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

Please contact events@ssab.gov at least three business days in advance of the meeting to request a reasonable accommodation.