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 or (202) 475-7700 at least three business days in advance of the meeting to request a reasonable accommodation.

January 31, 2020 Board Meeting
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Executive Session
9:00 am – 3:30 pm