



Social Security Advisory Board

Board Meeting Public Agenda

July 25 and July 26, 2019

Meeting Location

400 Virginia Ave. SW Ste 625

Washington DC 20024

(202) 475-7700

Day One

- 8:30 am – 1:00 pm Board Executive Session
- 1:00 pm - 2:30 pm Meeting with Social Security Administration (SSA), Operations executives. Discussion will focus on how SSA Operations delivers and measures service to the public; manages workloads and staffing in response to changes in resources, policy, and automation; how it defines and measures quality; and how the closing of field offices, reduction of field office hours, pilot for telework, and in-person identity verification and other unexpected workloads has impacted service delivery
- Grace Kim, Deputy Commissioner, Operations, (joining by phone)
Erik Jones, Assistant Deputy Commissioner, Operations,
- 2:30 pm – 3:00 pm Board discussion on the issues and topics raised.

Day Two

- 9:00 am – 1:00 pm Executive Board Planning Session