

**Social Security Advisory Board**  
**Meeting Agenda**  
**Friday, April 28, 2017**  
**400 Virginia Ave SW, Suite 625**  
**Washington, D.C. 20024**

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| 9:00 a.m. to 10:30 a.m.  | <b>Executive Session</b>   |
| 10:30 a.m. to 10:45 a.m. | Break  |
| 10:45 a.m. to 12:00 p.m. | <b>SSA Perspectives on Program Service Center Workloads and Resources</b><br>Erik N. Jones, Assistant Deputy Commissioner for Operations   |
| 12:00 p.m. to 1:00 p.m.  | <b>Executive Session</b>   |
| 1:00 p.m. to 2:00 p.m.   | <b>Perspectives from the National Council of Social Security Management Associations (NCSSMA) on Program Service Center Workloads and Resources (via telephone)</b><br>Chris Detzler, NCSSMA President (Vancouver, WA)<br>Val Fisher, NCSSMA Vice President (New Brunswick, NJ)<br>Beth Williams, NCSSMA Treasurer (Mt. Prospect, IL)<br>Becky Archer, NCSSMA Executive Officer (Reno, NV)<br>Rick Warsinskey, NCSSMA Immediate Past President (Cleveland Downtown, OH)<br>Peggy Murphy, NCSSMA Executive Committee Member (Great Falls, MT)<br>Vanessa Martin, NCSSMA Executive Committee Member (Martinsburg, WV)<br>Rachel Emmons, NCSSMA Washington Representative |
| 2:00 p.m. to 2:15 p.m.   | Break  |
| 2:15 p.m. to 3:45 p.m.   | <b>Executive Session</b>   |