

**Social Security Advisory Board  
Minutes  
Board Meeting  
April 18, 2012**

**Location:** 400 Virginia Avenue, S.W., Suite 625  
Washington, D.C. 20024

**Time:** 8:45 a.m. – 4:00 p.m.

**SSAB Members:** Marsha Katz, Acting Chair  
Jagadeesh Gokhale  
Dorcas Hardy  
Mark Warshawsky

**Presenters:** Michael Gallaher, Deputy Commissioner for Budget, Facilities,  
and Management, SSA  
James Bentley, Associate Commissioner for Security and  
Emergency Preparedness, SSA  
Linda Dorn, Associate Commissioner for Disability  
Determination, SSA  
Roderick Hairston, Associate Commissioner for Disability  
Systems, SSA  
Michael Keegan, Associate Commissioner for Facilities, SSA  
Sophie Dmuchowski, Communications Division, Office  
of Strategic Planning, FRTIB  
Veronica Mance, Research and Strategic Planning,  
Office of Strategic Planning, FRTIB  
Alvin Thornton, Automated Systems, Office of  
Strategic Planning, FRTIB

**SSAB Staff:** Debi Sullivan, Acting Staff Director  
Jackie Chapin  
Jeremy Elder  
Joel Feinleib  
Beverly Rollins  
Bilan Stribling, Staff Intern  
David Warner

During the April meeting, the Board held three fact-finding sessions and met in executive session. In the morning, Board members discussed the Disability Claims Processing System (DCPS) with Linda Dorn and Roderick Hairston and were briefed on the status of its implementation. DCPS is a multiyear SSA effort to create a common case processing system to be used by all State and Federal disability determination offices. It will have common

functionality throughout disability determination sites which will streamline the effort needed to support and maintain the system. There will be several benefits once it is in place and fully integrated; everything from case processing, accessible data, notices, billing, and management information will be included in one system. SSA will roll out the beta version of DCPS in five sites. The first beta site will be Idaho in September, then Illinois, Missouri, Nebraska, and New York. An evaluation of the system will be performed at these sites before there is any further implementation.

During lunch, the Board met with SSA executives Michael Gallagher, James Bentley, and Michael Keegan to discuss the status of office space and facilities on SSA's headquarters campus. The members were informed of SSA's plans for consolidating offices so that the amount of wasted space at headquarters will be minimized. The Board urged the executives to ensure that facilities management be included in the agency's strategic plan.

In the afternoon, the Board met with representatives from the Federal Retirement Thrift Investment Board (FRTIB) to discuss the Thrift Saving Plan's (TSP's) website and communication strategy. The FRTIB representatives included Veronica Mance, Sophie Dmuchowski, and Alvin Thornton. They described the development of the TSP website indicating that initially the site was just for dissemination of information. The design was very simple and provided only information about the program, PDF forms, and publications/brochures. In 2010, however, a new website was launched with new features: participants can make changes to their accounts, view/print 1099s, quarterly statements and other correspondence, and receive email confirmations. The website now has the functionality to toggle between multiple accounts with same PIN/user I.D. – something that could not be done with the old website. Most recently, e-messaging was implemented for a limited audience (uniformed services personnel); this pilot will test the feature before it is rolled out nationally. The representatives reported that FRTIB, much like SSA, has also had to deal with security and authentication issues associated with online services.

During the course of the day, the Board members met in executive session to discuss current and future projects, upcoming meeting agendas, a scheduled visit to Atlanta in May, and a possible disability forum in September.

I certify that the minutes written for the April 18, 2012 meeting of the Social Security Advisory Board are correct.

*Marsha Rze Katz*

Marsha Katz

Date: April 27, 2012

Acting Chair  
Social Security Advisory Board