Federal Investigations Notice

Notice No.   10-01   **Date: March 22, 2010**

SUBJECT: Web-Based Quality Assessment Tool and Toll Free Quality Hotline

The Office of Personnel Management's Federal Investigative Services (OPM-FIS) is offering two new services to assist agency Security offices in obtaining additional information about the content of background investigations and/or to provide quality feedback on completed investigations.

The *Toll Free Quality Hotline* is staffed by experienced quality analysts that can review specific investigations and provide clarification on investigative standards and policy as well as instructions for reopening investigations that are deficient or require expanded investigative coverage for adjudication. The hotline is available for all agencies' personnel security staff from 7:00 a.m. to 5:00 p.m. EST Monday through Friday. After hours, callers may leave a message that will be returned the next business day.

The Quality Hotline number is (877) 763-8391.

The *Quality Assessment Tool* is a web based survey that will provide agencies a simple and easy way to report their case-specific assessment of the format, content, and overall quality of a completed investigation. In a few quick steps, adjudicators can provide feedback to OPM that will help us improve our products and services and refine investigative policy and standards. We encourage agencies to provide both positive and negative feedback as warranted by their assessment during adjudication.

The web site address is: http://survey.opm.gov/fis/qat

Both the Quality Hotline number and the survey web site address will be posted on each Case Closing Transmittal that accompanies completed investigations.

If you have any questions concerning these services, please contact our Agency Liaison (AL) at (724) 794-5612, extension 4600.

for Kathy L. Dillaman
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