



Social Security Advisory Board

Kim Hildred, Chair
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Board Meeting Minutes – July 25 - 26, 2019

SSAB Members: Kim Hildred, Chair
Henry Aaron
Nancy Altman
Jagadeesh Gokhale
Bob Joondeph

SSAB Staff: Claire Green, Staff Director
Diane Brandt, Research Director
Anita Grant, Senior Advisor
Jenn Rigger, Senior Advisor
Joel Feinleib, Senior Advisor
Pamela Crawford, Senior Advisor
Bethel Dejene, Management Officer
Conway Reinders, Lead Policy Analyst
Emma Tatem, Lead Policy Analyst
James Owens, Policy Analyst
Lorena Hernandez, Policy Analyst
Mayana Bonapart, National Academy of Social Insurance Summer Fellow
LaTroy Mayes, Management Intern
Cameron Zohary, Management Intern

Presenters: **Grace Kim**, SSA, Deputy Commissioner, Operations (joined by phone)
Erik N.D. Jones, SSA, Assistant Deputy Commissioner, Operations

The Board invited the Deputy Commissioner of Operations and her assistant Deputy Commissioner to engage in a discussion regarding SSA's Service Delivery initiatives and to answer questions related to the Board's project assessing the impacts of changes to service delivery. Operations received a list of questions in advance of the meeting and briefed Board members and staff on the current state of Operations, including data on workloads, processing times, staffing, and budget projections. Discussion explored the relationships between agency staffing, information technology modernization efforts and changes in service delivery. Operations expressed their continued focus on quality assessment and customer satisfaction and described potential initiatives for addressing these issues. The presenters noted that front-line service is a priority for the new Commissioner.

The meeting on July 26, 2019 was in executive session.

I certify that the public minutes written for the July 25, 2019 meeting of the Social Security Advisory Board are correct.



Kim Hildred