Board Meeting Public Agenda
May 20 – 21, 2021
Virtual Session

Day One

10 am – 12:45 pm  Executive Session
12:45 – 4:30 pm  Roundtable on Social Security’s Public Service
12:45 – 2 pm  Opening Remarks

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

**Understanding the COVID-19 Landscape**

The COVID-19 pandemic impacted how Social Security serves the public and how people access its programs. The panel’s objective is to provide evidence on how COVID-19 has affected the agency and the populations that access its services.

- **Stephen C. Goss**, Chief Actuary, Social Security Administration (SSA)
- **Sarah S. Stith, PhD**, Assistant Professor, University of New Mexico
- **Bob Joondeph**, Member, Social Security Advisory Board (*moderator*)

2 – 2:15 pm  Break

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2:15 – 4:15 pm  Developing Evidence on Underserved Populations

Congress and the President charged SSA to publish an agency-wide learning agenda and assess whether underserved communities face systematic barriers in accessing Social Security’s programs, respectively. The panel’s objective is to identify underserved populations and relevant research questions and demonstrate how the agency can use customer experience data to improve public service.

Amira C. Boland, Lead, Federal Customer Experience, Office of Management and Budget (OMB)
Kristen Dama, Managing Attorney, SSI and Medical-Legal Partnership, Community Legal Services of Philadelphia
Kate Lang, Senior Counsel, Justice in Aging
Bethany Lilly, Director, Income Policy, The Arc
L. Scott Muller, former Senior Economist, SSA (retired)
Jody Schimmel Hyde, PhD, Deputy Director, Mathematica Center for Studying Disability Policy
Purvi Sevak, PhD, Principal Researcher, Mathematica
Nancy Y. Wong, PhD, Kohl’s Chair in Retail Innovation and Professor, University of Wisconsin – Madison
Erica H. Zielewski, Senior Evidence Analyst, OMB

4:15 – 4:30 pm  Remarks

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Jagadeesh Gokhale, Member, Social Security Advisory Board

Day Two

10 am – 12 pm

**Speaker Series on Modernizing Legacy IT Systems**

Register for the Zoom event [here](#). The Board will host its third systems speaker series event on IT legacy modernization.

Kevin C. Walsh, Director of Information Technology and Cybersecurity, GAO

Robert Klopp, Owner/Principal, Skyland Digital Services; former Deputy Commissioner for Systems and Chief Information Officer, SSA

Nancy Altman, Member, Social Security Advisory Board (*moderator*)

12 – 4:30 pm

**Executive Session**