Vienna
09/96	Warsaw, Krakow, Dublin, Paris, Brussels, Amsterdam, London
07/97	Buenos Aires, Santo Domingo, Kingston, Guadalajara, Mexico City
09/97	Sydney, Hong Kong, Manila

Validation Surveys

Validation surveys are the Agency's most effective method of monitoring the integrity of Social Security payments outside the United States. Findings from surveys are also used to respond to questions from the Office of International Policy (OIP), the Office of the Inspector General (OIG) and Congress and to develop policies on the acceptability of foreign evidence and protection of payments.

Surveys have repeatedly established their cost effectiveness. The 1996 Argentina survey cost under \$6,000 and uncovered \$109,213 in overpayments. Previous surveys conducted recently in Jamaica, the Philippines and Mexico uncovered \$91,825, \$155,479 and \$175,361 respectively.

Countries are selected for survey based on such factors as beneficiary population, reports of fraud from the Regional Federal Benefits Officers, potential for problems and available budget. Countries where problems are uncovered are resurveyed at 4 to 7 year intervals, if possible.

Survey teams are comprised of an IOTS team leader and experienced OIO technicians. Since 1996, the OIG has participated as working members of our in-country survey teams. The teams make unannounced personal contacts with beneficiaries, churches and civil records offices to identify problems with foreign record certifications and detect unreported events affecting continuing eligibility to benefits such as death, work, marriage, cessation of disability and cessation of school attendance. As a result, incorrect payments are identified timely and recovered.

The validation survey program allows SSA to provide assurance to the Executive Branch, the General Accounting Office and the Office of the Inspector General that Social Security benefits are not being paid to deceased beneficiaries outside the United States, which over the years has been a major concern.

The dates and locations of surveys conducted to date are shown on the report of foreign travel beginning on page 36. -

Bilateral Activity

There are three types of bilateral activity. The first is totalization agreement implementation meetings. The second is postimplementation meetings subsequent to totalization agreements. OIO has lead responsibility and chairs both types of meetings. The third type of bilateral activity involves mutual assistance agreements.

At implementation meetings for new agreements, representatives of the involved countries negotiate the policies, procedures and forms necessary to implement the agreement.

After a totalization agreement goes into effect, OIO and OIP must meet with their counterparts in the foreign agency periodically to discuss changes in each country's laws, workflow and procedural modifications and to improve administration of the agreement, as well as implementation of any supplementary agreements. These are postimplementation meetings.

The agreement to pilot the first mutual assistance agreement with the government of the United Kingdom (U.K.) was originally reached as a result of one of the Five English Speaking Country Meetings. Janice Warden is SSA's representative at these meetings; she is strongly committed to exploring new ways for us to do business with our foreign counterpart agencies.

In January 1993, SSA agreed to the terms for piloting this process with the U.K. OIO completed the first mutual assistance project with the British Agency in May 1994. The results confirmed that there is no problem in the United Kingdom with unreported deaths or the misuse of benefits by representative payees. The second mutual assistance project with the BA is in the process of being completed. There have been no other mutual assistance projects, although a supplemental agreement with Canada has been negotiated and it is anticipated that future projects may occur.

Since any agreements that are reached for future pilots will involve using foreign agency personnel to administer the program abroad and because such agreements result in a fallout workload for the Federal Benefits Units, OIO will be represented to ensure that OIO's special needs and concerns are presented adequately during negotiations.

The dates and locations of all bilateral activity travel to date are shown on the report of foreign travel beginning on page 36.

SSA AND OIO ACTIVITIES AND PROJECTS REQUIRING TRAVEL ABROAD

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Poland, Greece, Italy	Conference Verification Project and Review	Doyle Hagan George Kretz	10/57	11/57
Philippines, Hong Kong Japan	Review of Program	Harris Berman George Wing	02/27/58	03/28/58
Greece, Italy, Spain	Special Investigation and Review	Joseph Balthazar Peter D. Soppas	06/59	09/59
Philippines	Arranging for Training Mission	E.D. Tallman	02/13/60	02/29/60
Philippines	Training Mission	Edwin Hecker Joseph B. Rector	02/60	07/60
Rumania, Greece, Italy	Verification Project and Review	Edward J. O'Brien	08/29/60	09/13/60
<u>OIO ESTABLISHED SEPTEMBER 1961</u>				
Canada	Special Investigation	Joseph Balthazar John C. Neely	10/08/61	10/14/61
Greece, Italy	Review of Program	Joseph Balthazar	06/62	06/62
Turkey, Greece, Italy	Review and Training	Don Evans	10/62	02/63
Philippines, Hong Kong Greece, Italy	Review of Program	Ted D. Girdner	04/63	06/63
Canada	Special Investigation	John C. Neely	10/63	10/63

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Bulgaria, Cyprus and Jordan	Verification Project and Special Investigation	Richard Branham C. Edward Cook James J. Howard	09/63	12/63
Italy	Validation Survey Teams No. 1 & 2 (Rpt. No. 1)	Joseph Balthazar James Hamblet Leonard Monfred Edward Podgorski Calvin Belsky John St. Clair	12/63 01/64 01/64 03/64 03/64 03/64	03/64 04/64 04/64 05/64 05/64 05/64
France	Validation Survey Team No. 3 (Rpt. No. 2)	Marion Seabrooks Clarence Cornes	03/64	05/64
Ireland	Validation Survey Team No. 4 (Rpt. No. 3)	Roy Matthews David Smith	03/64	05/64
Yugoslavia	Validation Survey Team No. 5 (Rpt. No. 4)	Joseph Rector Henry Hehir Jack Frazier Harold Sundgren	06/64 06/64 06/64 06/64	09/64 07/64 08/64 08/64
Cape Verde Islands	Special Investigation	Paul Bowers Jack O'Donnel	10/64 12/64	12/64 04/65
Mexico	Validation Survey Team No. 6 (Rpt. No. 5)	Sid Feigenbaum Ted Litwin John Willis	01/65	05/65
Philippines, Hong Kong	Validation Survey Team & Program Review	Joseph Kovacs Charles Carper	03/65	07/65

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Spain	Validation	Don Evans	09/65	11/65
	Survey Team	Jack Jones	09/65	11/65
	No. 8 (Rpt. No. 7)	George Kotishion	09/65	11/65
Germany	Validation	James Hamblet	02/66	05/66
	Survey Team	Arthur Brett		
	No. 9 (Rpt. No. 8)	Andrew Garreis		
Greece	Replaced RFBO During Home Leave	Clarence Cornes	06/66	08/66
Japan, Ryukyu Islands	Validation	David Smith	08/66	11/66
	Survey Team	Charles Thomas		
	No. 10 Rpts.No. 9 and 10)	John Schanberger		

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Canada	Conference- Canadian Rep. Trustees	Joseph Balthazar C. Edward Cook (Mr. Balthazar also attended meetings in 1969 and 1971)	05/67	05/67
Poland	Validation Survey Team No. 11 (Rpt. No. 11)	William Dawson Robert Corrigan James Graham George Kotishion	06/67 08/67 08/67 09/67	10/67 08/67 10/67 10/67
Canada	Validation Survey Team No. 12 (Rpt. No. 12)	Richard Branham J. Ronald Schock Haywood Watson	10/67 11/67 11/67	02/68 02/68 02/68
(D/O Representatives)				
		Lucien Biron Paul Zimmerman	11/67 11/67	02/68 02/68
Portugal	Validation Survey Team No. 13 (Rpt. No. 13)	Richard Branham Thomas Gross Adalbert Ferenz	05/68	07/68
Israel (Mr. Branham also visited Iran and Lebanon)	Validation Survey Team No. 14 (Rpt. No. 14)	Richard Branham Ruth Saunders Louis Tharp	08/68 09/68 09/68	11/68 11/68 10/68
Czechoslovakia and Russia	Planning for Verification	Joseph Balthazar	09/68	09/68
Italy	Training Mission	C. Edward Cook Neil McPherson	11/68	12/68

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Czechoslovakia and Hungary	Verification Project	Arthur Brett Richard Branham James Graham David Smith (State Department) Ray E. White, Jr. Christopher G. Ward James T. Schollaert Herbert R. Newmaster Harry M. Lofton	03/69	06/69
Jamaica	Validation Survey Team No. 15 (Rpt. No. 15)	Richard Branham Arthur Brett George Kotishion	09/69 11/69 11/69	11/69 12/69 12/69
Athens, Greece	Replaced RFBO During Home Leave	Neil McPherson	05/31/70	09/17/70
Norway, Sweden	Validation Survey Team No. 16 (Rpts. No. 16 and 17)	Charles Carper Bruce Dailey Richard Null Stewart Brown	05/29/70 06/70 06/70 06/70	09/04/70 09/04/70 09/15/70 08/28/70
Philippines-Detail	Special Asst. Team for SSA Unit, Manila	Joan Kludy David Hernandez Gary Boardley	10/30/70 10/30/70 10/30/70	01/23/71 02/08/71 01/23/71
Cape Verde Islands	Validation Survey Team No. 17 (Rpt. No. 18)	Arthur Brett George Kotishion	03/14/71	05/12/71
United Kingdom	Validation Survey Team No. 18 (Rpt. No. 19)	C. Edward Cook George Deller Richard Harmon	02/23/71 03/04/71 03/04/71	06/03/71 03/16/71 05/31/71

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Italy	Validation	Howard A. Roland	08/24/71	12/14/71
	Survey Team	J. Ronald Schock	09/01/71	12/05/71
	No. 19	James J. Sheridan	09/01/71	11/21/71
	(Rpt. No. 20)	Ronald G. Bowling	09/01/71	12/11/71
Germany, Italy England, Greece Austria	Review	Joseph Balthazar	05/09/72	06/18/72
Germany, Austria	Training Mission	Dave Smith Janice Tribble	10/14/72	11/29/72
Mexico	Validation	James Graham	10/11/72	12/16/72
	Survey Team		01/08/73	02/21/73
	No. 20	Cooper Barefield	10/15/72	12/16/72
	(Rpt. No. 21)		01/08/73	02/08/73
		David Newill	10/15/72	12/16/72
			01/08/73	03/02/73
Austria-Switzerland	Validation	Richard Null	05/73	08/73
	Survey Team	Fred Milholland		
	No. 21 (Rpts. No. 22 and 23)			
Spain, Portugal	Training Mssn.	Barbara Hilliard	09/12/73	10/26/73
Greece	Validation	Spero Pappafotis	09/73	12/73
	Survey Team	Beth Goetsch		
	No. 22 (Rpt. No. 24)	John Prettyman		
Mexico	PDPI No. 1	Howard Roland Ward Bechtel	09/17/73	09/28/73
Philippines	PDPI No. 2	James Hamblet David Newill	11/05/73	11/16/73
Germany	RFBO Meeting	Hugh McKenna	02/27/74	03/01/74
	No. 1	Ted D. Girdner		

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Germany	PDPI No. 3	Ted D. Girdner Arlene Shpiegelman	03/04/74	03/15/74
Yugoslavia	Validation Survey Team No. 23 (Rpt. No. 25)	Anthony Gentile Joan Kludy Harry Gamble	04/15/74	07/15/74
Switzerland	Validation Survey Team No. 24 (Rpt. No. 23)	Jean Korycki	05/19/74	06/20/74
Mexico	Replaced RFBO During Home Leave	Richard Null Neil McPherson	06/17/74	09/05/74
Italy	PDPI No. 4	Charles Carper Mary Chapman	09/14/74	09/29/74
Far East. Philippines Hong Kong	Validation Survey Team No. 25 (Rpts. No. 26, 27 & 28)	James Hamblet Ronald Schock George Kotishion Fred Milholland Bob DeWingaerde John Prettyman	01/03/75 01/16/75 01/03/75 01/03/75 01/16/75 01/03/75	04/05/75 04/05/75 04/05/75 04/05/75 04/05/75 04/05/75
Greece	RFBO Meeting No. 2	Dan Rukamp	04/21/75	04/24/75
Mexico	Assist in Training (Brownsville DO)	Pete Vasquez	05/09/75	05/30/75
Dominican Republic and Jamaica	Special Investigation and Review	Howard Roland	07/02/75	08/22/75

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Brazil, Venezuela	Validation	Spero Pappafotis	09/04/75	12/12/75
	Survey Team No. 26 (Rpts. No. 29 & 30)	Jo Kerrigan	09/10/75	12/12/75
Mexico	PDPI No. 5	James Hamblet Gil Sprague	09/29/75	10/10/75
Mexico	Training Mission	Cooper Barefield	12/30/75	01/09/76
Greece	RFBO Meeting No. 3	Ted D. Girdner Barbara Wilson	05/10/76	05/12/76
Israel, Greece and Yugoslavia	PDPI No. 6	Ted D. Girdner Barbara Wilson	05/03/76	05/20/76
Panama Canal Zone and Costa Rica	Validation Survey Team No. 27 (Rpts. No. 31 & 32)	Richard Null Clarence Davis	04/01/76	07/08/76
Mexico	Replaced RFBO During Home Leave	Myra Lars	06/17/76	08/26/76
Italy	Replaced RFBO During Home Leave	Ruth Zlotowitz	06/27/76	09/08/76
Canada	Validation Survey Team No. 28 (Rpt. No. 33)	Fred Milholland Bob DeWingaerde Arlene Shpiegelman Kurt Wenzing Priscilla Rieger	09/28/76	11/22/76
Madrid, London and Dublin	PDPI No. 7 No. 7	Howard Roland Michael Schmidt	10/18/76	10/29/76
Cape Verde Islands	Program Review	Ed Murphy Dan Thomas	04/04/77	05/11/77

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Caribbean (Barbados British West Indies British Virgin Islands & Trinidad and Tobago)	Validation Survey Team No. 29 (Rpt. No. 34)	Ronald Schock Joyce Pettaway	03/14/77	05/16/77
Oslo, Stockholm, Warsaw	PDPI No. 8	Dan Rukamp Jack Rice	05/01/77	05/14/77
Bern, Switzerland Rome, Italy	Totalization Meeting-- Principal Agreements Negotiations (Bern) Operational Implementation Mtg. (Italy)	Jack Rice	10/13/77	10/28/77
Argentina, Colombia and Ecuador	Validation Survey Team No. 30 (Rpts. No. 35, 36 & 37	James Cummings Mary Decker	01/11/78 01/16/78	05/08/78 05/08/78
Rome, Italy	Totalization Meeting-- Operational Implementation	Ted D. Girdner Jean Korycki James Burwell	04/10/78	04/14/78
Rome, Italy	RFBO Meeting No. 4	Pasquale Caligiuri Ted D. Girdner	04/17/78	04/21/78
Guadalajara, Mexico	Training Mission	Susan Rhodes	04/27/78	05/26/78
Mexico (Mexico City Guadalajara and Monterrey)	PDPI No. 9	Howard Roland Clarence Cornes	09/25/78	10/05/78

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Italy	Validation	James Hamblet	09/04/78	12/05/78
	Survey Team	Arlene Shpiegelman	09/08/78	12/03/78
	No. 31 (Rpt.	John Prettyman	09/08/78	12/03/78
	No. 38)	Pina Culotta	09/08/78	12/05/78
Berlin, Germany	Totalization	Howard Roland	01/19/79	01/28/79
	Meeting--	Jack Rice	01/19/79	01/28/79
	Operational	Jean Korycki	01/19/79	01/30/79
	Implementation	Dave Newill	01/19/79	01/30/79
Rome, Italy	Totalization-- Post Implementation Mtg.	Dave Newill	01/30/79	02/02/79
Ottawa, Canada	Totalization	Jim Burwell	01/29/79	02/01/79
	Meeting--	Ward Bechtel	01/29/79	02/01/79
	Principal	Jim Graham, OEA		
	Agreement Negotiations			
Bern, Switzerland	Totalization	Jack Rice	02/23/79	03/07/79
Stockholm, Sweden	Meeting--	Bill Yoffee		
London, England	Principal	Paul Butcher, OIP		
	Agreement	Mary Gludt, OGC		
	Negotiations (Bern) Technical Discussions Stockholm and London)			
Israel	Validation	Spero Pappafotis	05/15/79	08/09/79
	Survey Team	David Hernandez	05/15/79	08/09/79
	No. 32 (Rpt. No. 39)			
Frankfurt, Munich and Stuttgart, Germany; Paris, France and Lisbon, Portugal	PDPI No. 10	Jack McHale Neil McPherson	06/11/79	06/21/79

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Manila, Philippines and Hong Kong	PDPI No. 11	Maggie Wiggins Ward Bechtel	09/14/79 09/14/79	09/29/79 09/29/79
Australia New Zealand	Validation Survey No. 33 (Rpt No. 40)	George Kotishion Joan Clark	09/17/79 09/17/79	12/02/79 12/02/79
Ottawa, Canada	Totalization Mtg.--Principal Agreement Negotiations	Jim Burwell	10/09/79	10/12/79
Bern, Switzerland	Totalization-- Operational Implementation Meeting	Jack McHale Jean Korycki Dave Newill	03/21/80	03/30/80
London, England	RFBO Meeting No. 5	Jack McHale Barry Powell	03/31/80	04/03/80
Mexico	Validation Survey No. 34	John Cisneroz Richard Null John Prettyman Joan Kludy	05/80	08/80
Mexico	PDPI No. 12	George Bodden Art Brett	09/15/80	09/25/80
Italy	Totalization-- Operational Meeting	Jim Burwell Dave Newill	11/14/80	11/23/80
Germany	Totalization-- Operational Mtg.	Dave Newill	11/26/80	11/27/80
Canada	Totalization-- Negotiations	Jim Burwell	01/11/81	01/17/81

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Jamaica	Validation Survey No. 35 First Survey Under the Auspices of OA)	Ed Jones John Cisneroz Ben Giles	01/15/81	01/17/81
Germany	Totalization-- Operational Meeting	George Bodden Jim Burwell Jean Korycki	05/15/81	05/23/81
Athens, Greece Belgrade and Zagreb, Yugoslavia; Tel Aviv and Jerusalem, Israel	PDPI No. 13	George Bodden Neil McPherson	09/08/81	09/18/81
Santo Domingo, D.R. Bridgetown, Barbados San Jose, Costa Rica Kingston, Jamaica	PDPI No. 14	Donna Sasser Bob DeWingaerde	09/16/81	09/29/81
Athens, Greece	RFBO Mtg. #6	George Bodden Neil McPherson William McCarthy Jan Williamson	09/21/81	09/25/81
Philippines, Japan	Validation Survey No. 36	Ron Schock (OA) Ken Jensen (DIO) Jim Graham (OA) Charles Thomas (DIO)	02/01/82	04/24/82
Oslo, Norway London, England Dublin, Ireland	PDPI No. 15	Janice Tribble Edward Gurney	04/19/82	04/30/82
Rome, Italy Naples, Italy Madrid, Spain	PDPI No. 16	Diane Rogers Richard Schmidt	06/06/82	06/18/82

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Frankfurt, Germany	RFBO Mtg. #7	George Bodden Bill McCarthy (OA) Jan Shellhammer (IPPS) Diane Rogers Richard Schmidt	06/21/82	06/26/82
Canada	Totalization-- Operational Meeting	Jim Burwell Dave Newill	09/26/82	10/02/82
Guadalajara, Mexico FSN Class	Training	Edie Lee	01/15/83	02/18/83
Norway, Belgium	Totalization Operational Meeting	Jim Burwell Dave Newill	03/04/83	03/20/83
Frankfurt, Germany Stuttgart, Germany Hamburg, Germany Bern, Switzerland	PDPI No. 17	Clarence B. Cornes Thomas Bruce (SEPSC) Neil E. McPherson	05/07/83	05/28/83
Stuttgart and Frankfurt, Germany Rome, Italy London, England	Supervisory Review	Arthur Simermeyer Jack McHale	05/07/83	05/21/83
Mexico	Replaced RFBO While Awaiting Arrival of New RFBO	Neil McPherson	07/31/83	11/28/83
Canada	Totalization-- Operational Meeting	Jim Burwell Dave Newill	09/12/83	09/16/83
Manila, Philippines Hong Kong	PDPI No. 18	C. Edward Cook Marlyn Shuler Barbara T. Wilson	09/19/83	09/30/83

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Warsaw and Krakow, Poland; Tel Aviv, Israel; Jerusalem; and Athens, Greece	PDPI No. 19	Maggie Wiggins Art Brett Myrna Reich Jack McHale (05/29--06/03/84)	05/14/84	06/01/84
Canada	Totalization Training	Terry Gutberlet	06/03/84	06/09/84
Rome, Italy	RFBO Mtg. #9	Jack McHale Jean Korycki Art Brett Jan Shellhammer Herbert R. Doggette	06/04/84	06/08/84
Ottawa, Toronto Montreal, Quebec Halifax, Calgary, Winnipeg, and Vancouver, Canada	Consultation with Consular Officers	Bob DeWingaerde	07/08/84	07/26/84
Mexico City, Guadalajara, Monterrey, and Ciudad Juarez, Mexico; and Santo Domingo, Dominican Republic	PDPI No. 20	Diane Rogers Kurt Wenzing Dora Shelton Jack McHale Harry Overs	09/10/84 09/24/84	09/28/84 09/28/84
Dominican Republic	Validation Survey #37	Ron Schock Jim Graham John Cisneroz Roberto Gonzalez	09/26/84	11/16/84
Italy	Totalization-- Policy Review	Jim Burwell	03/15/85	03/20/85
Canada	Totalization-- Post Implementation Meeting	Jim Burwell Dave Newill	04/22/85	04/26/85

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Dublin, Ireland; London, England; and Paris, France	PDPI No. 21	Maggie Wiggins Richard Null Carla Pancheco Ruth Pierce	04/22/85 04/29/85	05/07/85 05/03/85
Madrid, Spain and Palermo, Naples and Rome, Italy	PDPI No. 22	Ed Cook Jim Cummings Marilyn Shuler	09/07/85	09/30/85
Naples, Rome, Italy	PDPI No. 23	Harry Overs	09/19/85	09/30/85
Sweden	Totalization-- Implementation Meeting	Jim Burwell Dave Newill	09/09/85	09/19/85
Manila, Philippines and Hong Kong	PDPI No. 24	Jack McHale Art Brett Clarence Davis	11/12/85	11/21/85
Athens, Greece	Replaced RFBO who was in Language Training	Barbara Wilson	02/24/86	06/27/86
Montreal and Quebec, Canada	Review of Program	Joe Dulany	05/26/86	05/21/86
Germany	Totalization-- Post- Implementation Meeting	Jim Burwell Dave Newill	06/06/86	06/12/86
Munich, Bonn, Berlin and Frankfurt, Germany	PDPI No. 25	Neil McPherson Maggie Wiggins	09/01/86	09/19/86
London, England	RFBO Mtg. #10	Jack McHale Jean Korycki Neil McPherson Barry Powell	09/22/86	09/26/86

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Spain	Totalization-- Implementation	Dave Newill Jim Burwell	02/06/87	02/15/87
Warsaw, Poland; Belgrade, Yugoslavia; Athens, Greece; Tel Aviv and Jerusalem, Israel	PDPI No. 26	John Herr Maggie Wiggins	05/02/87	05/23/87
England	Totalization-- Implementation Meeting	Dave Newill Jim Burwell	05/08/87	05/16/87
Santo Domingo, Dominican Republic; Guadalajara, Monterrey and Mexico City, Mexico	PDPI No. 27	Clarence Cornes Richard Null Jack McHale Ruth Pierce	06/15/87 06/28/87	07/03/87 07/03/87
State of Jalisco, Mexico	Validation Survey #38	Richard Null	03/14/88	04/21/88
Lisbon, Portugal	Totalization-- Implementation Meeting	Dave Newill Jim Burwell	05/16/88	05/20/88
Rome, Italy	Totalization-- Post- Implementation Meeting	Dave Newill Jim Burwell	05/23/88	05/26/88
Rome, Naples, Milan Italy, Bern, Switzerland	PDPI No. 28	Clarence Cornes Ginny Stein	05/31/88	06/17/88
London, England; Madrid, Spain; Dublin, Ireland; Lisbon, Portugal	PDPI No. 29	Jim Cummings Maggie Wiggins	09/09/88	10/01/88

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Rome, Italy	RFBO Mtg. #11	Herb Doggette Huldah Lieberman Jack McHale Clarence Cornes Dave Newill Sally Zeller	09/12/88	09/16/88
Manila, Philippines Hong Kong	PDPI No. 30	Clarence Cornes Neil McPherson Herb Nicholls	03/06/89 03/13/89	03/17/89 03/17/89
Mexico	Validation Survey No. 39	Brian Cook Jim Cummings Bob DeWingaerde Doris Smith	04/30/89	08/89
Manila, Philippines	Replaced RFBO During Home Leave	Jim Burwell	07/14/89	08/21/89
Oslo, Norway; Sweden; Bonn, Munich, Stuttgart, Frankfurt, Germany	PDPI No. 31	Clarence Cornes Alan Diem Herb Nicholls	09/11/89 09/25/89	09/29/89 09/29/89
Kingston, Jamaica; Santo Domingo, D.R.; Guadalajara, Mexico	PDPI. No. 32	Dave Newill Neil McPherson Herb Nicholls	05/30/90 06/11/90	06/15/90 06/15/90
Guadalajara, Mexico	RFBO Mtg. #13	Herb Nicholls Dave Newill Neil McPherson Richard Schmidt Sally Zeller Joe Muffolett Huldah Lieberman	06/18/90	06/22/90
Dominican Republic	Validation Survey No. 40	Richard Null Nate Bonner	07/30/90	09/14/90

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Tel Aviv, Jerusalem Israel; Warsaw, Poland; Belgrade, Yugoslavia; Athens, Greece	PDPI No. 33	Dave Newill Ginny Stein Herb Nicholls	09/07/90 09/24/90	09/29/90 09/29/90
Vienna, Austria	Totalization-- Implementation Meeting	Jim Burwell	09/17/90	09/21/90
Tijuana, Monterrey, Ciudad Juarez, Mexico City, Mexico	PDPI No. 34	Dave Newill Neil McPherson	02/24/91	03/16/91
Milan, Palermo Naples, Rome, Italy	PDPI No. 35	Dave Newill John Herr	04/26/91	05/18/91
Azores, Portugal	Validation Survey No. 41	Bob DeWingaerde Kurt Wenzing	05/11/91	06/16/91
Helsinki, Finland	Totalization-- Implementation Meeting	Jim Burwell	06/07/91	06/16/91
Greece	Unreported Death Survey	Neil McPherson Harriet Bender Mark Toda	05/02/92	05/30/92
Ireland	Totalization-- Implementation Meeting	Jim Burwell	10/16/92	10/24/92
Frankfurt, Munich Berlin, Hamburg, Germany; Amsterdam, Netherlands	PDPI No. 36	Dave Newill Jim Burwell Margaret Slack	04/11/93	05/01/93
Bad Homburg, GE	Totalization-- Post- Implementation Meeting	Dave Newill Jim Burwell	05/02/93	05/07/93

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Hungary	Validation Survey No. 42	Harriet Bender Ann Humphreys	06/05/93	07/03/93
London, England; Lisbon, Portugal; Paris, France Stockholm, Sweden	PDPI No. 37	Dave Newill Ginny Stein	07/09/93	07/31/93
Mexico	Validation Survey No. 43	John Herr Paul Anderson Earline Gibbs Valerie Wallace	08/11/93	09/11/93
Dominican Republic	Validation Survey No. 44	Doris Smith Clara Pearson	08/15/93	09/09/93
Philippines	Validation Survey No. 45	Dick Keidel Peggy Chin Doris Smith Sharon Smith-Jennings	01/15/94 01/15/94	03/24/94 03/09/94
Manila, Philippines Tokyo, Japan	PDPI No. 38	Dave Newill Alan Diem	03/11/94	04/03/94
Mexico City, Juarez Monterrey Hermosillo and Guadalajara, Mexico	PDPI No. 39	Dave Newill Neil McPherson	09/08/94	09/30/94
Italy	Totalization-- Post Implementation Meeting	Jim Burwell Alma Scordato	09/09/94	09/15/94
Jamaica	Validation Survey No. 46	Jim Burwell	02/12/95	03/17/95

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Madrid, Spain; Bern, Switzerland Zagreb, Croatia; Naples & Rome, Italy	PDPI No. 40	Neil McPherson Margaret Slack	03/03/95	03/25/95
Sanaa, Yemen; Tel Aviv and Jerusalem, Israel; Athens, Greece	PDPI No. 41	Dave Newill John Herr	07/05/95	07/30/95
Ecuador	Validation Survey No. 47	Dick Keidel Evia Whiting	08/26/95	09/30/95
Mexico City, Mexico	LAN Site Review	John Herr Barbara Dungee John Peles Art Mayhle Bill Garvin Nino Milanese	05/29/96	05/31/96
Argentina	Validation Survey No. 48	Jim Burwell	06/08/96	07/03/96
Oslo, Norway; Stockholm, Sweden; Vienna, Austria; Frankfurt, Germany	PDPI No. 42 & FBO Mtg.	Dave Newill Margaret Slack	07/05/96	07/27/96
Madrid, Spain; Rome, Italy; Frankfurt, Germany	Operational Review and FBO Meeting	Herb Nicholls Janice Warden	07/08/96	07/17/96
Warsaw and Krakow, Poland; Dublin, Ireland; Paris, France; Brussels, Belgium; London, England	PDPI No. 43	Dave Newill Neil McPherson Frank Zamostny	09/03/96	09/28/96

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Mexico City, Mexico; Guadalajara, Mexico 04/21/97 04/25/97	IWS/LAN Installation	John Herr Barbara Dungee Carole Iafrate John Peles Rick Standridge Don Opper	02/07/97	02/13/97
Sanaa, Yemen	Validation Survey No. 49	Dick Keidel Evia Whiting Harriet Bender Barbara Streckewald Alan Ryden Dana King	03/10/97 04/01/97 04/21/97	04/07/97 04/28/97 05/16/97
Guadalajara and C. Juarez, Mexico	LAN Site Review	John Herr John Peles Bill Garvin Art Mayhle Cathy Becker	04/21/97	04/25/97
Santo Domingo, Dom.Rep. Guadalajara and Mexico City, Mexico	Operational Review	Janice Warden Burnell Hurt	06/01/97	06/07/97
Buenos Aires, Argentina; Santo Domingo, Dom.Rep. Kingston, Jamaica; Guadalajara and Mexico City, Mexico	PDPI No. 44	Dave Newill Margaret Slack	07/08/97	07/25/97
Mexico City, Mexico	FBO Meeting	Dave Newill Margaret Slack Frank Zamostny	07/26/97	08/01/97
Costa Rica	Validation Survey No. 50	Dick Keidel Helen DePass Marge Chowning	08/23/97	09/13/97
Sydney, Australia; Hong Kong; Manila, Philippines	PDPI No. 45	Dave Newill Jim Burwell	09/05/97	09/28/97

<u>COUNTRY</u>	<u>PURPOSE</u>	<u>TRAVELER</u>	<u>FROM</u>	<u>TO</u>
Mexico City, Mexico	MCS & MES Training	Karen Borchers Peter Golden	02/1/98	02/14/98

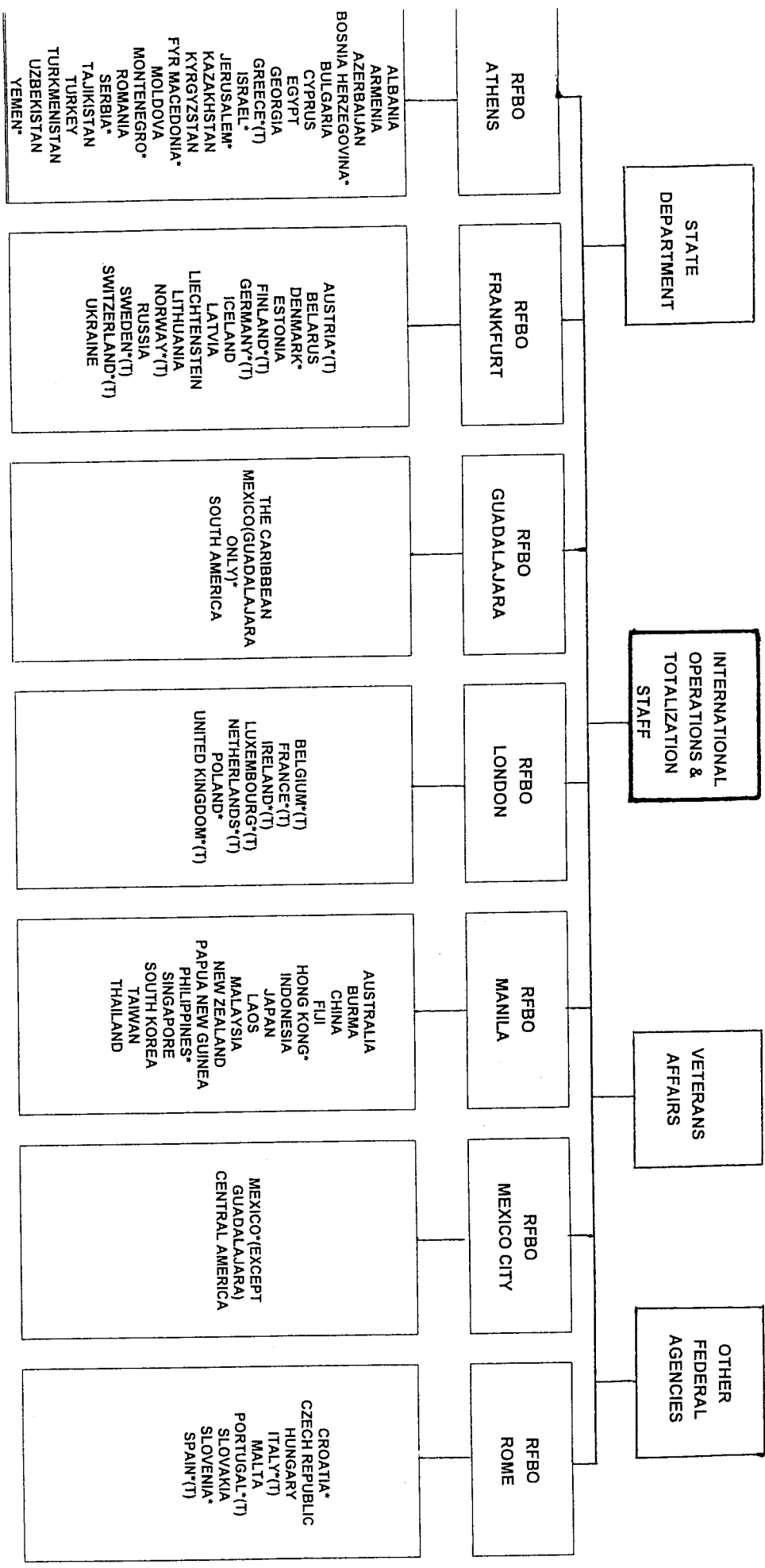
GROWTH CHART OF BENEFITS AND BENEFICIARIES IN PAY STATUS LIVING OUTSIDE THE U.S.

YEAR	NUMBER OF BENEFICIARIES	INCREASE/DECREASE IN BENEFICIARIES :		ANNUAL PAYMENTS
		NUMBER	PERCENTAGE	
1940	100			\$12,000
1941	204	104	104%	\$36,000
1942	206	2	1%	\$36,000
1943	200	(6)	-3%	\$48,000
1944	*	*	*	*
1945	*	*	*	*
1946	*	*	*	*
1947	5,800	*	*	\$1,428,000
1948	8,800	3,000	52%	\$2,184,000
1949	11,038	2,238	25%	\$2,868,000
1950	13,800	2,762	25%	\$6,612,000
1951	18,700	4,900	36%	\$8,676,000
1952	25,104	6,404	34%	\$12,984,000
1953	34,766	9,662	38%	\$18,119,292
1954	42,531	7,765	22%	\$25,386,492
1955	49,812	7,281	17%	\$30,901,272
1956	56,359	6,547	13%	\$36,100,764
1957	67,687	11,328	20%	\$44,498,664
1958	80,475	12,788	19%	\$54,372,852
1959	89,513	9,038	11%	\$66,360,372
1960	100,815	11,302	13%	\$76,337,604
1961	110,458	9,643	10%	\$86,060,328
1962	126,919	16,461	15%	\$98,846,964
1963	143,152	16,233	13%	\$110,341,632
1964	159,180	16,028	11%	\$122,355,924
1965	171,311	12,131	8%	\$142,053,600
1966	181,171	9,860	6%	\$149,598,360
1967	191,434	10,263	6%	\$157,949,844
1968	202,125	10,691	6%	\$190,262,484
1969	216,877	14,752	7%	\$204,208,596
1970	232,575	15,698	7%	\$253,204,224
1971	247,835	15,260	7%	\$298,415,736
1972	265,665	17,830	7%	\$385,779,096
1973	276,790	11,125	4%	\$411,439,344

* DATA NOT AVAILABLE

YEAR	NUMBER OF BENEFICIARIES	INCREASE/DECREASE IN BENEFICIARIES :		ANNUAL PAYMENTS
		NUMBER	PERCENTAGE	
1974	282,601	5,811	2%	\$468,497,460
1975	289,619	7,018	2%	\$519,665,172
1976	296,243	6,624	2%	\$568,585,140
1977	304,070	7,827	3%	\$621,022,800
1978	309,415	5,345	2%	\$672,621,228
1979	313,638	4,223	1%	\$753,624,960
1980	313,592	(46)	0%	\$867,229,800
1981	313,264	(328)	0%	\$968,824,680
1982	312,968	(296)	0%	\$1,043,613,960
1983	314,143	1,175	0%	\$1,000,170,408
1984	319,208	5,065	2%	\$1,077,504,000
1985	332,009	12,801	4%	\$1,154,889,540
1986	338,674	6,665	2%	\$1,206,528,300
1987	340,818	2,144	1%	\$1,268,316,132
1988	343,026	2,208	1%	\$1,329,044,112
1989	346,221	3,195	1%	\$1,409,392,716
1990	348,829	2,608	1%	\$1,500,241,224
1991	351,947	3,118	1%	\$1,568,131,812
1992	357,908	5,961	2%	\$1,639,115,004
1993	362,962	5,054	1%	\$1,696,917,192
1994	368,773	5,811	2%	\$1,762,877,184
1995	372,014	3,241	1%	\$1,716,227,580
1996	374,948	2,934	1%	\$1,769,451,036
1997	378,501	3,553	1%	\$1,822,917,060

LIAISON AND SUPPORT



* CLAIMS DEVELOPMENT
 (T) TOTALIZATION COUNTRIES

SOCIAL SECURITY BENEFICIARIES SERVICED BY THE
OFFICE OF INTERNATIONAL OPERATIONS
DECEMBER 31, 1987 - DECEMBER 31, 1997

WORLD RANK AS OF 12/31/97	DEC 97 BENS IN FORCE	DEC 96 BENS IN FORCE	DEC 87 FORCE	DEC 92 FORCE	DEC 93 FORCE	DEC 94 FORCE	DEC 95 FORCE	DEC 96 FORCE	DEC 97 FORCE	BENEFICIARIES IN PAYMENT STATUS				ONE-YEAR CHANGE				TEN-YEAR CHANGE			
										1996	1997	1987	1997	1987	1997	1987	1997	1987	1997	1987	1997

1 CANADA	88,008	87,047	63,929	77,330	79,141	81,427	83,580	84,459	85,444	985	1,2%	21,515	33,7%						
2 MEXICO	65,840	66,928	63,970	67,169	69,145	65,010	66,253	62,189	61,305	(1,084)	-2.1%	(12,765)	-20.0%	52,442					
3 ITALY	38,763	37,455	39,858	38,101	37,885	37,427	36,916	36,644	35,998	(849)	-1.8%	(3,858)	-9.7%						
4 UNITED KINGDOM	24,574	23,551	14,851	19,312	20,401	21,201	21,910	22,801	23,612	811	3.6%	9,081	62.9%						
5 GERMANY	23,854	23,442	18,734	20,857	21,444	21,820	22,392	22,528	23,062	534	2.4%	4,328	23.1%						
6 PHILIPPINES	20,964	20,872	27,910	21,912	21,117	20,692	19,996	19,211	19,705	(505)	-2.6%	(6,805)	-31.5%	11,584					
7 GREECE	20,309	19,793	17,006	17,934	18,200	18,542	18,878	19,413	19,921	508	2.6%	2,915	17.1%	8,450					
8 PORTUGAL	11,206	11,038	7,728	9,637	10,104	10,496	10,691	10,888	11,054	196	1.8%	3,308	42.7%	7,148					
9 FRANCE	8,591	8,305	4,742	6,649	7,030	7,439	7,782	8,084	8,368	282	3.5%	3,624	78.4%	4,513					
10 SPAIN	8,417	8,223	8,445	7,093	7,261	7,485	7,664	7,825	8,125	200	2.5%	1,880	28.1%	4,820					
11 ISRAEL	8,327	8,233	7,212	7,208	7,242	7,564	7,693	7,841	7,937	96	1.2%	725	10.1%						
12 IRELAND	7,025	6,912	6,091	6,108	6,119	6,522	6,581	6,742	6,848	106	1.6%	757	12.4%	2,303					
13 DOMINICAN REPUBLIC	5,881	5,805	4,784	4,594	4,718	4,851	4,789	4,830	4,871	41	0.8%	87	1.8%	2,252					
14 NORWAY	5,527	5,408	1,993	5,078	5,222	5,293	5,319	5,274	5,368	132	2.1%	483	9.9%	3,919					
15 JAPAN	5,206	5,055	3,294	4,090	4,299	4,437	4,553	4,789	4,926	137	2.9%	1,632	49.5%						
16 SWITZERLAND	4,685	4,566	2,843	3,521	3,712	3,859	4,150	4,268	4,534	176	4.0%	1,691	68.5%	2,647					
17 AUSTRALIA	4,205	4,085	2,735	3,315	3,412	3,505	3,636	3,718	3,859	141	3.8%	1,124	41.1%	1,518					
18 POLAND	3,290	3,209	2,785	2,912	2,987	2,864	2,788	2,784	2,828	44	1.8%	43	1.5%	2,094					
19 NETHERLANDS	3,188	3,013	1,749	2,133	2,387	2,583	2,798	2,922	3,062	140	4.8%	1,313	75.1%	2,186					
20 JAMAICA	3,088	3,048	1,870	2,361	2,476	2,579	2,583	2,609	2,650	41	1.6%	790	41.7%	1,567					

TOTAL—TOP 20	FOREIGN COUNTRIES	RSDI BENEFICIARIES OUTSIDE THE U.S.	TOP 20 - % OF TOTAL RSDI BENEFICIARIES
357,934	355,682	410,411	87.2%
302,457	340,818	87.4%	
317,212	357,908	88.7%	
321,190	362,962	88.6%	
325,566	368,773	88.5%	
327,910	372,014	88.3%	
329,979	374,948	88.1%	
332,293	378,501	88.0%	
2,314	3,553	87.8%	
0.7%	0.9%		
29,838	37,883		
9.9%	11.1%		
107,143	192,155		

BENEFICIARIES LIVING IN THE UNITED STATE	44,698	43,582	28,259	35,780	37,285	38,589	38,850	40,273	41,202	929	2.3%	12,943	45.8%
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* Tax Treaty Country