Social Security Advisory Board
Minutes
Board Meeting
March 22, 2016

Location:	6401 Security Blvd WHR Room GD-7 Baltimore MD, 21235 7455-L New Ridge Road BTW Hanover, MD 21076
Time:	8 a.m. – 4 p.m.
SSAB Members:	Henry Aaron, Chair Lanhee Chen Alan Cohen Bernadette Franks-Ongoy Jagadeesh Gokhale Dorcas Hardy
Presenters:	**Andrew LaMont Eanes,** Senior Advisor, Acting Commissioner of Social Security (ACOSS) **Kim Baldwin Sparks, Jeff Caplan, Scott Pedersen, Gabe Hill, Rob Kenamond, and Matt Bortz** Office of Electronic Services and Technology (Operations) Internet Social Security Number Replacement Card (iSSNRC) Demo and Customer Engagement Tools Demo **Terrie Gruber,** Deputy Commissioner, Office of Disability Adjudication and Review (ODAR) **Gerald Ray,** Deputy Executive Director, Office of Appellate Operations, Office of Disability Adjudication and Review (ODAR) **Donna Calvert,** Assistant Deputy Commissioner, Office of Disability Adjudication and Review (ODAR) **Linda Kerr-Davis,** Acting Chief Program Officer, Disability Case Processing System (DCPS) **John Garrigues,** Deputy Chief Program Officer, Disability Case Processing System (DCPS) **Connie Miller,** Certified Disability Management Specialist (CDMS), Certified Case Manager (CCM), Certified Professional Ergonomist (CPE), Vice President Business Development **Angela Berwick,** Registered Occupational Therapist (OTR), Clinical Manager of Onsite Programs
SSAB Staff:	Claire Green, Staff Director Jackie Chapin, Policy Chief Joel Feinleib, Staff Economist

Anita Grant, Communications Director
Caitlyn Tateishi, Management Analyst
Hong Han, Research Analyst
Matthew Graves, Research Analyst

The Board met with Andrew LaMont Eanes, Senior Advisor to Acting Commissioner of Social Security (ACOSS). Mr. Eanes gave a presentation on the Online Applications project's success. Mr. Eanes then talked about how the Information Technology Infrastructure Program (ITIP) was created. Mr. Eanes ended with the improvements in the accuracy of payments by the SSA.

The Board met with the Office of Electronic Services and Technology (Operations) team. Scott Pederson demonstrated the Internet Social Security Number Replacement Card (iSSNRC) application. Rob Kenamond demonstrated the internet 1099 and 1042S replacement application. Matt Bortz gave a live demonstration of new customer engagement tools Help button that searches FAQ's based on keywords and a call back feature from the SSA help desk.

The Board met with Terrie Gruber, Deputy Commissioner, Office of Disability Adjudication and Review (ODAR). Ms. Gruber gave an update to the Administrative Law Judge (ALJ) hiring situation. Ms. Gruber described ODAR's plan to improve the hearing process. Ms. Gruber described ODAR's work with OPM to increase the number of ALJ's hired.

The Board met with Linda Kerr-Davis, Acting Chief Program Officer and John Garrigues, Deputy Chief Program Officer, Disability Case Processing System (DCPS). Ms Kerr-Davis and Mr. Garrigues updated the Board on their current actions on the Office of the Inspector General (OIG) recommendations, the current state of development and the roll out plan.

The Board traveled to Baltimore Therapeutic Equipment known as BTE's corporate headquarters. The Board met with Connie Miller, Certified Disability Management Specialist (CDMS), Certified Case Manager (CCM), Certified Professional Ergonomist (CPE), Vice President Business Development, and Angela Berwick, Registered Occupational Therapist (OTR), Clinical Manager of Onsite Programs. Ms. Miller gave an overview of BTE's program services to assess an individual's residual functional capacity. Ms. Berwick gave an interactive demonstration of BTE's EvalTech system.

I certify that the minutes written for the March 22, 2016 meeting of the Social Security Advisory Board are correct.

Henry Aaron

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Henry J. Aaron

Chairman
Social Security Advisory Board