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**Memorandum**

Date: April 8, 1991

From: Rolf Carlsten, ADM  
Enid, Oklahoma

Subject: Experimental Appointment System For The Ponca City Resident Station.

To: Staff

Effective Thursday April 11, 1991 the Ponca City Resident Station will accept appointments from the TSC's, the DO and locally originated requests.

The experimental period will run the months of April and May. Two days have been set aside: Mondays and Thursdays.

During the month of April, 6 slots per day will be available for appointments.

During the month of May the available slots will be reduced to 5 per day to accommodate the demands of travel by the FR who will travel to Ponca on these two days to cover the appointments while John is on vacation.

Claims taken by the RR will be sent to the FR in the DO for pending and adjudication.

In addition to the appointments, the RR will get downtime on Wednesday afternoons from 12:45PM until 4:45PM which can be used to work on pending and new PE items and determinations.

On Tuesdays, Wednesday mornings and Fridays business will be conducted as in the past with interviews being handled on a first-come, first-served basis.

The DO will provide telephone claims interview back-up to the R/S on Wednesday afternoons if, after being offered an appointment or an opportunity to return another day, the individual requests same day service.

If the claim is TII then the interview will be assigned to the DO "stand-by" CR for TII. If the "stand-by" CR is busy, the interview will be assigned to the FR. If it is a TXVI claim, the normal TXVI assignments will prevail.

Title XVI Alpha Breakdown & Back-Up

Joyce (A-G) <----> Ha thru La, Pa thru So  
Mitzi (H-O) <----> Aa thru Co, Sp thru Zz  
Kathleen (P-Z) <----> Cp thru Gz, Lb thru Oz

During the month of May the FR will travel to Ponca City to cover the scheduled appointments in the R/S unless they are all teleclaims, in which case they may be handled from the DO.

On days during which the FR is in travel status, incoming TII claims from Woodward will be assigned alphabetically to the three TII CR's.

Appointments may be scheduled using the appointment slots by the DO, the R/S SR and the TSC's. If R/S SR needs to use an appointment slot, retrieve the APPOINTMENT/REFERRAL MENU masks by using the Zip Code. When completing the TSC CLAIMS REFERRAL mask, be sure to leave the FO code as 795 in the "NEW OFFICE:" field.

All appointments must be scheduled through the MCS Appointment/Referral System to avoid having duplicate appointments for the same time slot. If the R/S schedules an appointment locally, be sure to use the Appointment/Referral System to schedule it even if a local calendar is used for manual entries as well. Failure to go through the system will lead to duplicate appointments being scheduled for the same time slot.

If appointment day arrives and, if there are appointment slots that have not been filled, they may be filled by the SR with walk-ins or telephone inquiries. These will be treated as same-day appointments.

*Rolf*

TO: Janet Harris  
AFGE Local Representative

FROM: Rolf Carlsten  
SSADO Enid, OK

SUBJECT: Prior Notice of Change

PROPOSED CHANGE: Implement An Appointment System Experiment  
With The Ponca City R/S For The Months Of April and May 1991.

On February 21, 1991 we submitted a proposal to establish an appointment system in Ponca City. After considering the Union's response to the proposal, we have revised our proposal as follows:

These changes will run for two months and then be re-evaluated. During the evaluation period the appointment system will be left intact to minimize disruption. After assessing the effects of the experiment, a new proposal will be submitted to the Union if the appointment system is to be made permanent.

Under the experiment the R/S will get 6 appointment slots a day on Mondays and Thursdays only. This will be reduced to 5 slots in May to permit the FR to travel to cover them.

Also, the RR will get interview-free (downtime) on Wednesday afternoons from 12:45PM until 4:45PM.

The T-II standy-by CR will be first back-up and the FR will be second back-up for sensitive situations involving T-II. The T-XVI CRs will back up in sensitive SSI situations. The details will be spelled out in a memo to follow.

Claims taken by the Ponca City RR will go to the FR for adjudication.

During the month of May the FR will travel to Ponca to cover scheduled appointments unless all the appointments scheduled are teleclaims, in which case they may be handled from the D/O.

On days during which the FR is traveling, incoming T-II claims from Woodward will be assigned alphabetically to the 3 T-II CR's.

The Ponca City appointment screen will reflect this change on Thursday 4/11/91. Both the TSC's as well as Louise and the D/O staff may use these appointment slots.

Signed: Rolf Carlsten

Date: April 8, 1991

If the Union wishes to respond, the response may be presented in the space provided below or separately. If presented separately, please attach it to a copy of the "Prior Notice of Change" to which it refers.

UNION RESPONSE: \_\_\_\_\_

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Signed: \_\_\_\_\_

Date: \_\_\_\_\_

OFFICE CODE: 795

FO ADDRESS: 1722 N. 4TH., SUITE B  
PONCA CITY, OK 74601

OFFICE HOURS: 9:00AM-NOON; 12:45PM-4:30PM

APPOINTMENTS SCHEDULED ON  
MONDAYS & THURSDAYS ONLY.

	TU	WE	TH	FR	MO	TU	WE	TH	FR	MO	TU	WE	TH	FR	MO	TU	WE	TH	FR	MO	NORMAL
	09	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	01	02	03	06	COUNT
AM																					
1 09:30	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00
2 10:30	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
3 10:30	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00
4 11:30	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
5 11:30	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00
PM																					
6 12:30	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
7 01:30	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00
8 02:30	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00
9 03:30	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00	00	01	00	01	00
10 04:30	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00

CHANGE PRINTER(X):

FIELDS ARE PROTECTED

TO: Janet Harris  
AFGE Local Representative

FROM: ROLF CARLSTEN, ADM  
SSADO Enid, OK

SUBJECT: Prior Notice of Change

PROPOSED CHANGE: Add two days per week for appointments in Ponca City. The proposed days are Tuesdays and Thursdays. We will open 6 slots per day. Both the TSC's and the D/O may use them. They will be entered on the appointment calendar on MCS. Also, we are bringing all pending items into the D/O for completion. We are considering a few exceptions such as Rep Payee apps, PSC initiated QR cases, OCRO initiated ED cases, routine TSC referrals and assistance Requests. All else will come back to the D/O for the decision making process. Finally, we will remove all appointment slots from the D/O appointment calendar that currently are earmarked for Ponca and remove the instruction to TSC's to schedule Ponca appt.s with the D/O. The trade-off is CR's will not be doing Ponca teleclaims anymore, except on an emergency basis, but will be making the decisions on more CDR's, waivers and reconsiderations. The purpose of this change is to try and handle Ponca City along the same lines as Woodward, except that we don't plan to close Ponca on any days.

Signed: R. Carlsten

Date: February 21,, 1991

If the Union wishes to respond, it should do so by March 1, 1991. The response may be presented in the space provided below or separately. If presented separately, please attach it to a copy of the "Prior Notice of Change" to which it refers.