



## NEW ENGLAND SOCIAL SECURITY MANAGEMENT ASSOCIATION

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### President

**Justin Groshon**  
*Saco, ME*

### Vice President

**Angela Hubbard**  
*Manchester, NH*

### Treasurer

**Lisa Chrabolowski**  
*Nashua, NH*

### Secretary

**Rosie Zeller**  
*Waterbury, CT*

### Area 1 Representatives

**Paul Lucas**  
*Warwick, RI*  
**Carla Martin**  
*Hartford, CT*  
**Claude Murdy**  
*New Britain, CT*  
**Rosie Zeller**  
*Waterbury, CT*  
**Gilda Agosto**  
*East Hartford, CT*

### Area 2 Representatives

**Lorena Ayala**  
*Springfield, MA*  
**Carla Medeiros**  
*Norwood, MA*  
**Marilyn Monderer**  
*Norwood, MA*  
**Betty Rada**  
*Brackton, MA*  
**Nancy Roque**  
*Holyoke, MA*

### Area 3 Representatives

**Lisa Chrabolowski**  
*Nashua, NH*  
**Justin Groshon**  
*Saco, ME*  
**Angela Hubbard**  
*Manchester, NH*  
**Melanie Tilton**  
*Lowell, MA*  
**Nicole Bure**  
*Fitchburg, MA*

### Past President

**Lisa Chrabolowski**  
*Nashua, NH*

### Executive Officer

**Jason Rossi**  
*Bangor, ME*

### Grassroots Coordinator

**Rosie, Zeller**  
*Waterbury, CT*

## NESSMA President's Report – August 2019

In the time since my last President's report, the NESSMA Executive Committee met with the Regional Commissioner and other executives from the Regional Office, planned and held our Annual Meeting and provided ongoing feedback to the ORC on issues affecting our members as well as field office and WSU operations.

Immediately following the 2018 NCSSMA Annual Meeting in Atlantic City, New Jersey, we initiated the process of identifying and assigning members to the various national committees. We had a lot of interest in committee participation. Accordingly, we were able to put more than one NESSMA representative on several committees.

As the Chair of the Training and Succession Management Committee, I began development on two resolutions adopted in Atlantic City. One was focused on expansion of CAIP while the other was focused on identifying areas where training in Operations can be improved.

During the winter months, I met with the EC via conference call(s) to discuss topics such as elections, committee work, membership, the EC meeting with the Regional Commissioner and the NESSMA Annual Meeting.

On March 6, 2019, the EC met with the Deputy Regional Commissioner Anatoly Shnaider and Assistant Regional Commissioner for Management and Operations Support (ARCMOS) Linda Tuttle. The EC discussed topics that included waiting times, Steigerwald Case Processing, PQR, Hiring, PC Backlogs, Training, Suitability Re-investigations, CAIP, and made requests for new management information.



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The RO executives provided the EC with several significant updates and showed a great deal of candor when discussing topics that our membership considered critical. We continue to have an excellent relationship with all of the ORC and the rest of the components in the Regional Office and appreciate their willingness to have open communication and an ongoing dialogue throughout the year.

In January, Areas II and III held elections for vacancies in the EC. In Area II, Nancy Roque was elected as an Area Representative. In Area III, both Nicole Bure and Melanie Tilton were elected as Area Representatives. I would like to thank Fatima Santos, Amy Matthews and Lori Lancaster for their dedicated service to NESSMA during their time on the EC.

The 2019 Annual Meeting was held in Boylston, Massachusetts on May 15. Notable guests and presenters included RO executives Linda Dorn, Anatoly Shnaider, Linda Tuttle and Alison Seto, as well as NCSSMA President Peggy Murphy and our Washington representative Rachel Emmons. Similar to years past, the Annual Meeting provided our membership with a chance to speak one on one with the highest ranking officials in our region and hear about the latest updates from both Baltimore (Central Office) and Washington DC (Capitol Hill). We discussed two by-law changes and both passed after an audible vote was cast.

At the meeting we also honored the McNamara Community Service Award winner as Michael Ceprano (DM, Woonsocket, RI) for outstanding service to his community. We also honored Ed Mustafaraj (CASMR) as the RO employee of the year for providing a superior level of service and assistance to field office management. We also announced the 2019 NESSMA Scholarship Winner as Samantha Santos (daughter of Marcie Santos – OS – Fall River).

Also during the spring months, our EC renewed its focus on membership. At present, NESSMA represents approximately 72%



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of FO management in the region. However, we have room to grow, with the greatest opportunity for membership and participation in the OS position (currently at 61%). DMs and ADMs are represented at a rate of 85%. The EC will continue to focus on explaining our organization's role within the larger scope of SSA's activities in hopes that many of the newest members of management will better understand the benefits and value to joining.

Also in 2019, I have twice represented NESSMA at meetings in Baltimore and Washington DC. In March and in July, the other Regional Association Presidents, the NCSSMA Officers and I met with Central Office component directors and staff to discuss issues of the greatest importance to our membership. We also met with US Senators in Washington as well as budget committee personnel to discuss the challenges facing operations. In general, the meetings were positive and we continue to have an excellent relationship with CO and committees on Capitol Hill.

Currently, the NESSMA officers are preparing for the 2019 NCSSMA annual meeting in Chattanooga, Tennessee. This year's meeting is scheduled for August 19-22. We'll discuss any new resolutions that help to shape the future of both NESSMA and NCSSMA. We will provide SSA executives with feedback on challenges and opportunities for our membership.

I would like to thank everyone on the EC for their hard work and our membership for their support. I look forward to serving you during the year ahead.