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Roundtable Agenda

January 30, 2020

400 Virginia Ave. SW, Ste. 625

The Claimant Experience in Social Security's Disability Process

9 am – 12 pm

Roundtable Morning Session

Demonstration of the electronic disability application; discussion of challenges of the application process from the claimant perspective and opportunities for process improvement.

12 – 1 pm

Lunch Break

1 – 3:30 pm

Roundtable Afternoon Session

Discussion of promising approaches to claim development and claimant outreach; broader application of successful methods; and other areas for process improvement.

Roundtable Panelists

Annie Almog, Office of Electronic Services and Technology, Social Security Administration

April Bass, Office of Disability Determinations, Social Security Administration

Yolanda Darby-Richardson, Senior Attorney, Disability Support Services, Inc.

Rachel Emmons, Government Relations and Public Affairs Specialist, Greystone Group LLC (*representing National Council of Social Security Management Associations*)

Renita Mackall, Team Leader, Office of Electronic Services and Technology, Division of Programmatic Applications, Leads and Intake Team, Social Security Administration

Christopher Mazzulli, President, Disability Support Services, Inc.; Elected Officer, National Association of Disability Representatives

Ashley Moore, Associate Director, Care Management, Bread for the City; State Lead, SSI/SSDI Outreach, Access, and Recovery

Peggy Murphy, President, National Council of Social Security Management Associations; Manager, Great Falls, Montana Field Office, Social Security Administration

Alan Polonsky, President, National Organization of Social Security Claimants' Representatives; Partner, Polonsky & Polonsky

Susan Robertson, Senior Staff Occupational Therapist and Mental Health Specialist in Occupational Therapy, National Institutes of Health Clinical Center

Leon Scales, Next President, National Council on Disability Determination Directors; Director, Virginia Disability Determination Services

Henry Shoemaker, Office of Disability Determinations, Office of Operations, Social Security Administration

Kristi Sjoholm-Sierchio, current beneficiary

Megan Stanley, Director, Commission on Human Relations, City of Pittsburgh

Dinah Tysinger, Office of Public Service and Operations Support, Office of Operations, Social Security Administration

Nancy Altman (*moderator*), Member, Social Security Advisory Board

Kim Hildred (*moderator*), Chair, Social Security Advisory Board

Bob Joondeph (*discussant*), Member, Social Security Advisory Board

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