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NATIONAL COUNCIL OF SOCIAL SECURITY MANAGEMENT ASSOCIATIONS, INC.

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THE NATIONAL COUNCIL OF SOCIAL SECURITY MANAGEMENT ASSOCIATIONS (NCSSMA) is the voice of field office (FO) and teleservice center (TSC) management in the Social Security Administration (SSA). For 44 years, NCSSMA has shared a productive working relationship with agency leadership.

Our mission is to improve management and program administration in SSA by assuring the knowledge and experience of front-line management are included in all phases of agency planning and decision making. We advocate for an SSA that remains customer focused and provides excellent public service while embracing technological advances and innovation.

Approximately 3,400 members of SSA's field office and teleservice center management belong to our dues supported organization, representing about three quarters of employees eligible for membership. NCSSMA members manage the most visible Federal government program, and our service affects the perception of government as a whole. For many, the SSA office is their only face-to-face point of contact with the Federal government. In nearly 1,300 facilities, we directly serve the public by seeing almost 174,000 people who visit field offices daily and speaking with more than 436,000 people who call us for a variety of services.

NCSSMA brings a clear, credible, and valuable perspective on public service and management challenges. That perspective is shared through testimony we provide and meetings we conduct with Congressional contacts, the Social Security Advisory Board (SSAB), the Government Accountability Office (GAO), the Office of Management and Budget (OMB), and other stakeholders.

We take our responsibilities as stewards of the public's monies very seriously. NCSSMA actively recommends improved and more cost efficient ways to manage SSA's programs. An adequate agency budget is critical to delivering the high-quality service the American public expects. Investments in technology and user-friendly electronic services are necessary to improve efficiency and enhance public service.

Our members are accountable to the public for the impact of every executive, judicial, legislative, and agency decision affecting SSA. Our greatest concern is to serve the American public well by providing not only timely, accurate payment of their Social Security benefits, but also dignified, courteous service that earns the public's confidence. They deserve—and have paid for—no less.