



**NATIONAL COUNCIL OF SOCIAL SECURITY
MANAGEMENT ASSOCIATIONS, INC.**

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March 23, 2020

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The Honorable Andrew Saul
Commissioner
Social Security Administration
6401 Security Boulevard
Baltimore, MD 21235

Dear Commissioner Saul:

In this extraordinary time of ever-increasing global challenges due to the coronavirus pandemic we are facing, the National Council of Social Security Management Associations (NCSSMA) would like to offer our continued support and assistance to Social Security Administration (SSA) leadership. We pledge to do everything in our power to ensure SSA continues to provide service to the populations we serve, and leadership to the workforce we lead.

While SSA has traditionally been able to provide world-class face-to-face service to the American public, given the challenges currently facing our nation we firmly support the agency's decision to use telework as a means to protect both our clientele and employees, while still providing the assistance the public needs and deserves. NCSSMA fully supports and appreciates the letter sent to your attention from the U.S. House of Representatives Committee on Ways and Means dated March 18, 2020, which urges SSA to maximize the use of telework throughout the agency.

NCSSMA certainly recognizes the challenges associated with the tough choice to close field offices to the public; however, we fully support agency leadership's decision to take the actions necessary to protect our public and employees. We agree with Congress in that this decision no doubt has, and will continue to, save lives. Managers across SSA are working diligently to ensure we provide service to the American public with minimal interruptions or issues. NCSSMA would like to offer our assistance to continue providing suggestions and feedback, which we believe, will help us navigate these challenging times.

NCSSMA fully supports the recommendations made by our Congressional leaders to maximize telework. We appreciate the flexibility already shown by agency leadership designed to protect both the public and our hard-working employees. The Work at Home by Quarantine (WAHQ) option for employees with underlying health

conditions, making them more susceptible to coronavirus, and those employees with school-age children is a tremendous option for keeping this population safer by letting them work from home. We believe expanding telework to the rest of our employees beginning March 23, 2020, while being unprecedented, makes sense when trying to safeguard the health of thousands of employees working in Field Operations. We have many employees already teleworking due to the pandemic, minimizing their face-to-face interactions with other employees, which significantly aids in efforts to reduce the spread of the coronavirus. The great news to date is that results have been overwhelmingly positive regarding productivity and morale for our teleworking employees.

NCSSMA commends the decisions made by agency leadership to expand telework and implement the WAHQ option to protect so many of our employees. We know these are unprecedented times and there are new challenges to face every day as the coronavirus continues to spread at a rapid pace in our country. NCSSMA believes we still have many challenging weeks, and possibly months, ahead of us. NCSSMA stands ready and willing to assist SSA in any way we can during these stressful and trying times. Thank you for your consideration of our request. I look forward to your response and continuing our efforts together.

Sincerely,

A handwritten signature in cursive script that reads "Peggy Murphy".

Peggy Murphy
NCSSMA President