



Kim Hildred, Chair
Henry J. Aaron
Bob Joondeph
Jagadeesh Gokhale
Nancy J. Altman

400 Virginia Avenue, SW
Suite 625
Washington, DC 20024
202-475-7700

Claire Green, Staff Director

Board Meeting Minutes – January 30-31, 2020

Location: 400 Virginia Avenue, SW
Suite 625
Washington, DC 20024

Time: 8:00am – 3:30pm EST

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

Board Staff: Claire Green, Staff Director
Diane Brandt, Research Director
Sunny Bick, Management Analyst
Mayana Bonapart, Policy Analyst
Pamela Crawford, Senior Advisor
Bethel Dejene, Management Officer
Joel Feinleib, Senior Advisor
Lorena Hernandez, Policy Analyst
Conway Reinders, Lead Policy Analyst
Jenn Rigger, Senior Advisor
Emma Tatem, Lead Policy Analyst
Alison Thomas, Research Intern

Participants: Annie Almog, Program Analyst, Office of Electronic Services and Technology, Division of Programmatic Applications, Leads & Intake Team, Social Security Administration (SSA)

April Bass, Division Director, Office of Disability Determinations, Division of DDS Automation Support, SSA

Rachel Emmons, Washington Representative, National Council of Social Security Management Associations (*Principal, Greystone Group LLC*)

Renita Mackall, Team Leader, Office of Electronic Services and Technology, Division of Programmatic Applications, Leads & Intake Team, SSA

Christopher Mazzulli, President, Disability Support Services, Inc.; Elected Officer, National Association of Disability Representatives (*accompanied by a Social Security beneficiary who described their experience applying for benefits*)

Ashley Moore, Associate Director of 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; District Manager, Great Falls, Montana field office

Alan Polonsky, President, National Organization of Social Security Claimants' Representatives; Partner, Polonsky & Polonsky Attorneys at Law

Samara Richardson, Acting Deputy Associate Commissioner, Office of Public Service and Operations Support, SSA

Susan Robertson, Senior Staff Occupational Therapist and Mental Health Specialist in Occupational Therapy, National Institutes of Health Clinical Center

Leon Scales, President-Elect, National Council on Disability Determination Directors; Director, Virginia Disability Determination Services (DDS)

Henry Shoemaker, Team Leader, Office of Disability Determination, Division of DDS Automation Support, Policy, eCAT, and Training Team, Office of Disability Determinations, SSA

Megan Stanley, Director, Commission on Human Relations, City of Pittsburgh (*Author, "Fresh Perspectives: Improving the Adult Disability and Function Reports through Behavioral Science and Claimant Feedback"*)

Dinah Tysinger, Team Leader, Office of Public Service and Operations Support, Division of Analysis and Program Support, SSA



January 30, 2020

Roundtable Discussion on the Claimant Experience in the Disability Process

On January 30th, the Board continued its review of the initial and reconsideration levels of the Social Security's disability process, focusing on the claimant experience applying for disability benefits. Presenters included stakeholders, policy experts, advocates and Social Security technical experts who work on the online disability application process. The session began with a demonstration of the electronic disability application process and a discussion of the ongoing challenges related to the application. Panelists pointed to the sources of confusion in the current application process (both in the on-line and paper process). Suggestions for ways to improve the electronic disability application process were considered.

In the afternoon discussion participants considered and debated recommended improvements and modifications specific to both the disability claim development process and claimant outreach.

January 30, 2020

On January 30, 2020 the Board met in executive session.

I certify that the public minutes written for the January 30-31, 2020 meeting of the Social Security Advisory Board are correct.

A handwritten signature in blue ink that reads "Kim Hildred".

Kim Hildred, Chair