

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

Claire Green, Staff Director



400 Virginia Ave, SW
Suite 625
Washington, DC 20024
(202) 475-7700
www.ssab.gov
[@ssabgov](https://twitter.com/ssabgov)

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)

Elizabeth H. Curda, Director, Education, Workforce, and Income Security Team, Government Accountability Office (GAO)

Sarah S. Stith, PhD, Assistant Professor, University of New Mexico

Bob Joondeph, Member, Social Security Advisory Board (*moderator*)

2 – 2:15 pm

Break

The Social Security Advisory Board is committed to ensuring that its meetings are accessible. Please contact events@ssab.gov as soon as possible, but at least three business days in advance of the meeting to request a reasonable accommodation.

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

David Lescarini, President, National Council of Social Security Management Associations (NCSSMA); Field Office Manager, McMinnville, Tennessee, SSA (*technical expert*)

Peggy Murphy, Immediate Past President, NCSSMA; Field Office Manager, Great Falls, Montana, SSA (*technical expert*)

Kim Hildred, Chair, Social Security Advisory Board (*moderator*)

4:15 – 4:30 pm

Remarks

The Social Security Advisory Board is committed to ensuring that its meetings are accessible. Please contact events@ssab.gov as soon as possible, but at least three business days in advance of the meeting to request a reasonable accommodation.

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

The Social Security Advisory Board is committed to ensuring that its meetings are accessible. Please contact events@ssab.gov as soon as possible, but at least three business days in advance of the meeting to request a reasonable accommodation.