

# 2016

# Annual Report

Social Security Advisory Board







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## Selected Abbreviations

ALJ	Administrative Law Judge	OEST	Office of Electronic Services and Technology
CRFB	Committee for a Responsible Federal Budget	OIG	Office of the Inspector General
DCPS	Disability Case Processing System	OISP	Office of Income Security Programs
NCSSMA	National Council of Social Security Management	OPM	Office of Personnel Management
NIH	National Institute of Health	ORDES	Office of Research, Demonstration, and Employment Support
OASDI	Old-Age, Survivors, and Disability Insurance	SSA	Social Security Administration
ODA	Office of Data Analysis	SSDI	Social Security Disability Insurance
ODAR	Office of Disability Adjudication and Review	SSI	Supplemental Security Income
ODEPP	Office of Data Exchange and Policy Publications	Rep Payee or Payee	Representative Payee
ODP	Office of Disability Policy		



# Message from the Board

In 2016, the Board continued its mission to provide bipartisan advice on the Social Security and Supplemental Security Income (SSI) programs to the President, Congress, and the Commissioner of Social Security. The 2016 Annual Report of the Social Security Advisory Board provides an overview of this work. We thank Acting Commissioner Carolyn Colvin, Social Security Administration (SSA) employees, Congressional staff, and the many stakeholders and experts who met with us throughout the year for working with us.

The Board called for reexamination of the representative payee (rep payee) program in the Board’s annual [SSI Statement](#) (also an appendix to SSA’s [annual report](#) of the SSI program). The Board also addressed unique issues with rep payees in the SSI program in one of its major 2016 publications, a [report](#) on rep payees. In addition, the Board also commissioned both an independent [report](#) and an independent single issue Technical Panel made up of expert economists. The Labor Force Technical Panel was tasked with focusing on the complexity of the labor force projection methodology and its future trends in calculating solvency.

In [Representative Payees: A Call to Action](#), the Board called on SSA and interested stakeholders to reexamine the entire rep payee program, including SSA’s procedures for determining the need for a rep payee, selecting a qualified rep payee, providing training to both SSA staff and the rep payee, and the oversight process. The Board’s [SSI Statement](#) also focused on rep payees and their role in managing benefits for SSI recipients. The Board found several shortcomings in SSA’s process for appointing rep payees, onerous requirements for reppayees, and inadequate monitoring. The report also introduced Supported Decision Making as an avenue toward helping people learn to manage their finances.

In SSAB’s commissioned report, [Rethinking the Promoting Opportunity Demonstration Project](#), Dr. Michael Wiseman highlighted several weaknesses in the project’s design, including (1) work disincentives and inequities, (2) unnecessary replication of other demonstration projects already in progress, and (3) design features that will make it impossible to draw inferences about the project’s affects on individual behavior. Dr. Wiseman’s report recommended delaying or modifying the demonstration.

One of the Board’s major achievements in 2016 was the [Public Forum on the SSI Program](#) held on July 12. The forum brought together policymakers from Capitol Hill and federal and state agencies; the research and academic community; child, welfare, aging, and disability advocates; and other experts to discuss the SSI program. The forum featured panels on four topics related to SSI: (1) resource limits and the Achieving a Better Life Experience (ABLE)<sup>1</sup> Act, (2) in-kind support and maintenance, (3)

<sup>1</sup> ABLE Act of 2014 amends the Internal Revenue Code to establish tax-exempt savings accounts for children with disabilities.



policy and practice in child welfare programs, and (4) youth transitions to adulthood. Panelists spoke about ways to improve administration of the SSI program and how to better serve the needs of SSI recipients.

Throughout the year, the Board met with SSA executives and staff, both during monthly Board meeting and in visits to SSA. In March, the Board met with executives and staff at SSA headquarters in Baltimore to discuss issues facing the agency. In May, the Board traveled to San Francisco to meet with regional executives, managers, field staff, and local organizations and members of the public. These meetings give the Board a chance to hear about program administration from top to bottom and receive input from the public about effects on the ground. In particular, the Board continued an ongoing focus on rep payee issues, heard firsthand accounts of SSA's urgent need to upgrade its systems technology, and received updates on SSA's efforts to address the disability workload that had reached 1.2 million pending claims at the hearing level by the end of fiscal year 2016.

SSA's urgent need to modernize its systems technology was also a focus of the Board this year. SSA's decades-old legacy sytems create significant expense for the agency as it must spend a large portion of its systems budget on maintenance rather than investing in modern technologies to meet the public's service delivery expectation. Slow system response times, stovepiped networks, and inferior systems technologies significantly undermine the ability of front line employees to serve the public.

In 2016, the Board's work was frequently cited in publications such as the *Wall Street Journal*, the *Los Angeles Times*, and *The Hill*. The Board is proud of its work on behalf of the American public and looks forward to continuing its mission in 2017.

*Henry J. Aaron, Chair*

*Lanhee J. Chen • Alan L. Cohen • Barbara B. Kennelly*

*Dorcas R. Hardy • Jagadeesh Gokhale • Bernadette Franks-Ongoy*



# About the Board

## Mission Statement

The Social Security Advisory Board is a bipartisan, independent federal government agency established in 1994 to advise the President, the Congress, and the Commissioner of Social Security on matters of policy and administration of the OASDI and the SSI programs. The seven members of the Board are appointed by the President, the Senate, and the House of Representatives.

## Board Functions

1. Analyze the nation's retirement and disability systems and make recommendations with respect to how the OASDI program and the SSI program, supported by other public and private systems, can most effectively assure economic security;
2. Study and make recommendations relating to the coordination of programs that provide access to health care with programs described in paragraph (1);
3. Make recommendations to the President and Congress with respect to policies that will ensure the solvency of the OASDI program, both in the short-term and the long-term;
4. Make recommendations with respect to the quality of service that SSA provides to the public;
5. Make recommendations with respect to policies and regulations regarding the OASDI and SSI programs;
6. Increase public understanding of the social security system;
7. Make recommendations with respect to a long-range research and program evaluation strategy for SSA;
8. Review and assess any major studies of social security as may come to the attention of the Board; and
9. Make recommendations with respect to such other matters as the Board determines to be appropriate.





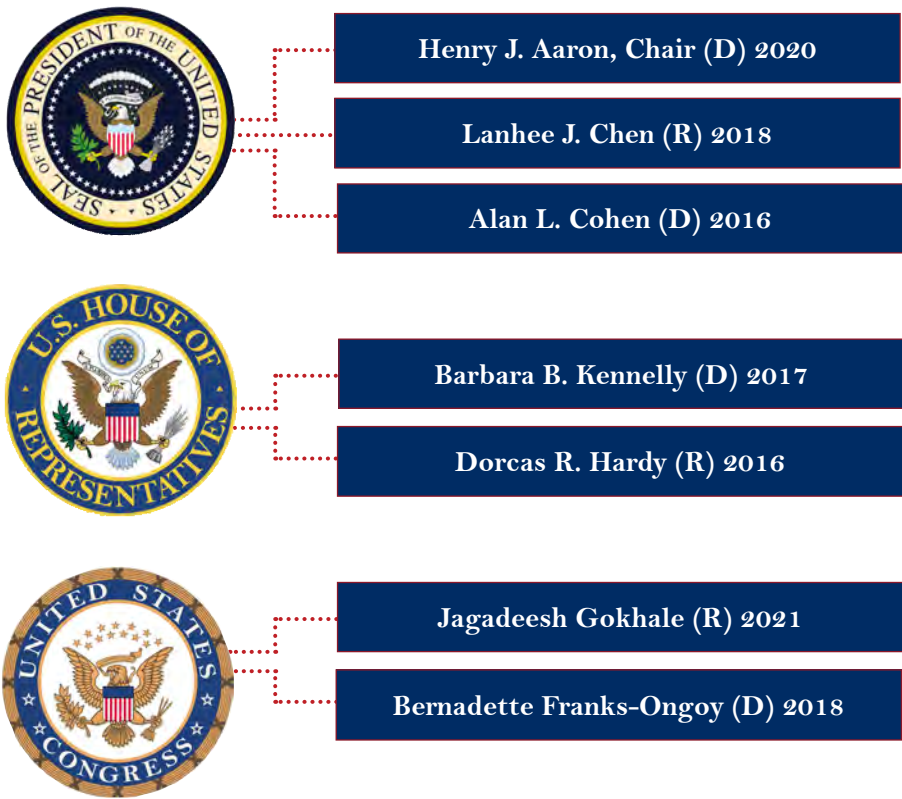
# Board Members

The Board has seven members. Three are appointed by the President, by and with the advice and consent of the Senate. Not more than two of such members shall be from the same political party.

Two members shall be appointed by the president pro tempore of the Senate with the advice of the chair and the ranking minority member of the Senate Committee on Finance.

Two members shall be appointed by the Speaker of the House of Representatives, with the advice of the chair and the ranking minority member of the House Committee on Ways and Means.

## 2016 Board Members



All Board member terms expire September 30th of year indicated



# 2016 Board Members



**Henry J. Aaron, Ph.D.** is the Bruce and Virginia MacLaury Senior Fellow in the Brookings Institution Economic Studies Program, which he directed from 1990 through 1996. Dr. Aaron previously taught at the

University of Maryland and at Harvard University. He served as assistant secretary for planning and evaluation at the Department of Health, Education, and Welfare and chaired the 1979 Advisory Council on Social Security. He is a member and vice chair of the District of Columbia Health benefits Exchange. He is a member of the Institute of Medicine, the American Academy of Arts and Sciences, the Advisory Committee of the Stanford Institute for Economic Policy Research, and the Center on Budget and Policy Priorities. He was a member of the Congressional Budget Office Panel of Economic Advisors and Panel of Health Advisors, the visiting committees of the Harvard Medical and Dental Schools and Department of Economics, and the Boards of Directors of Abt Associates, Georgetown University, and the College Retirement Equity Fund. Dr. Aaron was a founding member, vice president, and the Board Chair of the National Academy of Social Insurance. He has been vice president and member of the executive committee of the American Economic Association, was president of the Association of Public Policy and Management. He received a B.A. from U.C.L.A in political science and economics and holds an M.A. in Russian regional studies and a Ph.D. in economics from Harvard University. Current term of office: September 2014 to September 2020.



**Lanhee Chen, Ph.D.** is the David and Diane Steffy Research Fellow at the Hoover Institution; director of domestic policy studies and lecturer in the public policy program at Stanford University; lecturer in law at Stanford Law School;

and an affiliate of the Freeman Spogli Institute for International Studies at Stanford University. Dr. Chen was the policy director for the Romney-Ryan 2012 presidential campaign, as well as Governor Romney's chief policy advisor; a senior strategist on the campaign; and the person responsible for developing the campaign's domestic and foreign policy. In the George W. Bush Administration, Dr. Chen was a senior official at the Department of Health and Human Services. He also served as domestic policy director of Governor Romney's first campaign for president and as a health policy advisor on President George W. Bush's reelection campaign. Dr. Chen was also an associate attorney at the international law firm of Gibson, Dunn & Crutcher LLP. Dr. Chen currently serves on the Board of Trustees of the Junior Statesman Foundation and on the Advisory Board of the Partnership for the Future of Medicare. He earned his Ph.D. and A.M. in political science from Harvard University, his J.D. cum laude from Harvard Law School, and his A.B. magna cum laude in government from Harvard College. Current term of office: September 2014 to September 2018.





**Alan L. Cohen, Ph.D.** is a senior fellow at the Center for American Progress working on Social Security issues. Previously, he served as senior budget advisor and chief counselor for Social Security for the Senate Committee on

Finance from 2001 to 2012. From 1993 to 2001, Dr. Cohen served as senior advisor for budget and economics to the Secretary of the Treasury and from 1999 to 2000, he served as the budget economist for the Senate Committee on Finance. From 1983 to 1992, Dr. Cohen was first the senior economist, and then the assistant staff director for priorities on the U.S. Senate Budget Committee. From 1979 to 1983, Dr. Cohen worked as a policy analyst / economist at the Office of the Assistant Secretary for Planning and Evaluation at the U.S. Department of Health and Human Services. Dr. Cohen received a B.A. from Grinnell College, an M.P.P. from the University of Michigan, and a Ph.D. from the University of Wisconsin. Current term of office: September 2014 to September 2016.



**Barbara B. Kennelly** is president of Barbara Kennelly Associates and is a Distinguished Professor at Trinity University. She served as president of the National Committee to Preserve Social Security and Medicare from 2002-

2011. Congresswoman Kennelly served 17 years in the United States House of Representatives, representing the First District of Connecticut. During her congressional career, Congresswoman Kennelly was the first woman elected to serve as the vice chair of the House Democratic Caucus, the first woman to serve on the House Committee on Intelligence, the first woman to serve as chief majority whip, and the third woman in history to serve on the 200-year-old Ways and Means Committee. During the 105th Congress, she was the ranking member of the Subcommittee on Social Security. Prior to her election to Congress, she was the Secretary of State of Connecticut. After serving in Congress, Congresswoman Kennelly was appointed to the position of counselor to the commissioner at SSA. As counselor, Congresswoman Kennelly worked closely with Commissioner Kenneth S. Apfel and members of Congress to inform and educate the American people on the choices they face to ensure solvency of Social Security. She served on the policy committee for the 2005 White House Conference on Aging. Congresswoman Kennelly received a B.A. in economics from Trinity College, Washington, D.C. She earned a certificate from the Harvard Business School on completion of the Harvard-Radcliffe program in business administration and a master's degree in government from Trinity College, Hartford. First term of office: January 2006 to September 2011. Current term of office: March 2012 to September 2017.



**Dorcas R. Hardy** is president of D.R. Hardy & Associates, a government relations and public policy firm serving a diverse portfolio of clients. After her appointment by President Ronald Reagan as assistant secretary of human development

services, at the Department of Health, Education, and Welfare, Ms. Hardy was appointed Commissioner of Social Security (1986 to 1989) and was appointed by President George W. Bush to chair the Policy Committee for the 2005 White House Conference on Aging. Commissioner Hardy has launched and hosted her own primetime weekly television program, "Financing Your Future," on Financial News Network and UPI Broadcasting, and "The Senior American," a NET political program for older Americans. She speaks and writes widely about domestic and international retirement financing issues and entitlement program reforms and is the co-author of *Social Insecurity: The Crisis in America's Social Security System and How to Plan Now for Your Own Financial Survival*, Random House, 1992. A former chief executive officer of a rehabilitation technology firm, Commissioner Hardy promotes redesign and modernization of the Social Security, Medicare, and disability insurance systems. Additionally, she chaired a task force to rebuild vocational rehabilitation services for disabled veterans for the Department of Veterans Affairs. She received her B.A. from Connecticut College, her master's in Business Administration from Pepperdine University, and completed the executive program in Health Policy and Financial Management at Harvard University. Commissioner Hardy is a certified senior advisor and serves on the Board of Directors of Wright Investors' Service Managed Funds, and First Coast Service Options of Florida. First term of office: April 2002 to September 2004. Second term of office: October 2004 to September 2010. Current term of office: October 2010 to September 2016.



**Jagadeesh Gokhale** is the Director of Special Projects at Penn Wharton Public Policy Initiative (Penn Wharton PPI). Prior to joining PPI, Dr. Gokhale was a senior fellow at the Cato Institute. Earlier he worked at the American Enterprise Institute as a

visiting scholar (2003), the Treasury Department as a consultant (2002), and the Federal Reserve Bank of Cleveland as a senior economic advisor (1990-2003). An economist by training, his main research fields are macro and public economics with a special focus on the effects of fiscal policy on future generations. In 2008, he served as a member of the Task Force on Sustainability Issues for the Federal Accounting Standards Advisory Board. Dr. Gokhale has written extensively on policy issues including Social Security and Medicare reform, national saving, private insurance, financial planning, wealth inequality, generational accounting, and public intergenerational transfers and he has testified several times before Congress on these topics. He has published several papers in the *American Economic Review*, *Journal of Economic Perspectives*, *Quarterly Journal of Economics*, *Review of Economics and Statistics* and in publications of the National Bureau of Economic Research and the Cleveland Federal Reserve; in the US Budget report's *Analytical Perspectives*; and in newspapers and online media such as the *Wall Street Journal*, *The Financial Times*, the *Washington Post*, *American Spectator*, and *Forbes*. Dr. Gokhale is a co-author of *Fiscal and Generational Imbalances* that revealed the fiscal imbalance to be in the tens of trillions of dollars. In 2010, he published *Social Security: A Fresh Look at Policy Alternatives*, which constructs a different method for determining solvency of the Social Security trust funds. First term of office: November 2009 to September 2015. Current term of Office: October 2015 to September 2021.





**Bernadette Franks-Ongoy** is the executive director for Disability Rights Montana, an organization that protects and advocates for the human, legal, and civil rights of Montanans with disabilities. She manages and oversees the day-to-day

activities of Disability Rights Montana and sets the tone to ensure that the organization's mission to advance dignity, equality, and self-determination is being accomplished. Ms. Franks-Ongoy says, "I was raised by a mother with a disability and a father who did not realize he was a feminist." She lived in an accessible house before the Americans with Disability Act was the law. Her mother's wheelchair could access every room. "After all mom needed to have access to my brothers and sisters rooms with her wheelchair." Ms. Franks-Ongoy is the youngest of eight siblings including a brother with a mental illness. Ms. Franks-Ongoy grew up in the sugar plantation town of Waialua, Hawaii. With the support of Job Corps, Social Security, and other financial aid, she attended and graduated from Chaminade University with a Bachelor of Science degree in criminal justice and a Bachelor of Arts degree in sociology. She graduated from the University Of San Diego School Of Law in 1983. Her past legal experience includes: law clerk for the First Judicial Circuit Court in Hawaii, founding executive director of the Hawaii Bar Foundation Deputy Corporation Counsel, city and county of Honolulu, and attorney and director of programs for the Protection and Advocacy System in Hawaii. She is licensed to practice law in Hawaii and with the United States Court of Appeals for the Ninth Circuit. Ms. Franks-Ongoy has served as president of the National Disability Rights Network and most recently was a member of Montana's Equal Justice Task Force. Current term of office: January 2013 to September 2018.

## Alan Cohen and Dorcas Hardy depart the Board

On September 30th, 2016, the terms of Board members Alan Cohen and Dorcas Hardy ended. Alan Cohen, nominated by President Obama on September 30, 2013, served on the Board since confirmation by the Senate in September 2014. Dorcas Hardy served on the Board for more than 14 years after first being appointed April 9, 2002, and then reappointed in 2004 and 2010. Ms. Hardy succeeded Jo Anne Barnhart who became the Commissioner of SSA.

Ms. Hardy was instrumental in the development and publication of many Board publications, field visits and forums. Ms. Hardy, along with Martha Keys, was instrumental in adding an amendment to Section 417 of the Social Security Protection Act of 2004 (P.L. 108-203) to provide that Board members would be compensated for their hard work. Ms. Hardy was a strong advocate for SSA field office staff and for expanding service delivery options (other than face-to-face), including the 1-800 number, Internet service options, Kiosks and mobile service options, i.e., mobile field offices such as vans traveling to rural/hard-to-reach areas.

Dr. Cohen gave the Board a new perspective to Board research and reports. He focused the Board on SSA's budget situation and the need for sustained funding to support SSA's public service mission. His decades of work in that area of policy meant that he often pressed agency representatives and others to go deeper in their explanations of planning and executing administrative and program integrity workloads.



Departing Board members Alan Cohen and Dorcas Hardy receive plaques from SSA. Left to right: Stacey Rodgers, Chief of Staff, SSA; Board Chair Henry Aaron, Alan Cohen, Dorcas Hardy and Greg Pace, Senior Advisor, SSA.



# Kim Hildred appointed to the Board



The Speaker of the House of Representatives, Paul Ryan, appointed Kim Hildred to serve on the Social Security Advisory Board, effective October 9, 2016. Ms. Hildred’s six-year term continues through September 2022. Ms. Hildred is president of Hildred Consulting, LLC. She previously served the House Committee on Ways and Means, Subcommittee on Social Security, as staff director from 1997 to 2015. Prior to that, she worked in various positions in the Social Security Administration, including as a federal liaison with state Disability Determination Services, and deciding Social Security disability claims for the states of Kansas and Wisconsin.

Left photo: Portrait of Kim Hildred.

Below photo: Candid photo of departing Board members Alan Cohen and Dorcas Hardy. Left to right: Stacey Rodgers Chief of Staff, SSA; Board Chair Henry Aaron, Alan Cohen, Dorcas Hardy and Greg Pace, Senior Advisor, SSA.



# 2016 Accomplishments

## Board commissions Labor Technical Panel, April 7, 2016

In April, the Board commissioned a Technical Panel to examine future trends in labor supply, a key factor in projections of revenues and expenditures of the Social Security programs. Previous Technical Panels appointed by the Board and tasked to look at the full range of assumptions and methods used in the long-range projections of Social Security finances have noted the complexity of the labor force projection methodology and the need to adequately account for the turbulent forces shaping our current and future U.S. labor market. Many questions require further investigation. The Labor Technical Panel met throughout 2016, including a two day meeting in June 2016 at the SSAB office in DC. The Panel will make recommendations on how best to improve those assumptions and methods used by the Trustees and the methods employed by the Office of the Chief Actuary to project the size of the labor force and rates of labor force participation. The Panel will publish a report of its findings in June 2017.

**CHARTER:** The Panel will evaluate the assumptions used by the Trustees and the methods employed by the Office of the Chief Actuary to project the size of the labor force and rates of labor force participation, and will make recommendations on how best to improve those assumptions and methods. The Panel members will meet in public at least three times and deliver a written report to the Board with their recommendations within 7 months of their first meeting.

**Robert A Moffitt (Chair)** is the Krieger-Eisenhower Professor of Economics at Johns Hopkins University, where he has worked since 1995. He also holds a joint appointment at the Johns Hopkins School of Public Health. Prior to assuming his positions at Hopkins, he was Professor of Economics at Brown University, where he taught for eleven years. He has been a visiting professor at the University of Wisconsin and the University of Maryland, and worked for several years at Mathematica Policy Research, Inc. Dr. Moffitt is also a Fellow of the Econometric Society, a Fellow of the Society of Labor Economists, a National Associate of the National Academy of Sciences, a recipient of a MERIT Award from the National Institutes of Health, a recipient of a

Guggenheim Fellowship, a Fellow of the American Academy of Arts and Sciences, and Past President of the Population Association of America. Dr. Moffitt earned a B.A. in Economics from Rice University in 1970, and a M.A. in 1972 and a Ph.D. in 1975, both in Economics from Brown University.

**Gary Burtless** holds the John C. and Nancy D. Whitehead Chair in Economic Studies at the Brookings Institution in Washington, DC. He does research on issues connected with the income distribution and poverty, public finance, aging, labor markets, social insurance, and behavioral effects of government tax and transfer policy. Before coming to Brookings in 1981, he served as an economist in the policy and evaluation offices of the U.S. Secretary of Labor and

the U.S. Secretary of Health, Education, and Welfare. In 1993 he was Visiting Professor of Public Affairs at the University of Maryland, College Park. Dr. Burtless graduated from Yale College in 1972 and received a Ph.D. in Economics from the Massachusetts Institute of Technology in 1977.

**Chinhui Juhn** is currently Henry Graham Professor of Economics at the University of Houston, a research associate at the National Bureau of Economic Research (NBER) and a fellow at the Institute for the Study of Labor (IZA). Professor Juhn’s research has focused on U.S. wage inequality and its causes and the impact of changing wage structure on other labor market outcomes, such as employment and unemployment, and the racial wage gap. Her current work examines issues in earnings



instability, family labor supply, impact of trade reforms on wage inequality and gender gap in developing countries, and the effect of disease and mortality on fertility decisions in Africa. She received her B.A. in Economics from Yale University in 1984, and her Ph.D. in Economics from the University of Chicago in 1991.

**Kevin M. Murphy** is the first professor at a business school to be chosen as a MacArthur Fellow. He was selected for “revealing economic forces shaping vital social phenomena such as wage inequality, unemployment, addiction, medical research, and economic growth.” The foundation felt his work “challenges preconceived notions and attacks seemingly intractable economic questions, placing them on a sound empirical and theoretical footing.” In addition to his position at the University of Chicago, Dr. Murphy works as a faculty research associate for the National Bureau of Economic Research. He primarily studies the empirical analysis of inequality, unemployment, and relative wages as well as the economics of growth and development and the economic value of improvements in health and longevity. He earned his Ph.D. in 1986 from the University of Chicago after graduating from the University of California at Los Angeles with a bachelor’s degree in economics in 1981.

He joined the Chicago Booth faculty in 1984.

**Kathleen McGarry** is a Professor of Economics at UCLA and a Research Associate at the NBER. From 2007-2009 she was the Joel Z. and Susan Hyatt, 1972 Professor of Economics at Dartmouth College and previously served as a Senior Economist at the White House. She has had fellowships from the Brookdale Foundation and the National Bureau of Economic Research. Dr. McGarry’s research focuses on the well-being of the elderly with particular attention paid to public and private transfers, including the Medicare and SSI programs, and the transfer of resources within families. Her research combines work on the financial aspects of aging with issues related to health economics to examine insurance coverage among the elderly. She has studied the long term care, health, and life insurance markets, as well as the role played by families in providing insurance for their least well-off members. Dr. McGarry’s current work analyzes the importance of end of life medical expenses, particularly expenses associated with nursing homes and home health care, and differences in spending by disability status. Dr. McGarry received both her Ph.D. in Economics and her B.S. in Mathematics from the State University of New York, Stony Brook.



Board Chair Henry Aaron and SSA Commissioner Carolyn Colvin at SSAB’s SSI Forum. SSAB Staff Director Claire Green looking on.

Board visits SSA Headquarters, March 22, 2016:

Board members were invited to SSA Headquarters in Woodlawn, Maryland for its March 2016 board meeting to see a demonstration of SSA’s new online tools. The Board had met with the Operations Office of Electronic Services and Technology (OEST) on previous occasions and inquired about the creation of these new tools and their impact on serving the public. From this visit, the Board gained a better understanding of the positive effects these recently launched online tools have on the customer service SSA provides.

Andrew LaMont Eanes, Senior Advisor to Acting Commissioner of Social Security (ACOSS), provided a brief presentation on SSA’s Online Applications and the Information Technology Infrastructure Program (ITIP). OEST from Operations gave a demonstration of the Internet Social Security Number Replacement Card (iSSNRC) application and the internet 1099 and 1042S replacement application. They also showed how the new customer engagement tools “Help” button worked; it searches FAQ’s based on keywords and automatically calls customers back for the SSA help desk.

The Board then met with Theresa Gruber, Deputy Commissioner, Office of Disability Adjudication and Review (ODAR). Ms. Gruber gave an update on Administrative Law Judge (ALJ) hiring and ODAR’s plan to improve the hearing process. The Board made it a priority to hear updates on the SSA Plan For **Compassionate And REsponsive Service** (CARES) every few months in 2016. Linda Kerr-Davis, Acting Chief Program Officer and her deputy, John Garrigues, Disability Case Processing System (DCPS) updated the Board on their current actions regarding the Office of the Inspector General’s (OIG) recommendations and the current state of development and the roll out plan for DCPS.

After meeting with SSA, the Board traveled to Baltimore Therapeutic Equipment’s (BTE) corporate headquarters where Connie Miller, Certified Disability Management Specialist (CDMS), Certified Case Manager (CCM), Certified Professional Ergonomist (CPE), and Vice



President Business Development and Angela Berwick, Registered Occupational Therapist (OTR), Clinical Manager of Onsite Programs, provided an overview of BTE's program services to assess an individual's residual functional capacity and also an interactive demonstration of BTE's EvalTech system. Information from these valuable sessions allowed Board members to gain a better understanding of measuring functional capacity and alternatives for SSA's disability adjudication process.

**San Francisco Region Trip, May 1-4, 2016:**

The Board visited the San Francisco region for its annual Board trip. The Board uses these trips to gain insight into how SSA programs are administered and to obtain feedback regarding programs and policies that are implemented by the SSA executives who brief the Board. From May 2 - 4, 2016, the Board traveled to Oakland, California to meet with San Francisco Regional employees, including Regional Executives, management, and front-line employees. During this trip, the Board focused on systems modernization concerns, workload challenges, and rep payee issues.

The Board met with staff from Operations components, such as the Oakland District office and the Western Program Service Center. The Board also held discussions with the Office of Disability Adjudication and Review, Office of the General Counsel, Office of Quality Review, and the Office of the Inspector General. The Board heard concerns from agency staff and management in separate meetings, to ensure confidentiality and candid comments. During these meetings, the Board gained valuable insight about local and national issues, as well as ideas for improving Social Security service and programs. Feedback was used to conduct research and topics addressed could be the subject of future Board reports or issue briefs.

In addition to meetings with SSA staff, the Board held a public forum at the San Pablo Community Center co-sponsored by Lao Family Community Development, West County, the West County Senior Coalition, and the League of Women Voters. At the forum, Board members heard directly from members of the public and



Board members discuss social security issues with Mayor Rich Kinney of San Pablo at Community Town Hall meeting.

local non-profit organizations who shared their experiences and frustrations in their interactions with SSA. It was clear that service delivery delays was of enormous concern, but most of the attendees offered concrete suggestions on how to improve Social Security outreach and service to the public.

The Board also met with an organizational payee for homeless veterans, Swords to Plowshares, who described their duties and responsibilities as a rep payee to their clients and their methods for securing housing for those in need. Swords to Plowshares identified issues such as regional management's non-responsiveness to the organization. The Board brought this to the attention of regional leadership for resolution, and they reached out immediately. The information the Board learned from Swords to Plowshares contributed to ongoing research on reppayees for future papers, such as the Board's Annual SSI Statement and contributed to the decision to hold a forum on the rep payee program.

“ We visit with the dedicated Social Security employees who work day to day trying to serve the American people. And when possible, we talk to you—the people for whom these programs are intended to serve. We are here to listen to your concerns. Your experience. Your ideas and your advice. We will take what we learn back to Washington DC, and use it to help us formulate recommendations to the Administration and to Congress to improve how these programs work. *Henry Aaron*



SSI Forum, July 12, 2016

The Board conducted a Policy Forum on the SSI Program at the Carnegie Library in Washington, DC on July 12, 2016. The Board designed the event to elicit new ideas and foster a bipartisan discussion of the SSI program, especially the children’s program. The forum included panel discussions on SSI resource limits, in-kind support and maintenance rules, and the policies and practices in SSI and the welfare system that pertain to children. The day-long event was attended by federal policy-makers, Hill staff and members of the advocacy community and brought forward ideas and some general agreement from across the political spectrum. Perhaps the most important result was the commitment of panelists to meet and continue to discuss how to address through public policy the issues pertaining to children and program simplification. The Board used the results of the forum to inform its work, craft reports and statements on the importance of work incentives and find a balance of integrity and programmatic simplification in SSI.

The lively back-and-forth went into levels of detail not usually explored when discussing the complex policies underpinning the SSI program. The Board and audience members engaged in a dialogue with panelists representing think tanks like the Heritage Foundation and the Center on Budget and Policy Priorities, House Ways and Means Committee

staff and the Office of the Speaker of the House, SSA managers and researchers, and others. A lawyer representing foster children addressed the approach some states have taken to collect those children’s SSI payments.

The Board convened experts from across the experiential and philosophical spectrum and asked tough questions about the role of cash payments in the effort to reduce poverty and protect vulnerable children with disabilities. The discussion included a remarkable exchange in which the current resource limits in the SSI program were described in a bipartisan fashion as a profound disincentive to work. On another panel, researchers gave status reports on large-scale demonstration projects studying children on SSI. For example, findings from the Youth Transition Demonstration underscore that the role of parents is key in any policy designed to assist children with disabilities to transition from the SSI program to eventual financial independence. A House of Representatives aide outlined Speaker Paul Ryan’s “A Better Way” proposal; the proposal includes a broad strategy shift from cash payments to families in order to cover the extraordinary costs associated with caring for a child with disabilities into a more robust service delivery model that provides needed supports directly to children with disabilities. The Board plans to use what was learned at the event to inform its work in 2017 and beyond.

“At nearly \$60 billion in federal spending in 2014, SSI is among the nation’s largest means-tested welfare programs. Of the 8.4 million SSI cash recipients, 1.3 million are children under the age of 18.

*Robert Rector and Romina Boccia*



Left photo: Board Chair Henry Aaron, Board member Alan Cohen and SSA Commissioner Carolyn Colvin at SSAB’s SSI Forum held at Carnegie Library. Below photo: Panel at the SSI Forum discuss SSI policies on in-kind support and maintenance (ISM). Left to right, Speakers Anne DeCesaro, Bernie Wixon, Jim Sears, Stacy Braverman-Cloyd and moderator TJ Sutcliffe.







# Highlights of the Monthly Board Meetings

The Board held eleven monthly meetings between January and December, including a visit to the San Francisco Region and visit to SSA headquarters in Woodlawn, MD. In place of a Board meeting in July, the Board held a public forum on the SSI program.

In 2016, the Board met several times with Acting Commissioner Carolyn Colvin, Chief Actuary Stephen Goss, and deputy commissioners from various components in order to discuss agency challenges and efforts to improve public service and achieve common goals.

Meeting topics for 2016 included SSA's Strategic Plan and Critical Eight Priorities; SSA's Office of the General Counsel's organizational structure and current workloads; SSA's Vision 2025 and data analytics report; SSA systems modernization; and the status and effectiveness of the Disability Case Processing System, Administrative Law Judge hiring, and a multi-year, multi-million dollar effort to integrate multiple state computer legacy systems into a single system. As the Board conducted its research throughout the year, again and again the limitations of SSA's data exchange process emerged as a barrier to effective research and program administration within SSA and beyond.

Data exchange is governed by statute and the Board learned that the law has not kept pace with technological improvements that would simplify the exchange process while protecting the privacy of the people whose data are at issue. What the Board learned about data exchange has informed multiple projects. In addition to data exchange, the Board heard from SSA Executives and other experts regarding ALJ workloads and challenges, as well as suggestions to improve the disability application process. The Board also consulted with specialists on project topics, such as work on promoting data analytics at the agency, and SSA's commissioned published report on financial capability, "Informing Social Security's Process for Financial Capability Determination."

The Board met with Rob Klopp, Deputy Commissioner for Systems and Chief Information Officer at SSA four times throughout 2016. Mr. Klopp spoke with the Board in January, June, September and December of 2016. The frequent check-ins with Mr. Klopp helped the Board grasp a better understanding of the enormous project Mr. Klopp and his team were undertaking with legacy systems and the challenges that face them. It also gave the Board the opportunity to observe the progress and follow the AGILE process. The Board also met with Tom Sechler, Chief Executive Officer of MicroPact who is designing a separate update to the Disability Case Processing System to see the other side of the issue.



**A robot named Nicole, equipped with IBM Watson technology attends the September Board meeting. The team from IBM discussed how this technology could assist SSA in the future.**



# Additional Outreach

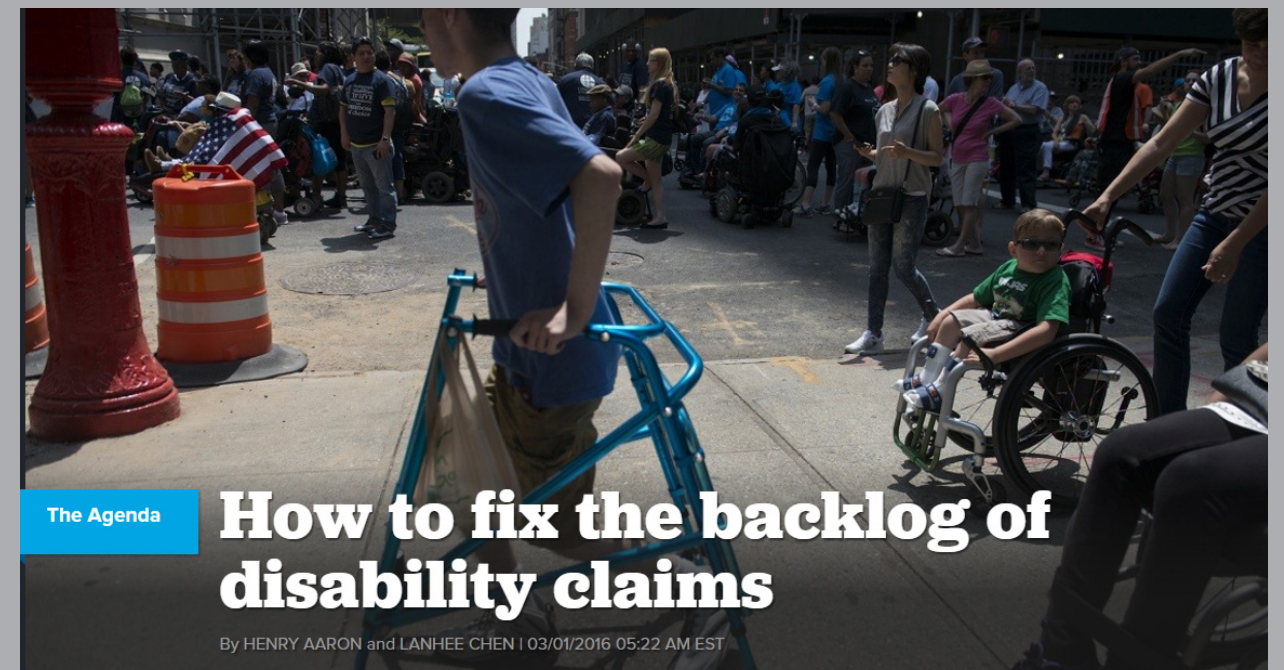
A bi-partisan example of raising awareness on a key issue, Board members Henry Aaron and Lanhee Chen published joint op-ed in Politico on OPM hiring deficiencies, March 1, 2016

On March 1, Board Chair Henry Aaron and Board member Lanhee Chen wrote a joint article in Politico, titled "How to fix the backlog of disability claims." The Board members pointed to the inadequate number of ALJs available to keep up with the backlog.

Dr. Aaron and Dr. Chen focused particularly to a bottleneck at the U.S. Office of Personnel Management (OPM). OPM hires all ALJs, so SSA is unable to hire more, even when there are funds available. The article pointed to a long history of delays at OPM that have hindered SSA's ability to hire ALJs. Given difficulties at OPM, the Board members recommended moving responsibility for hiring ALJs to another agency, such as the Administrative Conference of the United States.

“SSA employs **85 percent of all ALJs** and for several years has paid OPM approximately **\$2 million annually** to administer the requisite tests and interviews to establish a register of qualified candidates. **Nonetheless, OPM has persistently refused** to employ legally trained people to vet ALJ candidates or to update registers.

*Henry Aaron and Lanhee Chen*







Board Chair Henry Aaron gives the keynote address at the release of CRFB's SSDI Solutions Initiative.

## Chair addresses Committee for a Responsible Federal Budget event, April 6, 2016

On April 6, Board Chair Henry Aaron gave the keynote address at the Committee for a Responsible Federal Budget's (CRFB) event to release the report of its Social Security Disability Insurance (SSDI) Solutions Initiative. Dr. Aaron urged policymakers to focus on improving the design and administration of the disability programs for the benefit of taxpayers and those with disabilities alike. Dr. Aaron noted that while solvency of the SSDI trust fund was averted until 2022, it takes time to develop, implement, and evaluate new designs.

Dr. Aaron encouraged policymakers to think about ways to modernize the SSDI program to adapt to modern thinking about disabilities and advancements in technology and the workplace. In particular, Dr. Aaron pointed to demonstration projects as a good way to test new ideas. However, he critiqued the Promoting Opportunity Demonstration Project for a design flaw that makes it unlikely to be successful. That process will take all the time available between now and 2021 or 2022 when the DI trust fund will again demand attention. It will take a good deal more time than that to address the formidable and intriguing research agenda of the SSDI Solutions Initiative.

Dr. Aaron highlighted issues that the Board worked on in 2016, including the need improve the hiring process of ALJs to address the disability hearings backlog. Dr. Aaron stated that procedural reforms may be needed to prevent the "unconscionable delays" applicants face to receive a hearing before an ALJ. Dr. Aaron also spoke about the Board's publication, Representative Payees: A Call to Action, describing the reppayee program the "most important problem the public has never heard of." He noted that with the Baby Boom generation retiring, the number of people needing assistance managing their benefits is going to rapidly increase, yet SSA is not well-equipped to administer this type of social service function.

“That is not how the current disability determination process works. It considers the availability of jobs in the national, not the local economy. It ignores the availability of work supports or accommodations by potential employers.

Henry Aaron

“Living with disabilities today is markedly different from what it was in 1956 when the Disability Insurance program began. Yet, the DI program has changed little. Beneficiaries and taxpayers pay heavily the failure of public policy to apply what has been learned over the past six decades about health, disability, function, and work.

Henry Aaron

## Staff Director and SSAB staff provide training to Mathematica Fellows, July 14, 2016

As part of the Board's mission to educate the public, Staff Director Claire Green and Board staff provided training to Mathematica Policy Research summer Fellows. They covered social security topics such as Disability to provide insight into the program's inner workings and issues. They also discussed SSAB's role in social security.



The Board celebrates the retirement of SSA Inspector General Patrick O'Carroll at the April Board meeting. Left to right: Bernadette Franks-Ongoy; Lanhee Chen; Dorcas Hardy; Patrick O'Carroll, IG, SSA; Andrew Cannarsa, OIG Director for Communications, SSA; Kristin Klima, OIG Congressional and Intragovernmental Liaison, SSA; Board Chair Henry Aaron; Jagadeesh Gokhale; Alan Cohen and Barbara Kennelly.





# 2016 Publications and Public Events

- » **Representative Payees: A Call to Action, March 2016.**
- » **Public Community Forum in San Pablo, CA, May 2016**
- » **Rethinking the Promoting Opportunity Demonstration Project: A Report to the Board, May 2016. (Board-Commissioned Report by Dr. Michael Wiseman)**
- » **Supplemental Security Income Statement, Rep Payees and Supported Decision Making, July 2016.**
- » **Supplemental Security Income Forum, Washington, DC, July 2016**
- » **Annual Report 2015, October 2016.**

The Board's publications are one way of communicating the Board's recommendations to the President, Congress and the Commissioner of Social Security. Policymakers, legislators, and SSA's Commissioner's office receive printed hard copies of the Board's reports. The Board hand delivers publications to its authorizing congressional committees and electronically disseminates to the public through our mailing list and posted on the Board's website.

All Board publications can be accessed at: <http://ssab.gov/Our-Work>

## Representative Payees: A Call to Action, March 2016

The Board outlined the myriad issues facing the representative payee program administered by SSA in [Representative Payees: A Call to Action](#). Released in March, we distributed this report to Congress, SSA, and interested stakeholders, calling for a reexamination of the entire representative payee program, including SSA's procedures for appointing, selecting, training, and monitoring. In addition, we emphasized that a plan should be developed for identifying beneficiaries with declining financial capability.

This report builds on the Board's continuing work to address issues in the representative payee program presented in [Disability Programs in the 21st Century Series: The Representative Payee Program](#), [SSI Statement 2010](#), and [SSI Statement 2002](#).

SSA's representative payee program is large, more than 8 million Americans are enrolled.

SSA's representative payee services manage their benefits and these payees managed \$77 billion in benefits in 2014. SSA faces a balancing act—ensuring oversight of payees to protect beneficiaries while not imposing reporting requirements that might overburden the family and friends who are the vast majority of payees.

In addition to overseeing payees for beneficiaries in current pay, our nation needs a plan to identify proactive beneficiaries that begin receiving benefits as capable adults, but later need assistance managing their benefits, such as aging seniors. With the burgeoning population of older beneficiaries, the need for a better system will only grow, and SSA is not well equipped to handle this workload. Identifying beneficiaries who may need fiduciary support is a challenge for SSA, an agency focused primarily on ensuring that benefits are paid.

The Board is committed to continuing to pursue this important work. It is clear that these issues go beyond SSA; there are parallels with other government benefit-paying agencies and state courts, as well with an aging population the number of people who may transition into the need for assistance will continue to grow over the coming decades. The Board does not claim there are ready answers to these questions but stresses the need for more research and collaboration, e media interest Congressional commitment, and public outreach and awareness.

## Rethinking the Promoting Opportunity Demonstration Project: A Report to the Board, May 2016

In May, the Board published an independent report authored by Dr. Michael Wiseman, a visiting scholar to SSAB from January until May 2016 . The report [Promoting Opportunity Demonstration Project](#), built on the Board's August 2013 publication [The Case for Terminating the Benefit Offset National Demonstration](#). In its 2013 position paper, the Board concluded that BOND should be terminated as it was "both without merit and costly" citing that a pilot project had already been performed with informative results. The Bipartisan Budget Act of 2015 extended SSA's authority to conduct demonstration projects and mandated implementation of the Promoting Opportunity Demonstration Project to encourage work for those receiving Social Security disability benefits. The Board commissioned Dr. Wiseman, research professor of public policy, public administration, and economics at George Washington University to write a report to the Board evaluating the design of the new demonstration project. The views reflected in the report are solely those of Dr. Wiseman.

Dr. Wiseman's report drew attention to several weaknesses in the project's design: (1) the new offset rules create work disincentives and inequities, (2) the mandated demonstration unnecessarily replicates features of other demonstrations currently in progress, and (3) certain mandated elements of the demonstration will make it impossible to draw inferences from the demonstration on how plausible policies would affect behavior nationwide. Because of

these weaknesses, Dr. Wiseman recommended delay or redesign of the demonstration project.

## Continuing to look at the Rep Payee Program in the Board's annual Supplemental Security Income Statement, July 2016

The Board's SSI Statement encouraged SSA to provide the possibility for some individuals with rep payees to play more of a role in managing their own benefits. The Board noted that while ability of many SSI recipients with rep payees falls on a spectrum, the decision to provide a representative payee is black or white. Either the representative payee has full control or the SSI recipient does not receive a representative payee. Of course, representative payees may choose to take input from the recipient, but there is no legal obligation to do so. The Board encouraged SSA to move toward a policy of supportive decision making rather than substitute decision making—allowing some SSI recipients to have some control over spending decisions.

The Board found that the decision to assign a reppayee sometimes appears arbitrary and that a better process should be in place to guard the rights of individuals. Though representative payees play an important role in serving those who need them, assigning a representative payee also takes away a certain amount of autonomy. The Board's SSI Statement pointed out disparities between states—noting that the percentage of SSI recipients with a representative payee varies from 21.3 percent in New York to 39.4 percent in Utah. The Board called for more analysis to explain this phenomenon and to design a better system.







## Public Inquiries

In 2016, Board staff tracked 458 contacts with the public, including letters, faxes, emails, and phone calls. Top reasons for contacting the Board included (1) complaints about SSA service; (2) questions about eligibility for benefits; and (3) attempts to determine case or payment status.

Over the years, the Board office has received an increasingly higher number of inquiries from the public. Board staff received about 4 times more public inquiries in 2016, than in 2014 when it first collected this information receiving 116 public inquiries. As waiting times increase on the 1-800 number and in field offices, and as disability backlogs grow, the Board hears about it. SSA service complaint has remained as the primary reason for the public's contact to the Board.

As part of its broader mission to serve and educate the public, "increasing public understanding of the social security system" the Board strives to listen, respond to, and track those communications. Board staff uses these contacts to gather feedback about issues facing the public in its interaction with the Social Security programs. While the Board communicates that it is independent from SSA and cannot resolve issues on individual claims or access case files, staff answer questions, give general information about the claims process, and will try to refer individuals to the appropriate SSA component or Congressional office. In urgent need circumstances, such as fraud and identity theft, Board staff will alert SSA of an issue. The Board staff call attention to cases that need immediate intervening or policy action by way of the SSA liaison. Often times Board staff will be educating the public on online services such as applying online for a replacement social security card, the 1-800 number, field office hours and locations.

### Public Inquiry Issues:

- » **SSA Service Complaints**
- » **Benefit Eligibility Questions**
- » **Case Status**
- » **Benefit Reduction or Overpayment**
- » **Fraud and Identity Theft**
- » **Social Security Legislation**



## PUBLIC INQUIRIES BY THE NUMBERS

**458** TOTAL INQUIRIES



**406** BY PHONE

**37** BY EMAIL



**13** BY LETTER

**51** SSA SERVICE COMPLAINTS



**44** BENEFIT ELIGIBILITY QUESTIONS

**45** CASE STATUS INQUIRIES



**61** PEOPLE INFORMED ABOUT ONLINE SERVICES AT SSA.GOV





## Board Staff



*Claire Green*



*Jackie Chapin*



*Joel Feinleib*



*Matthew Comey*



*Bethel Dejene*



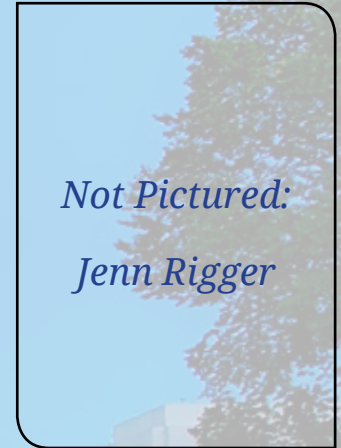
*Matthew Graves*



*Anita Grant*



*David Warner*



*Not Pictured:  
Jenn Rigger*



*Sterling Laudon*



*Caitlyn Tateishi*



*Sarah Weaver*

## SSA Detailees

The Board had several SSA detailees contribute to projects in 2016. Laura King, social science research analyst from the Office of Research, Demonstration, and Employment Support (ORDES) detailed from April to August. Obie Blackmon, management and program analyst from Office of Income Security Programs (OISP) detailed from April to September. Jeanette Mandycz, an attorney from Office of General Counsel detailed from June to November. Fran Huber, a policy advisor, also from OISP, started her detail in April which will continue until March 2017. Joyce Nicholas, social science research analyst, also from ORDES, started her detail in August and will continue to detail into 2017.

## Fellowships, Research Assistants, and the Intern Program

Matthew Graves joined the Board staff in January 2016. He serves as a program assistant and also assists with policy research on social security issues.

Matthew Comey joined the Board as a Research Fellow in August 2016. He is focusing on creating charts from social security data as well as undertaking research for SSI issue briefs.





# Board Meetings

## January

**Stephen C. Goss**, Chief Actuary, Office of the Chief Actuary, SSA

**Michael Wiseman**, Research Professor of Public Policy, Public Administration, and Economics, George Washington University Institute of Public Policy

**Robert Klopp**, Deputy Commissioner of Systems/Chief Information Officer, SSA

## February

**Molly Burgdorf**, Senior Advisor, Center for Policy and Evaluation, Administration for Community Living, Department of Health and Human Services

**Jonathan Martinis**, Project Director, National Resource Center for Support Decision-Making (grantee of the Administration for Community Living)

**Steve Kofahl**, retired SSA Claims Representative and American Federation of Government Employees (AFGE) Union Official

**Stacy Rodgers**, Chief of Staff, SSA

**Ruby Burrell**, Chief Strategic Officer, SSA

**Andy Liu**, General Counsel, SSA

**Mary Ann Zimmerman**, Acting Deputy Executive Director, Office of General Counsel, Office of Privacy and Disclosure, SSA

## March

**Andrew LaMont Eanes**, Senior Advisor to the Acting Commissioner of Social Security, SSA

**Robin Sabatino**, Associate Commissioner, Office of Electronic Services and Technology, SSA

**Terrie Gruber**, Deputy Commissioner, ODAR, SSA

**Linda Kerr-Davis**, Acting Chief Program Officer, Disability Case Processing System, SSA

## April

**Dr. Paul Appelbaum**, Chair of Committee to Evaluate the Social Security Administration’s Capability Determination Process for Adult Beneficiaries, Institute of Medicine

**Frederick Erdtmann**, Board Director, Board on the Health of Select Populations, Institute of Medicine

**Carol Spicer**, staff member, Board on the Health of Select Populations, Institute of Medicine

**Frank Valliere**, staff member, Board on the Health of Select Populations, Institute of Medicine

**Stephen Evangelista**, Associate Commissioner, Office of Data Exchange and Policy Publications, SSA

**Patrick O’Carroll**, Inspector General, Office of the Inspector General, SSA

**Marilyn Zahm**, President, Association of Administrative Law Judges

**Linda Stagno**, Vice President for New York Region, Association of Administrative Law Judges

## May

**BOARD TRIP TO SAN FRANCISCO**

**Steve Breen**, Deputy Regional Commissioner, SSA

**Hy Hinojosa**, Assistant Regional Commissioner for Management and Operations Support, SSA

**Tayo Ajose**, Employee Training and Development Team, SSA

**Rosa M. Rodriguez**, Employee Training and Development Team, SSA

**Adam Terry**, Deputy Area Director, Bay Area, SSA

**Christina Marin**, District Manager, SSA

**Patricia Raymond**, Regional Communications Director, SSA

**John Beem**, Chief Financial Officer, Swords for Plowshares (Organizational Payee)

**Jennifer Horne**, Regional Chief Administrative Law Judge, ODAR, SSA

**Robert Barth**, Acting Regional Management Officer, SSA

**Marie Avelar Simas**, Special Projects Officer, SSA

**Grace Kim**, Regional Commissioner, SSA

**John Flanagan**, ALJ, ODAR, SSA

**Major Williams**, ALJ, ODAR, SSA

**Debby Ellis**, Assistant Regional Commissioner for Processing Center Operations, Western Program Service Center, SSA

## June

**Stephen Evangelista**, Associate Commissioner, Office of Data Exchange and Policy Publications (ODEPP), SSA

**Paul Davies**, Senior Policy Advisor, ODEPP, SSA

**Laura Haltzel**, Deputy Associate Commissioner, ODEPP, SSA

**Terrie Gruber**, Deputy Commissioner, ODAR, SSA

**Gerald Ray**, Deputy Executive Director, Office of Appellate Operations, SSA

**Carolyn Colvin**, Acting Commissioner of Social Security, SSA

**Steve Goss**, Chief Actuary, Office of the Chief Actuary, SSA

**Karen Glenn**, Deputy Chief Actuary, Office of the Chief Actuary, SSA

**Robert Klopp**, Deputy Commissioner of Systems/Chief Information Officer, SSA

**Maya Rockeymoore**, President and CEO, Global Policy Solutions

**Rick Warsinskey**, President, National Council of Social Security Management Associations (Cleveland, OH)

**Chris Detzler**, Vice President, National Council of Social Security Management Associations (NCSSMA) (Vancouver, WA)

**Rachel Emmons**, Washington Representative, NCSSMA

## July

**SSI FORUM**

**Carolyn Colvin**, Acting Commissioner of Social Security, SSA

**Ken Brown**, Office of Supplemental Security Income and Program Integrity Policy, Office of Income Security Programs, SSA

**Chris Rodriguez**, Senior Public Policy Advisor, National Disability Institute

**Ezra Levin**, Associate Director of Government Affairs, Corporation for Enterprise Development

**Romina Boccia**, Deputy Director, Thomas A. Roe Institute for Economic Policy Studies and Grover M. Hermann Fellow, Heritage Foundation

**Ken Brown**, Office of Supplemental Security Income and Program Integrity Policy, Office of Income Security Programs, SSA

**Bernie Wixon and Jim Sears**, Office of Research, Evaluation, and Statistics, SSA

**Stacy Braverman-Cloyd**, Deputy Director of Governmental Affairs, National Organization of Social Security Claimants’ Representatives

**Anne DeCesaro**, Subcommittee Staff Director for Human Resources, U.S. House Ways and Means Committee

**TJ Sutcliffe**, Director of Income and Housing Policy, The Arc

**Ted McCann**, Assistant to the Speaker for Policy, Office of Speaker Paul P. Ryan, U.S. House of Representatives

**LaDonna Pavetti**, Vice President for Family Income Support Policy, Center for Budget and Policy Priorities

**Daniel Hatcher**, Professor of Law, University of Baltimore Law School

**Leslie Jose Lyons**, Program Director for Nationwide Social Security Advocacy Management Services, Public Consulting Group

**Jeff Hemmeter**, Deputy Director, ORDES, SSA

**Manasi Deshpande**, Assistant Professor of Economics, University of Chicago

**Howard H. Goldman**, Professor of Psychiatry, University of Maryland School of Medicine

## September

**Robert Klopp**, Deputy Commissioner of Systems/Chief Information Officer, SSA

**Barbara Hoover**, SSA Watson Project Representative, IBM



**Dr. Leighton Chan**, Chief, Rehabilitation Medicine Department, Clinical Center, National Institutes of Health (NIH)

**Dr. Beth Rasch**, Staff Scientist and Chief, Epidemiology and Biostatistics, NIH

**Dr. Diane Brandt**, Protocol Manager, Epidemiology and Biostatistics, NIH

**Susan Wilschke**, Deputy Associate Commissioner, ORDES, SSA

**Reafel Rigg**, Office of Data Analysis (ODA) Acting Director, Office of Retirement and Disability Policy, ORDES, ODA, SSA

**Tony Notaro**, ODA NIH Project Manager, ORDP, ORDES, SSA

**Tamar Khafi**, ODA Social Science Research Analyst, ORDP, ORDES, SSA

**Gina Clemons**, Associate Commissioner, Office of Disability Policy (ODP), SSA

**Dan O'Brien**, Director, Office of Vocational, Evaluation and Process Policy, ODP, SSA

**Deborah Harkin**, Senior Advisor, ODP, SSA

October

**Manasi Deshpande**, Assistant Professor of Economics, University of Chicago

**Stacy Rodgers**, Chief of Staff, SSA

**Ruby Burrell**, Chief Strategic Officer, SSA

**Steve Goss**, Chief Actuary, SSA

**Karen Glenn**, Deputy Chief Actuary, SSA

**Lisa Ekman**, Director of Government Affairs, National Organization of Social Security Claimants' Representatives (NOSSCR)

November

**Jack Smalligan**, Deputy Associate Director, Education, Income Maintenance and Labor Division, OMB, Executive Office of the President (EOP)

**Gale Stone**, Acting Inspector General, SSA

**Rona Lawson**, Assistant Inspector General, SSA

**Commissioner Carolyn Colvin**, SSA

**Julie Topoleski**, Chief, CBO Long-term Analysis Unit

**John Phillips**, Associate Commissioner, ORES, SSA

December

**Robert Klopp**, Deputy Commissioner/Chief Information Officer, Systems, SSA

**Tom Klouda**, Senior Domestic Policy Advisor, Senate Committee on Finance

**Sam Conchuratt**, Assistant to the Democratic Staff Director, Senate Committee on Finance

**Kathryn Olson**, Staff Director, House Committee on Ways and Means, Subcommittee on Social Security

**Joel Eskovitz**, Democratic Deputy Staff Director/Chief Counsel, Senate Special Committee on Aging

**Tom Sechler**, Chief Executive Officer, MicroPact

**Amy Shuart**, Staff Director, House Committee on Ways and Means, Subcommittee on Social Security

**Anne DeCesaro**, Staff Director, House Committee on Ways and Means, Subcommittee on Human resources

**Rosemary Lahasky**, Professional Staff, House Committee on Ways and Means, Subcommittee on Human Resources

**Jeff Wrase**, Chief Economist, Senate Committee on Finance

**David Timmons**, Policy Advisor, Senate Committee on Finance



# Compendium of Board Reports and Publications, 1997 - 2016

- [Developing Social Security Policy: How the Social Security Administration Can Provide Greater Policy Leadership](#), March 1997.
- [Increasing Public Understanding of Social Security](#), September 1997.
- [Strengthening Social Security Research: The Responsibilities of the Social Security Administration](#), January 1998.
- [Supplemental Security Income Statement: Overview of Impact of SSI on the Agency and Specific Concerns](#), May 1998
- [Social Security: Why Action Should Be Taken Soon](#), July 1998.
- [How SSA's Disability Programs Can Be Improved](#), August 1998.
- [Annual Report Fiscal Year 1998](#), October 1998.
- [Views of the Board on SSI and Areas of Concern](#), May 1999.
- [How the Social Security Administration Can Improve Its Service to the Public](#), September 1999.
- [Forum on the Implications of Raising the Social Security Retirement Age](#), May 1999
- [Annual Report Fiscal Year 1999](#), October 1999.
- [Supplemental Security Income Statement: Measuring the Service Needs of SSI Claimants and Beneficiaries](#), May 2000.
- [Annual Report Fiscal Year 2000](#), October 2000.
- [Disability Decision Making: Data and Materials \(Part I\)](#), January 2001.
- [Disability Decision Making: Selected Aspects of Disability Decision Making \(Part II\)](#), January 2001.
- [Charting the Future of Social Security's Disability Programs: The Need for Fundamental Change](#), January 2001.
- [Agenda for Social Security: Challenges for the New Congress and the New Administration](#), February 2001.
- [Supplemental Security Income Statement: SSA's Service to the Public](#), May 2001.
- [Social Security: Why Action Should Be Taken Soon \(Revised Edition\)](#), July 2001.
- [Annual Report Fiscal Year 2001](#), October 2001.
- [SSA's Obligation to Ensure that the Public's Funds are Responsibly Collected and Expended](#), March 2002.
- [Supplemental Security Income Statement: Integrity of the SSI Program: Overpayments, Rep Payees, Stewardship](#), May 2002.
- [Annual Report Fiscal Year 2002](#), December 2002.
- [SSI Statement – Program Stewardship for the Disability Determination Process](#), May 2003.
- [The Social Security Definition of Disability](#), October 2003.
- [Supplemental Security Income Statement: Program Integrity and Overpayments](#), May 2004.
- [Annual Report 2003](#), May 2004.
- [Statement of the Social Security Advisory Board on Congressional Budget Office Social Security Projections](#), June 2004.
- [Retirement Security: The Unfolding of a Predictable Surprise](#), March 2005.
- [Supplemental Security Income Statement: Encouraging SSI Beneficiaries to Work](#), May 2005.
- [Social Security: Why Action Should Be Taken Soon \(3<sup>rd</sup> ed.\)](#), September 2005.
- [Annual Report 2004](#), October 2005.
- [The Impact of Immigration on Social Security and the National Economy](#), December 2005.
- [Board Comments on Ticket to Work Regulations](#), December 2005.
- [Disability Decision Making: Data and Materials \(2<sup>nd</sup> ed.\)](#), May 2006.
- [Supplemental Security Income Statement: Transition from Childhood to Adulthood](#), May 2006.
- [Improving the Social Security Administration's](#)



- [Hearing Process](#), September 2006.
- [A Disability System for the 21<sup>st</sup> Century](#), September 2006.
- [Annual Report 2005](#), September 2006.
- [Recruiting SSA Administrative Law Judges: Need for Review of OPM Role and Performance](#), April 2007.
- [Supplemental Security Income Statement: Part of the National Economic Safety Net](#), May 2007.
- [Annual Report 2006](#), August 2007.
- [The Need to Re-examine the SSI Program](#), May 2008.
- [Annual Report 2007](#), August 2008.
- [Working for Retirement Security](#), September 2008.
- [Challenges Facing the Social Security Administration: Present and Future](#), December 2008.
- [Disability Programs in the 21<sup>st</sup> Century Series: Interactions between Supplemental Security Income and Temporary Assistance for Needy Families](#), February 2009.
- [Disability Programs in the 21<sup>st</sup> Century Series: Need for Review of the Supplemental Security Income Program's Benefit Levels, Asset Limits, and Income Exclusions](#), March 2009.
- [Disability Programs in the 21<sup>st</sup> Century Series: Substantial Gainful Activity](#), April 2009.
- [Bridging the Gap: Improving SSA's Public Service through Technology](#), April 2009.
- [Annual report 2008](#), May 2009.
- [Supplemental Security Income Statement: A Look Back at the Last 10 Years of SSI Program Integrity](#), May 2009.
- [The Social Security Statement: How It Can Be Improved](#), August 2009.
- [The Unsustainable Cost of Healthcare](#), September 2009.
- [Disability Programs in the 21<sup>st</sup> Century Series: The Representative Payee Program](#), September 2010. This paper also appeared in the Social Security Administration's Annual Report of the Supplemental Security Income Program as "Statement on the Supplemental Security Income Program, Additional Statement by the Social Security Advisory Board," May 2010.
- [Annual Report 2009](#), August 2010.
- [Keeping the Record Straight – An Overview of How SSA's Data Exchange Program Works](#), December 2010.
- [Social Security: Why Action Should Be Taken Soon \(4<sup>th</sup> ed.\)](#), December 2010.
- [The Social Security Administration: A Vision of the Future – The First Steps on the Road to 2020](#), March 2011.
- [Supplemental Security Income Statement: Income and Resources](#), May 2011.
- [Annual Report 2010](#), May 2011.
- [Aspects of Disability Decision Making: Data and Materials \(3<sup>rd</sup> ed.\)](#), February 2012.
- [Supplemental Security Income Statement: Non-Profit Third Party Assistance Organizations](#), May 2012.
- [Annual Report 2011](#), July 2012.
- [Filing for Social Security Disability Benefits: What Impact Does Professional Representation Have on the Process at the Initial Application Level](#), September 2012.
- [Supplemental Security Income Statement: SSI Program for Children](#), May 2013.
- [Facing the Challenges – Envisioning the Future](#), July 2013.
- [The Case for Terminating the Benefit Offset National Demonstration](#), August 2013.
- [Annual Report 2012](#), September 2013.
- [The Online Statement and MySSA Portal: SSA Should Take Additional Steps to More Effectively Communicate with the Public](#), December 2013.
- [2013 Forum Summary – Social Security Disability: Time for Reform](#), March 2014.
- [Supplemental Security Income Statement: SSI and Foster Care Programs](#), May 2014.
- [Annual Report 2013](#), September 2014.
- [Supplemental Security Income Statement: The Complexity of In-Kind Support and Maintenance](#), May 2015.
- [The Single Decision Maker Pilot: A 16 Year Flight and Still No Clear Landing](#), June 2015.
- [Annual Report 2014](#), September 2015.
- [The Windfall Elimination Provision: It's Time to](#)

- [Correct the Math](#), October 2015.
- [Representative Payees: A Call to Action](#), March 2016.
- [Supplemental Security Income Statement: Supported Decision Making – An Alternative Approach to Representative Payees](#), July 2016.
- [Annual Report 2015](#), October 2016.

Reports are available on the Board's website at [www.ssab.gov](http://www.ssab.gov).

### Compendium of Reports to the Board

- [The 1999 Technical Panel on Assumptions and Methods](#), November 1999.
- [Alternative Approaches to Judicial Review of Social Security Disability Cases](#), March 2002.
- [Introducing Nonadversarial Government Representatives to Improve the record for Decision in Social Security Disability Adjudications](#), May 2003.
- [The 2003 Technical Panel on Assumptions and Methods](#), October 2003.
- [Overview and Discussion of the Social Security Mortality Projections](#), May 2005.
- [The 2007 Technical Panel on Assumptions and Methods](#), October 2007.
- [The 2011 Technical Panel on Assumptions and Methods](#), September 2011.
- [2014 Disability Policy Panel: Continuing Disability Reviews](#), December 2014.
- [2015 Technical Panel on Assumptions and Methods](#), September 2015.
- [Rethinking the Promoting Opportunity Demonstration Project: A Report to the Board](#), May 2016.



Board member Alan Cohen poses a question to the panelists at the SSI Forum.

Photo on page 32: Panelist Manasi Deshpande presents at the SSI Forum.





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400 Virginia Avenue SW, Suite 625  
Washington, DC 20024  
(202) 475-7700

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