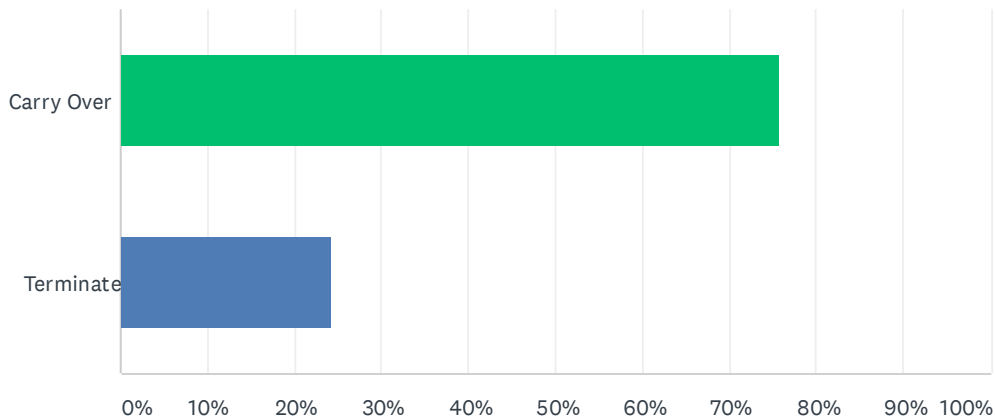


**Q1 Operations Supervisor Classification** The National Council of Social Security Management Associations (NCSSMA) will work with the Commissioner of Social Security and the Deputy Commissioner for Operations to reclassify the Operations Supervisor (OS) to the GS-13 level. This is justified by properly crediting the OS position for the actual Scope and Effect of the position, as well as properly crediting the position for the significant technical and administrative workload the OS is required to oversee at the GS-12 level.

Answered: 37 Skipped: 0

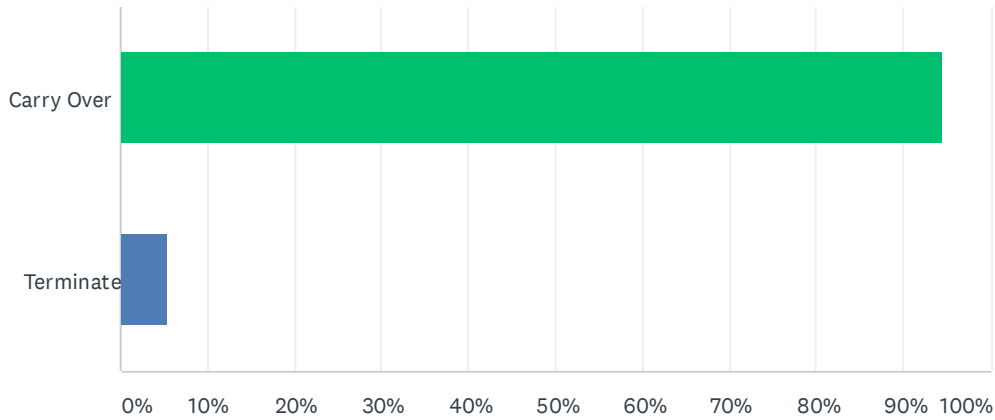


ANSWER CHOICES	RESPONSES
Carry Over	75.68% 28
Terminate	24.32% 9
TOTAL	37

**Q2 Hiring Authority** The National Council of Social Security Management Associations (NCSSMA) will work with its Washington Representative, Government Managers Coalition, Federal-Postal Coalition, Hill partners and the Commissioner of Social Security to further advocate for the ability to hire using the authority included through the Direct Hire of Students and Recent Graduates Act and the NDAA.

Answered: 37 Skipped: 0

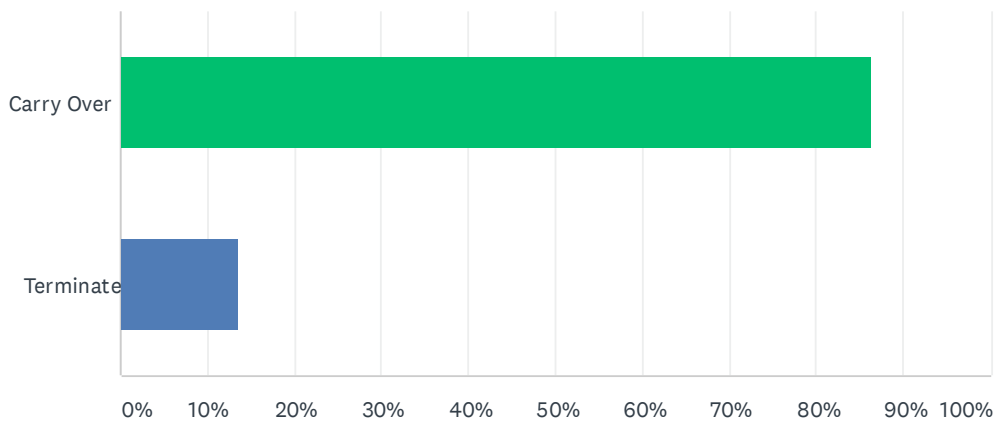
NCSSMA Resolutions



ANSWER CHOICES	RESPONSES	
Carry Over	94.59%	35
Terminate	5.41%	2
TOTAL		37

Q3 Field Office and Teleservice Center Staffing The National Council of Social Security Management Associations (NCSSMA) will work with the Commissioner of Social Security and the Deputy Commissioner for Operations to advocate for acceptable levels of Field Office and Teleservice Center staff to provide quality, community-based services as the American public expects. Furthermore, NCSSMA will continue its advocacy efforts with Congress to ensure sufficient agency funding to meet the expectations of the American public.

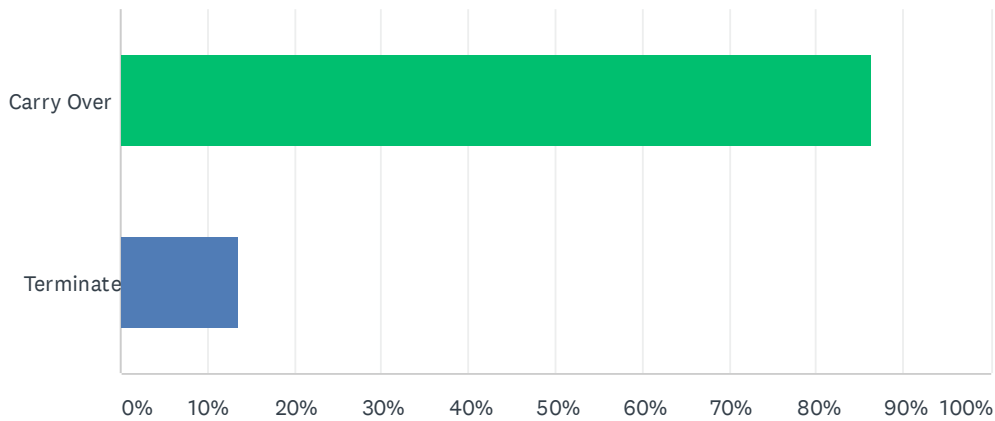
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
Carry Over	86.49%	32
Terminate	13.51%	5
TOTAL		37

**Q4 Performance Management System** The National Council of Social Security Management Associations (NCSSMA) will advocate for inclusion in developing or providing feedback for an updated performance management system, which will replace the current Performance Assessment and Communication System.

Answered: 37 Skipped: 0

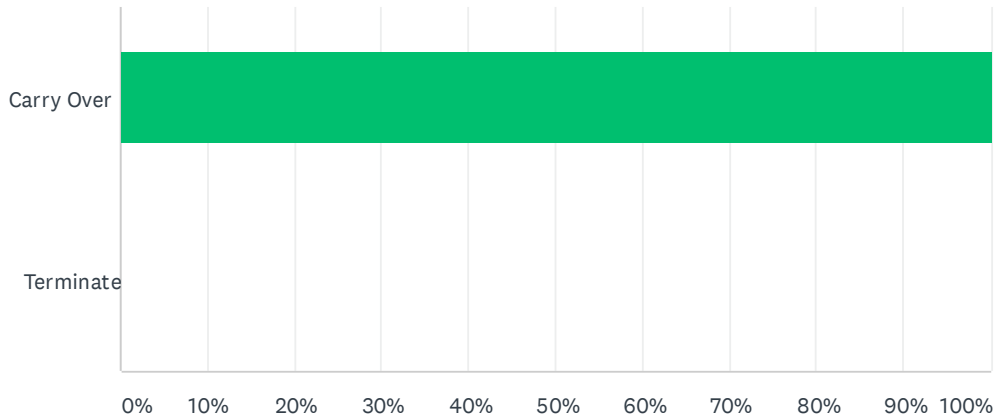


ANSWER CHOICES	RESPONSES	
Carry Over	86.49%	32
Terminate	13.51%	5
TOTAL		37

**Q5 Supervisor Vacancies** The National Council of Social Security Management Associations (NCSSMA) will advocate for filling supervisory vacancies in field offices (FOs) and teleservice centers (TSCs) based on operational need rather than adherence to a discretionary ratio or ceiling. NCSSMA will continue to emphasize to agency leadership, Congress, and other interested parties the essential role that FO and TSC managers and supervisors play in delivering service to the public.

Answered: 37 Skipped: 0

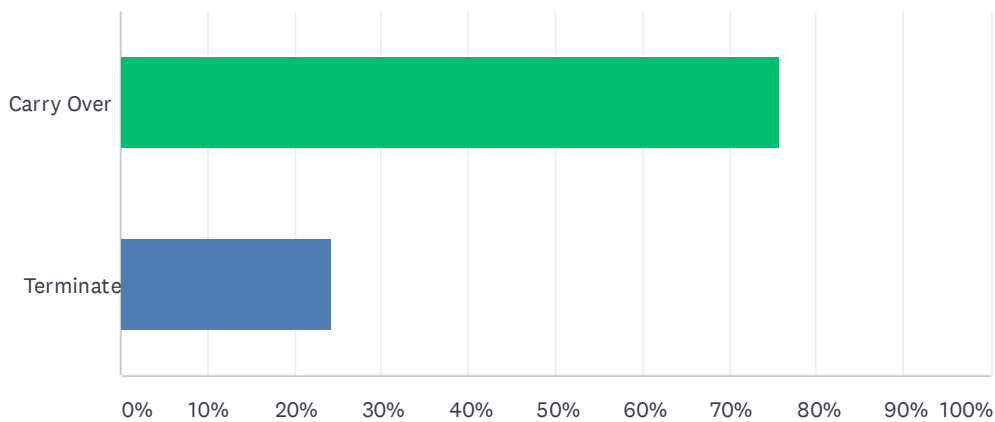
NCSSMA Resolutions



ANSWER CHOICES	RESPONSES
Carry Over	100.00% 37
Terminate	0.00% 0
TOTAL	37

**Q6 SSI Administrative Law Judge Reversal Public Service Indicator** The National Council of Social Security Management Associations (NCSSMA) will work with the Commissioner of Social Security and the Deputy Commissioner for Operations (DCO) to change the Public Service Indicator for SSI Administrative Law Judge reversals to one case pending over 60 days old if there are less than 10 total pending cases. This updated PSI would allow the field offices to have additional time on cases where an exception exists, a case is transferred to a new field office or the claimant has requested additional time to submit proofs.

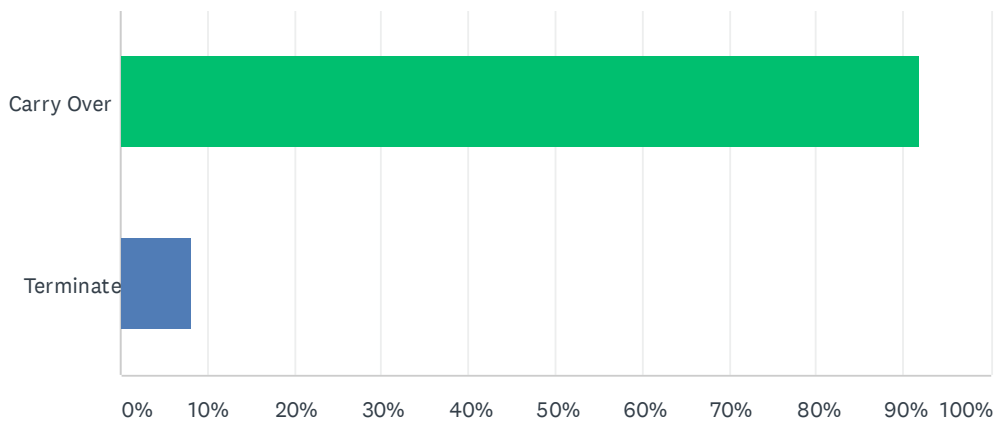
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
Carry Over	75.68%	28
Terminate	24.32%	9
TOTAL		37

**Q7 Electronic Proficiency Application Database** □The National Council of Social Security Management Associations (NCSSMA) will advocate for changes to the Electronic Proficiency Application Database (ePAD). The ePAD review database should use the same dynamic pathing format as the Performance Quality Review (PQR) tool. Upgrading the ePAD review system to mirror the PQR tool would allow ePAD reviews to be more effective and efficient while providing resource and policy references as well as standardized responses for any corrective action needed.

Answered: 37 Skipped: 0

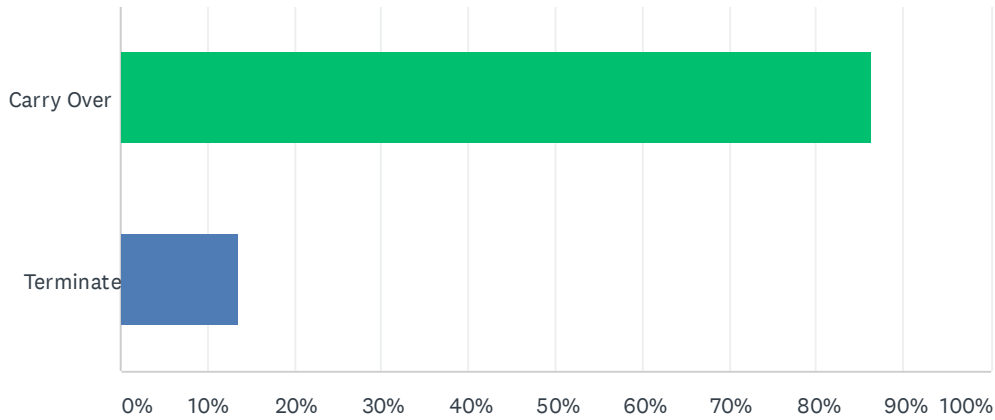


ANSWER CHOICES	RESPONSES	
Carry Over	91.89%	34
Terminate	8.11%	3
TOTAL		37

**Q8 Improving the Online Disability Process** □The National Council of Social Security Management Associations (NCSSMA) will advocate for improvements to the online disability process so that mandatory answers provide sufficient information to make a potential onset date determination and secure medical evidence without follow-up contact.

Answered: 37 Skipped: 0

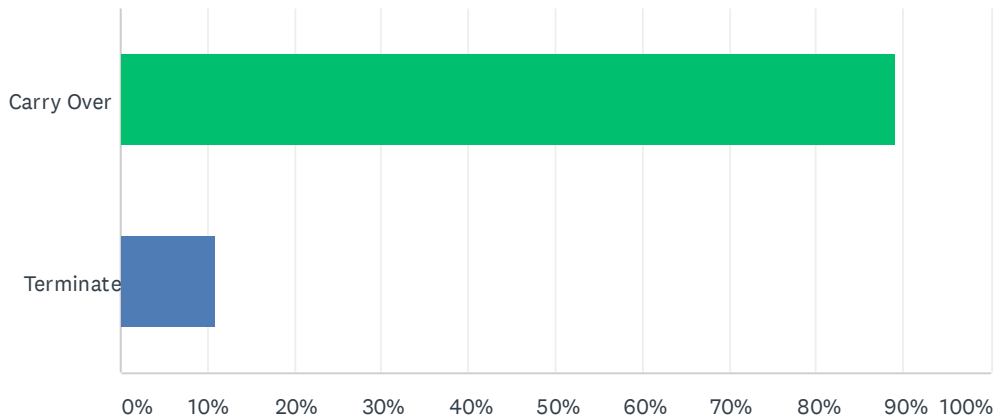
NCSSMA Resolutions



ANSWER CHOICES	RESPONSES
Carry Over	86.49% 32
Terminate	13.51% 5
TOTAL	37

**Q9 Electronic SSA-827 The National Council of Social Security Management Associations (NCSSMA) will advocate for an update to the i3368 to eliminate the user’s option to submit a signed paper SSA-827 when they are e827 eligible. Eligible e827 users should be required to sign the e827 electronically when submitting the i3368.**

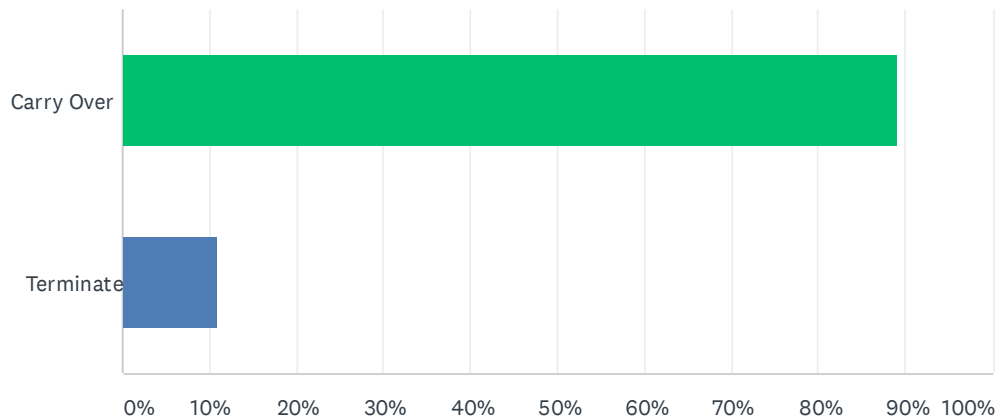
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES
Carry Over	89.19% 33
Terminate	10.81% 4
TOTAL	37

**Q10 Transition to Leadership Courses** The National Council of Social Security Management Associations (NCSSMA) will advocate for the Office of Learning to work with Regional Training Centers, Teleservice Centers, and Field Offices to ensure new members of management receive Transition to Leadership (TL) TL-101, TL-201, TL-301 and LE 4.2 (formerly known as TL-401) supervisory training within a year of accepting a management position.

Answered: 37 Skipped: 0

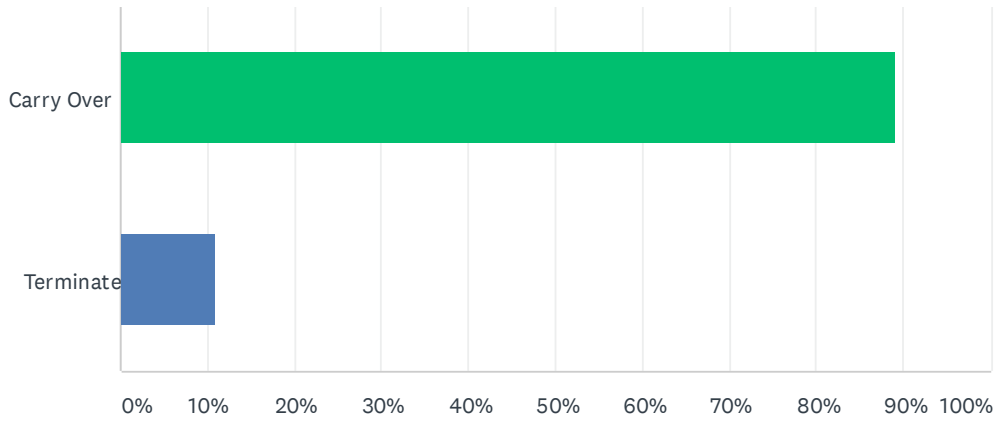


ANSWER CHOICES	RESPONSES	
Carry Over	89.19%	33
Terminate	10.81%	4
TOTAL		37

**Q11 Communication and Accountability** The National Council of Social Security Management Associations (NCSSMA) will advocate for greater accountability and improved communication between the Field Offices (FOs), Teleservice Centers (TSCs) and Program Service Centers (PSCs).

Answered: 37 Skipped: 0

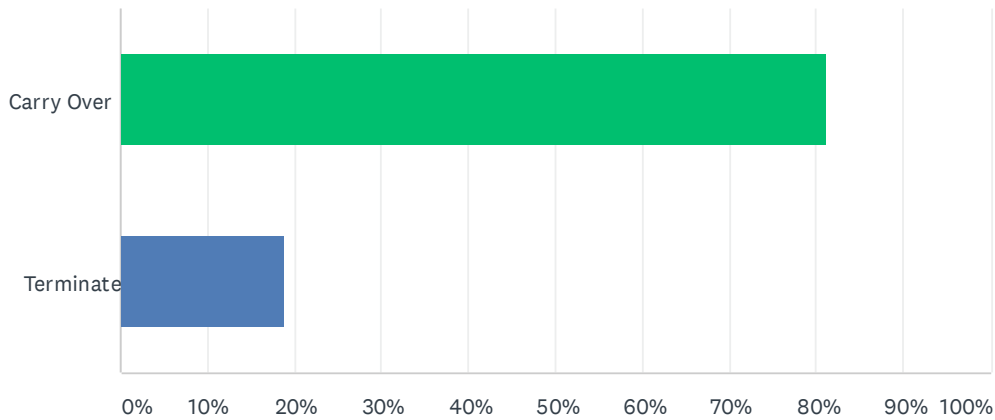
NCSSMA Resolutions



ANSWER CHOICES	RESPONSES
Carry Over	89.19% 33
Terminate	10.81% 4
TOTAL	37

**Q12 Consolidated and Centralized Workload Report The National Council of Social Security Management Associations (NCSSMA) will work with Regional and Headquarters components to determine the feasibility and requirements of a consolidated and centralized workload report and advocate for its creation.**

Answered: 37 Skipped: 0

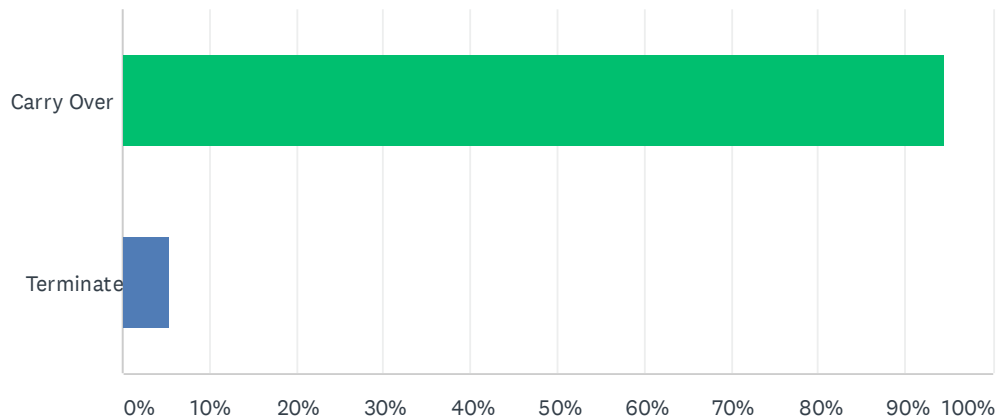


ANSWER CHOICES	RESPONSES
Carry Over	81.08% 30
Terminate	18.92% 7
TOTAL	37



**Q13 eOPF, PQR and PACS System Consolidation** The National Council of Social Security Management Associations (NCSSMA) will work with the Office of Systems to advocate for the consolidation of the electronic personnel file (e7b), Performance Quality Review system (PQR), and the Performance Assessment and Communication System (PACS) into one system to reduce administrative time and streamline the electronic record keeping process.

Answered: 37 Skipped: 0

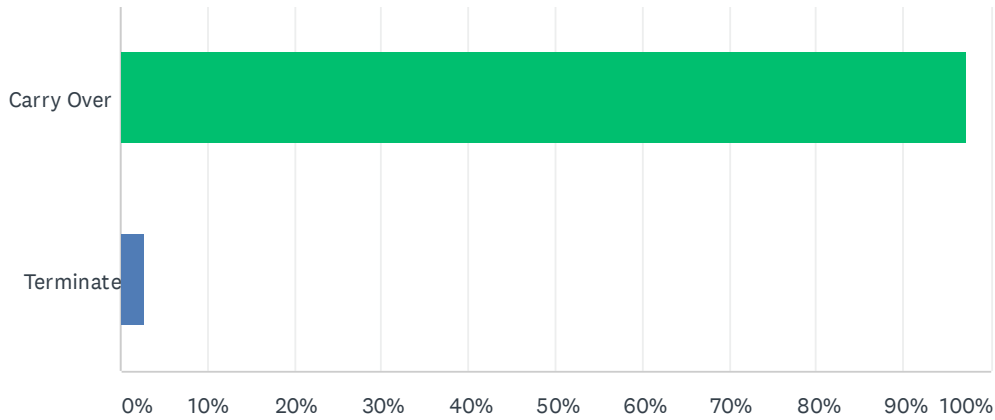


ANSWER CHOICES	RESPONSES	
Carry Over	94.59%	35
Terminate	5.41%	2
TOTAL		37

**Q14 SSI Program Simplification** The National Council of Social Security Management Associations (NCSSMA) will work with the Office of Policy and Regulations, our Washington Representative, Congress, the Social Security Advisory Board and others to support SSI program simplification.

Answered: 37 Skipped: 0

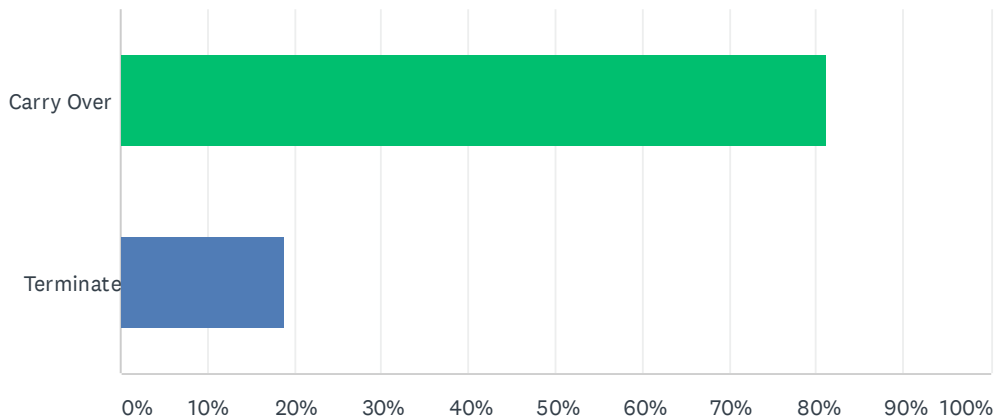
NCSSMA Resolutions



ANSWER CHOICES	RESPONSES	
Carry Over	97.30%	36
Terminate	2.70%	1
TOTAL		37

Q15 eRPS Application Modernization The National Council of Social Security Management Associations (NCSSMA) will advocate with Central Office for transparency on the Information Technology Modernization plans for the Electronic Representative Payee System (eRPS). NCSSMA will also advocate for a voice in development of eRPS enhancements to ensure the application will meet the efficiency, quality, and productivity needs of field users while minimizing unnecessary duplicative documentation inputs. NCSSMA will advocate for increased clarity and ease of use in the eRPS misuse application to assist technicians in completing a quality work product in an efficient manner.

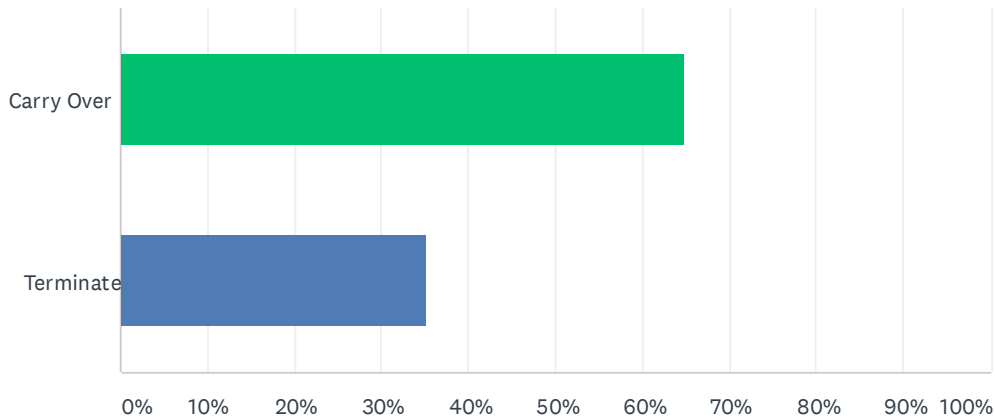
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
Carry Over	81.08%	30
Terminate	18.92%	7
TOTAL		37

**Q16 Quality Step Increase Guidance** The National Council of Social Security Management Associations (NCSSMA) will work with the Commissioner of Social Security and the Deputy Commissioner for Operations and others to review the monetary awards guidance as it applies to and impacts SSA management. NCSSMA will advocate for equity with regard to how Quality Step Increases (QSIs) are awarded to Operations management personnel.

Answered: 37 Skipped: 0

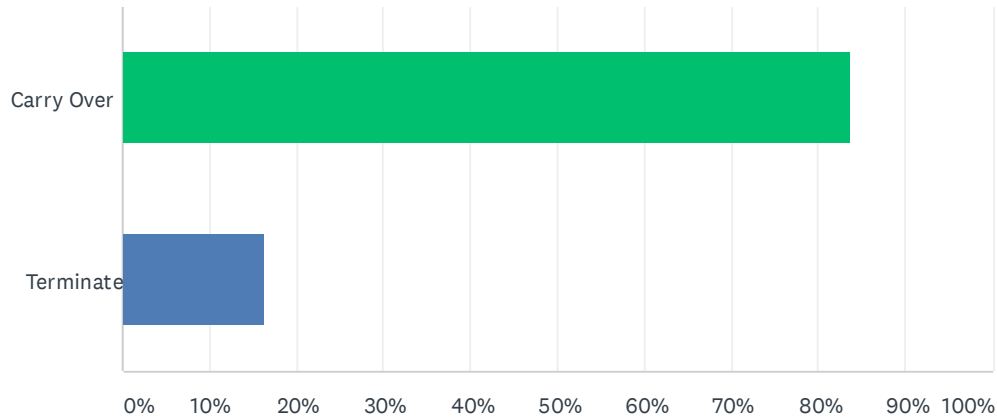


ANSWER CHOICES	RESPONSES	
Carry Over	64.86%	24
Terminate	35.14%	13
TOTAL		37

**Q17 Community-Based Service** The National Council of Social Security Management Associations (NCSSMA) will strongly advocate with Central Office, Congress, and other interested parties for continued customer choice in the delivery of Social Security Administration services including an unreduced, well-resourced network of teleservice centers and community-based field offices.

Answered: 37 Skipped: 0

NCSSMA Resolutions

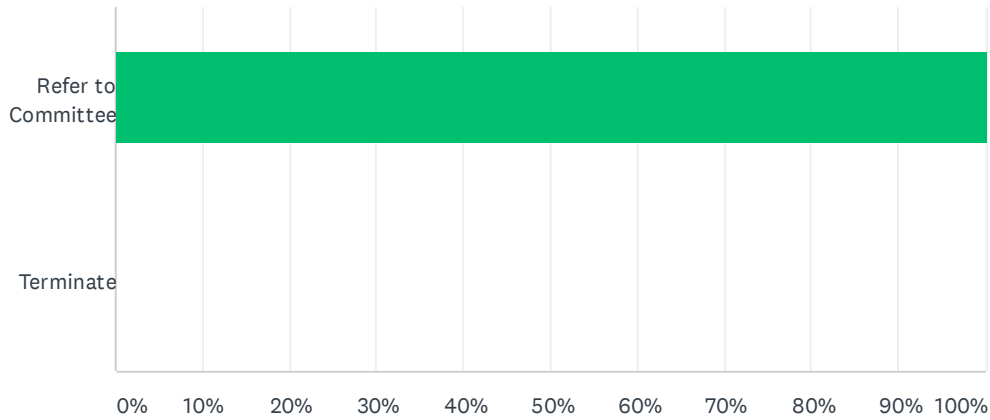


ANSWER CHOICES	RESPONSES	
Carry Over	83.78%	31
Terminate	16.22%	6
TOTAL		37

**Q18 Resolution #1 - Enumeration at Entry Submitted by: Dallas Condition Social Security Administration (SSA) employees, both management and bargaining unit, are dealing with heavy telephone calls from the public in reference to obtaining a foreign born original Social Security Number (SSN) during the COVID19 pandemic. The public is affected by this, as they are relying on SSA employees to answer telephone calls to then coordinate with field office (FO) management to set up an in-office appointment for a first time SSN application. Additionally, members of the public are required to go into a local FO, which increases the risk of possible COVID infection to the applicants, physical security officers, and SSA management employees. Resolved The National Council of Social Security Management Associations (NCSSMA) will advocate with Central Office and Regional Offices, including Public Affairs to partner with Department of Homeland Security to increase the number of foreign born individuals who can apply for a social security number through the Enumeration at Entry program. Resolution Committee Recommends: Adopt**

Answered: 36 Skipped: 1

NCSSMA Resolutions

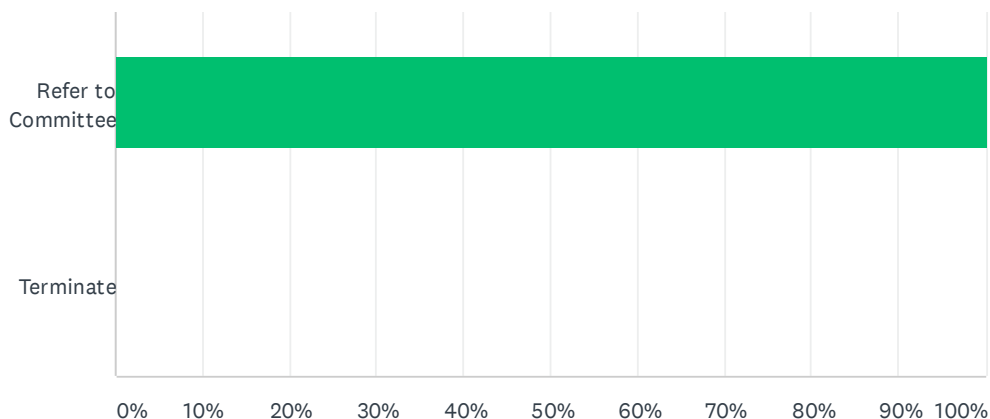


ANSWER CHOICES	RESPONSES	
Refer to Committee	100.00%	36
Terminate	0.00%	0
<b>TOTAL</b>		<b>36</b>

**Q19 Resolution #2 - EXR Modernization Submitted by: Denver Condition Expedited Reinstatement (EXR) was meant to be a quick way to start making benefit payments to someone whose entitlement terminated because of Substantial Gainful Activity (SGA), but who had to stop working because of their disabling condition. EXR is cumbersome paper process requiring and an interview and signature on nine paper forms. Provisional payments are intended to start quickly but are often delayed. EXR should not be Electronic Disability Control System (EDCS) exclusion. This paper driven process does not expedite payment for the working disabled but creates a hardship due to delays. Resolved The National Council of Social Security Management Associations will advocate for changes to the expedited reinstatement process in order to eliminate paper processing. Systems barriers to prompt payment should be identified and eliminated. Resolution Committee Recommends: Adopt**

Answered: 36 Skipped: 1

NCSSMA Resolutions

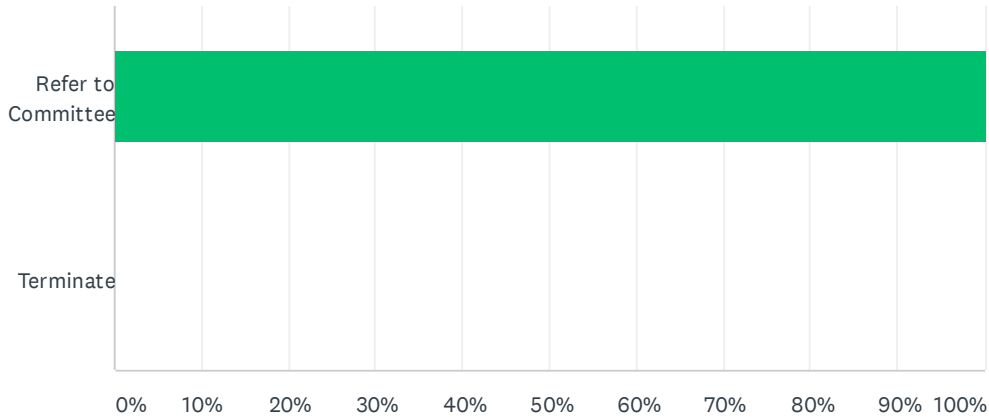


ANSWER CHOICES	RESPONSES	
Refer to Committee	100.00%	36
Terminate	0.00%	0
TOTAL		36

**Q20 Resolution #3 - SERS Expansion Submitted by: Chicago Condition**  
 During the COVID-19 national pandemic, for health and safety reasons, Field Offices (FO) restricted access to the general public and sent employees home to work mandatory telework. During this time, management reported to the office to receive and process the mail, including mailed in remittances. For over 4 months, the field offices were instructed to hold all remittances processed in the field office that were not able to be processed via the SERS application. These types of remittances included conserved funds, overpayments that did not yet show up on the system, benefits received from withdrawn applications, etc. The field offices throughout the nation ended up holding on to thousands of checks, creating a backlog of remittances that could not be processed through to the banks. In August 2020, field offices were instructed to begin sending the held remittances to WBDOC for processing. Remittances received in the field offices that could be processed via the SERS system went much smoother and was a much more efficient process. The full processing of these checks is completed within the field office removing the need to mail checks to WBDOC and prevent any delays in check processing. Resolved  
 The National Council of Social Security Management Associations (NCSSMA) will advocate for expansion of the Social Security Electronic Remittance System (SERS) to allow full processing of all remittances received in the field offices. Resolution Committee Recommends: Adopt

NCSSMA Resolutions

Answered: 36 Skipped: 1



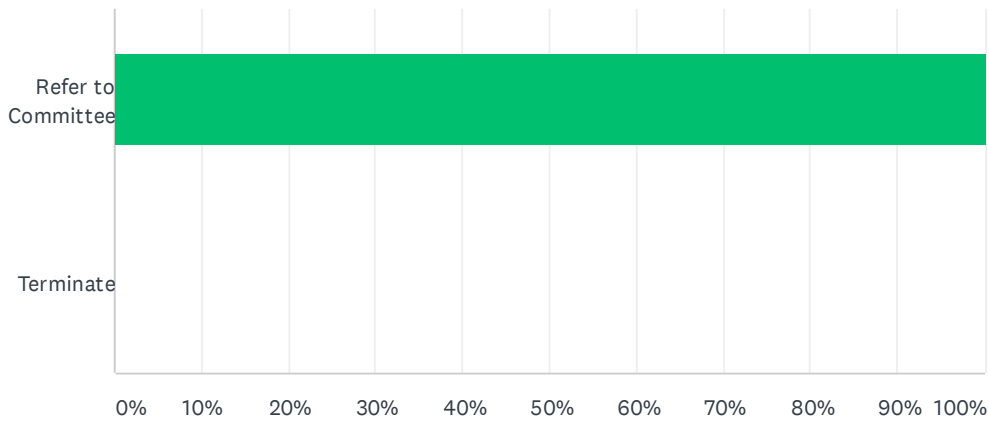
ANSWER CHOICES	RESPONSES
Refer to Committee	100.00% 36
Terminate	0.00% 0
TOTAL	36

Q21 Resolution #4 - Agency Reopening Workgroup Submitted by: New York and Northwest Condition In FY 2020, our Agency was faced with an unprecedented incident whereby we were forced to quickly revert to a near 100% bargaining unit (BU) telework environment due to the COVID 19 pandemic. SSA offices have been working in a telework environment with only minimal management staff allowed to work on site handling non portable administrative and clerical tasks as well as seeing only those members of the public in dire need. This has placed a huge burden on Field office and TSC managers, especially for those offices that are single manager offices. As we continue working in this telework environment, managers are eager to identify some areas of relief for the work that must be performed in the field office. FO/TSC management should be included during Agency discussions on how to continue operations during this pandemic. In addition, as we begin discussions of returning staff to SSA Field Offices/TSC and reopen full service to the public, National and Regional workgroups should be developed to assist in creating a return to the office plan. Resolved The National Council of Social Security Management Associations (NCSSMA) will work with the Deputy Commissioner Operations (DCO) to form a partnership comprised of management teams from each Region and the Teleservice to provide input for action needed to continue operations in the Field Office (FO) and

Teleservice Center (TSC) environments during this pandemic and any future emergencies. NCSSMA also advocates for a presence at any National or Regional workgroups related to the Agency’s reopening plan.

Resolution Committee Recommends: Adopt

Answered: 36 Skipped: 1



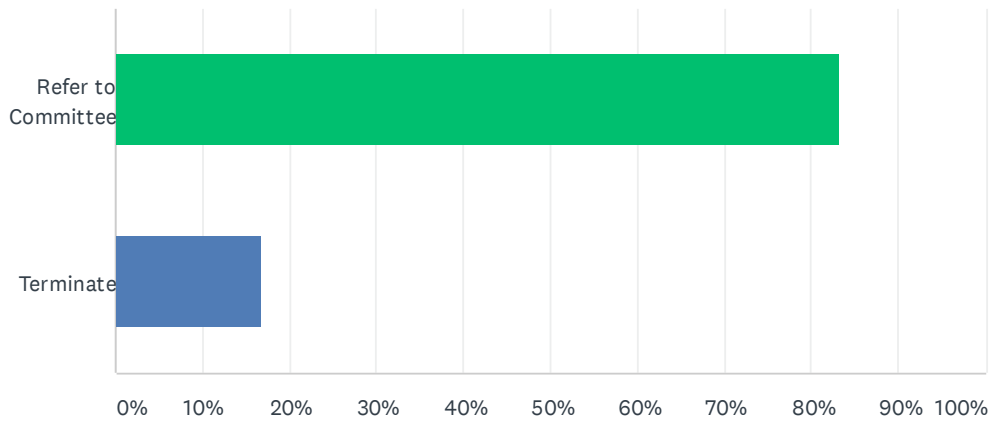
ANSWER CHOICES	RESPONSES	
Refer to Committee	100.00%	36
Terminate	0.00%	0
TOTAL		36

**Q22 Resolution #5 - Centralized Remote Printing Submitted by: Chicago Condition** The decision to mandate maximum telework had unintended and unanticipated consequences for Field Office management. Conducting the normal day-to-day business of the agency results in an enormous amount of printouts and notices/mailings to our customers, the great majority of which are printed to local printers in the local offices. Members of management have little choice but to continue entering their office and put themselves at increased risk during a pandemic, in order to mail out these printouts and notices. This additional workload is also extremely time intensive, leaving little room for management to accomplish any other duties. This brought to light the need for a more centralized/remote print options for most of our systems to generate printouts and notices which could be sent by a vendor. Resolved The National Council of Social Security Management Associations (NCSSMA) resolves to work with the Deputy Commissioner for Operations to create a centralized remote printing option for all of our systems. Centralization of printing and mailing would allow Agency employees to perform their assigned duties, which are



critical to the Agency’s mission. The remote printing option should include options for inclusion of return envelopes to local field offices. Resolution Committee Recommends: Refer to Committee

Answered: 36 Skipped: 1

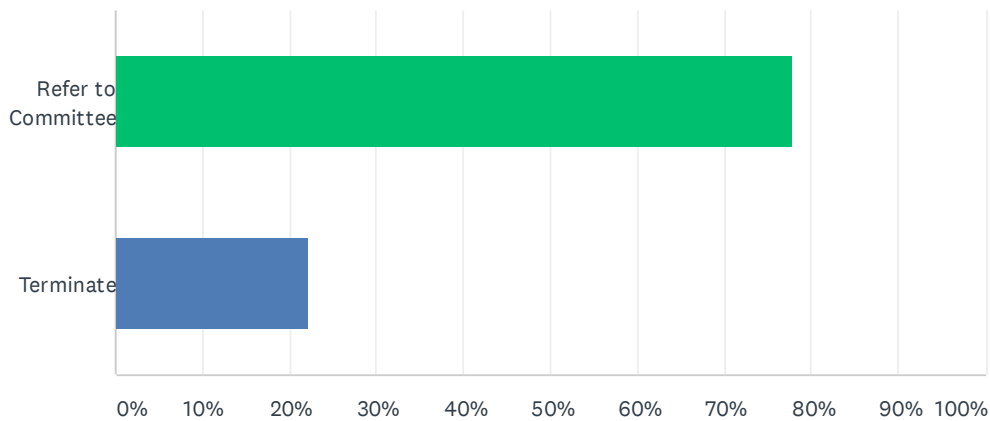


ANSWER CHOICES	RESPONSES	
Refer to Committee	83.33%	30
Terminate	16.67%	6
TOTAL		36

**Q23 Resolution #6 - TSC Lead Customer Service Representative Meetings Submitted by: TSC Committee Condition** The Lead Customer Service Representative (LCSR), formerly known as the Technical Advisor (TA) is a position of quasi-management. LCSRs assist the Operations Supervisors (OS) and Assistant Module Managers (AMM) daily in ensuring the respective units operates effectively. The LCSR position provides an opportunity to facilitate training with new hires as well as provide refresher training, conduct monthly reviews. It is a highly technical and changing position. The LCSR position is vital to the success of the TSC as the LCSRs are the first level of providing assistance for CSRs taking calls, as well as handling difficult calls. The LCSRs, in most Teleservice Centers (TSC), participate in weekly LCSR meeting where new policies and procedures are discussed, to ensure all have a clear understanding of the adjustments. Many changes have occurred and continue to occur within the policies of the TSCOG, especially during the current work from home environment. LCSRs would benefit from having a monthly meeting with representation from all Regions that have TSCs. This would afford them the opportunity to discuss areas of concerns, provide consistency in the

area of training, daily functionality, calibration of service observations and discuss updates to policy and procedures within the TSCOG and other resource appropriately. Receiving input from each region would be very beneficial to the TSC and provide more accurate and consistent information to the callers and CSRs. Resolved The National Council of Social Security Management Associations (NCSSMA) will work with the Office of Customer Service (OCS), Office of Public Service and Operations Support (OPSOS) and Regional Commissioners to establish a monthly meeting for all Lead Customer Service Representatives.  
 Resolution Committee Recommends: Refer to Committee

Answered: 36 Skipped: 1

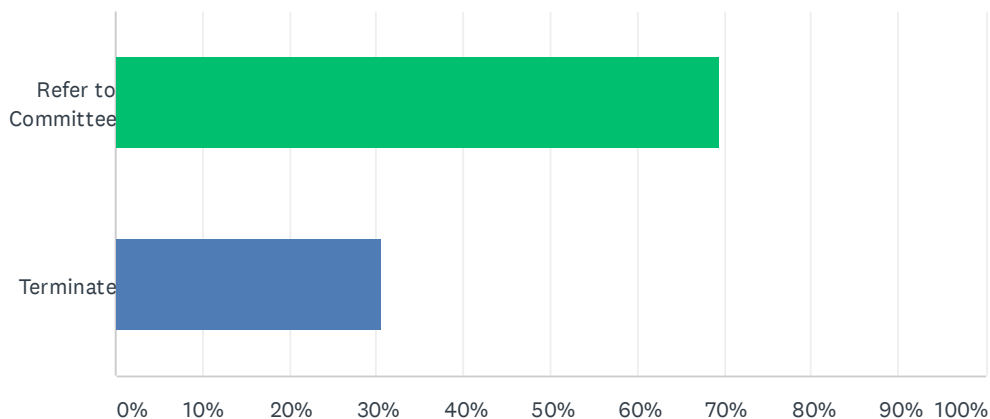


ANSWER CHOICES	RESPONSES
Refer to Committee	77.78% 28
Terminate	22.22% 8
TOTAL	36

Q24 Resolution #7 - Litigation Technical Assistant Submitted by: New York Condition It is our understanding that when a case is argued before the Merit Systems Protection Board (MSPB) or the Equal Employment Opportunity Commission (EEOC), the lead is an attorney from the Regional Office of General Counsel (OGC). Frequently the technicalities of a case involve issues and matters that are specific to Field Office Operations/Teleservice Operations, the details of which may be difficult for the OGC Attorney to fully comprehend and put into proper context. Field Office/Teleservice Management personnel are generally familiar with the technicalities involved and can be excellent informational sources in these cases. Resolved The National Council of Social Security Management

Associations (NCSSMA) will work with the Deputy Commissioner Operations (DCO) to develop a cadre of volunteer Field Office/Teleservice management personnel who will receive necessary and appropriate training to prepare them to function as Technical Assistants in matters being litigated before third parties. Resolution Committee  
**Recommends: Refer to Committee**

Answered: 36 Skipped: 1



ANSWER CHOICES	RESPONSES	
Refer to Committee	69.44%	25
Terminate	30.56%	11
TOTAL		36