

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



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Claire Green, Staff Director

## 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)

**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*)

2:00 – 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](#)

- Jody Schimmel Hyde, Mathematica: [02:09:27](#)
- Purvi Sevak, Mathematica: [02:15:10](#)
- Nancy Wong, University of Wisconsin-Madison: [02:19:55](#)
- Discussion: [02:29:29](#)
- Peggy Murphy, SSA: [02:59:38](#)
- Closing Remarks, Jagadeesh Gokhale: [03:07:26](#)

**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  
**Mark Benavides**, Summer Associate  
**Cheri Cannon**, General Counsel  
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**Conway Reinders**, Lead Policy Analyst  
**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

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Date