Public Board Meeting Minutes
May 20 – 21, 2021

Day One
May 20, 2021

Location: Meeting held virtually on Zoom

Time: 9:00 am – 4:30 pm EST

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

Board Staff: Claire Green, Staff Director
Diane Brandt, Research Director
Bethel Dejene, Management Officer
Mark Benavides, Summer Associate
Sunny Bick, Management Analyst
Cheri Cannon, General Counsel
Pamela Crawford, Senior Advisor
Conway Reinders, Lead Policy Analyst
Jenn Rigger, Senior Advisor
Omar Shalabi, Policy Analyst
Emma Tatem, Lead Policy Analyst

9:00 – 12:45 pm Executive Session

12:45 – 4:30 pm Roundtable on Social Security’s Public Service

12:45 – 2:00 pm 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)

2:00 – 2:15 pm Break

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
Jagadeesh Gokhale PhD, Member, Social Security Advisory Board

Recorded presentation:
https://vimeo.com/556399678

Roundtable on Social Security’s Public Service – Video Timestamps

- Understanding the COVID-19 Landscape Opening Remarks & Panel Introduction, Kim Hildred: 0:00:07
  - Moderator’s Introduction, Bob Joondeph: 0:04:02
  - Elizabeth Curda, GAO: 0:04:47
  - Stephen Goss, SSA: 0:16:59
  - Sarah Stith, University of New Mexico: 0:27:30
  - Question & Answer Session: 0:45:41
- Developing Evidence on Underserved Populations Opening Remarks & Introductions, Kim Hildred: 01:11:44
  - Advocacy Perspectives:
    - Kristen Dama, Community Legal Services of Philadelphia: 01:13:31
    - Kate Lang, Justice in Aging: 01:15:27
    - Bethany Lilly, The Arc: 01:16:34
    - Discussion: 01:16:34
  - Federal Perspectives: 01:45:19
    - Amira C. Boland, OMB: 01:45:47
    - Erica H. Zielewski, OMB: 01:46:41
    - Discussion: 01:47:35
  - Research Perspectives: 02:04:03
    - L. Scott Muller, SSA (retired): 02:04:14
Day Two  May 21, 2021

Location:  Meeting held virtually on Zoom

Time:  10:00 am – 4:30 pm EST

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

Board Staff:  Claire Green, Staff Director
Diane Brandt, Research Director
Bethel Dejene, Management Officer
Sunny Bick, Management Analyst
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Jenn Rigger, Senior Advisor
Omar Shalabi, Policy Analyst
Emma Tatem, Lead Policy Analyst

10:00 – 12:00 pm Speaker Series on Modernizing Legacy IT Systems

The Board hosted 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)

Recorded presentation: https://vimeo.com/561673324

Systems Speaker Series on IT Modernization – Video Timestamps

- Opening Remarks & Speaker Series Introduction, Nancy Altman: 0:00:00
  - Legacy System Definition: 00:04:15
    - Board Question & Answer Session: 00:18:25
    - Public Question & Answer Session: 00:40:50
  - How to Prioritize Legacy System Modernization: 0:49:49
    - Board Question & Answer Session: 00:58:31
    - Question & Answer Session: 01:22:09
  - Incentivizing & Measuring Modernization Progress: 01:26:44
    - Final Thoughts: 01:56:21
- Closing Remarks, Nancy Altman: 01:58:43

12:00 – 4:30 pm Executive Session

I certify the public meeting minutes’ accuracy for the Social Security Advisory Board’s May 20-21, 2021 meeting.

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Kim Hildred      Date