



Social Security Advisory Board

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

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

Claire Green, Staff Director

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Peggy Murphy, President
National Council of Social Security Management Associations
Field Office Manager
Great Falls, Montana

Dear Peggy and NCSSMA Leadership,

On behalf of the Social Security Advisory Board (Board) and its staff, thank you for taking the time to speak with us and outlining the challenges confronting you and your membership. It was helpful to hear the update from members across the country, especially related to COVID-related impacts on field office and TSC operations overall. This informative conversation served as a virtual site visit for the Board.

Your insight helps the Board to understand the importance of technological enhancements in today's telework environment, including resources that improve workload portability. We appreciate your perspectives on the "work arounds" you have created to handle current workloads; the need for consistent approaches to staffing; and, the importance of improving communication throughout SSA.

Board staff, in particular, look forward to continuing our dialog with you. Your incredible commitment to public service inspired the Board to recognize SSA's federal and state employees in commemoration of SSA's 85th anniversary (<https://www.ssab.gov/announcements/social-security-85-years-of-dedicated-service/>).

Again, thank you for taking the time to speak to the Board and for everything you do for the American public.

Sincerely,

A handwritten signature in blue ink, appearing to read "CG", is written over a light blue circular stamp.

Claire Green



Social Security Advisory Board

cc: Rachel Emmons, Washington Representative, NCSSMA, Washington, District of Columbia
David Lescarini, Vice President, NCSSMA, Field Office Manager, McMinnville, Tennessee
Joe Deaton, Executive Officer, NCSSMA, Field Office Manager, Hot Springs, Arkansas
Christopher Detzler, Immediate Past President, NCSSMA, Field Office Manager, Vancouver, Washington
Sarah Arnold, San Francisco Region President, NCSSMA, Field Office Manager, Bakersfield, California
Justin Groshon, Boston Region President, NCSSMA, Field Office Manager, Saco, Maine
James Sandoval, Dallas Region President, NCSSMA, Field Office Manager, Rio Rancho, New Mexico
Brian Walker, Atlanta Region Management Association President, NCSSMA, Field Office District Manager, Salisbury, North Carolina
Angela Hubbard, New England Region Acting President, NCSSMA, Field Office Assistant District Manager, Manchester, New Hampshire