



# Social Security Advisory Board

---

## **January 30, 2020 Board Meeting**

Social Security Advisory Board  
400 Virginia Avenue SW, Suite 625

### **Roundtable on the Claimant Experience in Social Security's Disability Process**

**9:00 am – 3:30 pm**

The Board continues its review of the initial and reconsideration levels of Social Security's disability process, focusing on the claimant experience applying for disability benefits.

### **Overview of the Day**

#### **Morning Session**

**9:00 am – 12:00 pm**

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

#### **Lunch on Your Own**

**12:00 – 1:00 pm**

#### **Afternoon Session**

**1:00 – 3:30 pm**

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

## Participants

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

**April Bass**, Office of Disability Determinations, Social Security Administration

**Rachel Emmons**, government relations and public affairs specialist, Greystone Group LLC (*representing the National Council of Social Security Management Associations*)

**Renita Mackall**, Office of Electronic Services and Technology, Social Security Administration

**Christopher Mazzulli**, president, Disability Support Services, Inc.; elected officer, National Association of Disability Representatives (*accompanied by a former Social Security claimant who will describe their experience applying for benefits*)

**Ashley Moore**, associate director, care management, Bread for the City; state lead, SSI/SSDI Outreach, Access, and Recovery (SOAR)

**Peggy Murphy**, president, National Council of Social Security Management Associations; manager, Great Falls, Montana field office

**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, Social Security Administration

**Megan Stanley**, director, Commission on Human Relations, City of Pittsburgh

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



# Social Security Advisory Board

---

## **Moderators**

**Nancy Altman**, member, Social Security Advisory Board

**Kim Hildred**, Chair, Social Security Advisory Board

## **Discussant**

**Bob Joondeph**, member, Social Security Advisory Board

*Please contact the reasonable accommodation coordinator, Lorena Hernandez Barcena, at [lorena.hernandez@ssab.gov](mailto:lorena.hernandez@ssab.gov) or (202) 475-7700 at least three business days in advance of the meeting to request a reasonable accommodation.*

## **January 31, 2020 Board Meeting**

Social Security Advisory Board  
400 Virginia Ave SW, Suite 625

## **Executive Session**

**9:00 am – 3:30 pm**