

Philadelphia Regional Management Association



Philadelphia Regional Management Association

2018 – 2019

Presidents Report

As president of the Philadelphia Regional Management Association (PRMA), it has been my honor to work with our dedicated Executive Committee and serve the approximately 264 members of PRMA in the Philadelphia Region during this past year.

My objectives as PRMA President over the past year focused on:

- Encouraging membership involvement, supporting recruitment efforts and keeping open communication with members;
- Reviewing and improving our business processes, including advocating for the removal of ambiguity in our By-Laws;
- Providing a voice for managers by raising questions, topics and concerns while continuing to build positive and productive relationships with agency executives;
- Supporting the National Counsel of Social Security Management Associations (NCSSMA) on issues of significant importance to managers nationwide; and
- Furthering the best interest and general welfare of all Philadelphia Region Field Operations (FO) and Teleservice Center (TSC) personnel.

PRMA Annual Meeting

We hosted our 2019 Annual Meeting in Pocono Manor, Pennsylvania from June 13 – 15, 2019. Chaired by 1st Vice President, Nicholas Tichnell, our guest speakers included: Terry Stradtman (Regional Commissioner), Van Roland (ARC MOS), Nancy Anthony (DARC MOS); Susan Marsh (Executive Officer) Peggy Murphy (NCSSMA President), Rachel Emmons (Washington Representative) and Bonnie Doyle (Assistant DCHR and Deputy Chief Human Capital Officer for the Social Security Administration).

President

B. GREG HARRISON
Rockville, MD

First Vice President

NICHOLAS TICHNELL
Uniontown, PA

Second Vice President

JACQUELINE BOTELLO
Silver Spring, MD

Treasurer

Brandice Shafron
Washington (Downtown), DC

Secretary

BRIAN PATTERSON
Baltimore West, MD

Immediate Past President

VANESSA J. MARTIN,
Martinsburg, WV

PRMA DELEGATES

Area 1

Barbara Kain, Upper Darby, PA
Nicole Stokes Robinson, Philadelphia, PA

Area 2

Yvonne Morris, Towson, MD
Kendra J. Nesmith, Towson, MD

Area 3

(Vacant)

Area 4

Ryan McCartney, Chambersburg, PA
Jennifer Flanigan, Indiana, PA

Area 5

Tammy McMichael, Washington, PA
Addam Whittington, Huntington, WV

Area 6

Michelle Rulison, Harrisonburg, VA
James Hanlon, Newport News, VA

TSC

Steven Clapp, Baltimore, MD
Ronald Ferguson, Baltimore, MD

Philadelphia Regional Management Association



During the PRMA Annual Meeting:

- Members unanimously voted to reduce ambiguity and more-clearly define who may be a member and who may be an associate member in Article III of our By-Laws. Members also unanimously voted to include language in Article VI providing for conducting delegate elections every 3 years effective with the 3rd quarter of 2020.
- I recognized our TSC Representative, Steven Clapp, for his recruitment efforts at the TSC.
- Our Nomination Committee conducted the election of officers for the 2019 – 2020 year. Brandice Shafron was elected as the new Treasurer, replacing Ronald White, whose final term expires on August 1, 2019.

President	B. Greg Harrison
1 st VP	Nicholas Tichnell
2 nd VP	Jacqueline Botello
Treasurer	Brandice Shafron
Secretary	Brian Patterson

DCO and Capitol Hill Meetings

I went to Baltimore in March as part of the NCSSMA Executive Committee to meet with DCO and various component heads. We will spend a day on Capitol Hill participating in meetings with Members of Congress and their staff regarding agency resource needs and sharing the challenges, ideas and needs of SSA management. It is a privilege to represent regional management in this capacity.

PRMA was well represented at the June 2019 NCSSMA Executive Council/DCO meeting as 1st Vice President Nicholas Tichnell attended the meeting on my behalf.

Outreach and Recruitment

Nicole Stokes Robinson, our Area 1 Alternate Delegate, represented PRMA in the LE-4.2 class in Philadelphia on June 20. We have been using these opportunities to introduce new supervisors to PRMA with a short 15-minute presentation.

For the first time, we are also conducting a 15-minute presentation during the TL-501K class to discuss PRMA with new managers. Tammy McMichael, our Area 5 Delegate, will be our presenter on August 14.

PRMA is also exploring the possibility of offering college scholarships to members and their families, which would be modeled after the FEAA scholarship program.

Philadelphia Regional Management Association



Internal Communications

Earlier this year, we realized that there were discrepancies between our email distribution lists and the NCSSMA membership database, which resulted in members not receiving our communications and former members continuing to do so. Using the NCSSMA membership database, we were able to ensure that all email distribution lists (for each Area/TSC delegate and for the entirety of PRMA) were correct and are being updated monthly.

In addition to regularly speaking with members over the phone, via Skype and by email, I also began issuing regular periodic "Letters from the President" this year. These 1-2 page emails provide members with a consolidated report of the most important PRMA/NCSSMA information and updates. We hope in the future to have a more structured newsletter like many of the other regional associations; however, for now, we do not have enough volunteers lined up to ensure its success.

Collaborating with Regional Executives

The Officers of the PRMA are continuing to build collaborative relationships and network with regional executives. We ensure that all communications from PRMA are professional and represent the ideals of the association.

In addition to meeting with the PRMA EC face-to-face in September, our RC speaks to members at the PRMA annual meetings and has two biannual calls - one of which is with the EC and the other is with all members. During these calls/meetings, he addresses questions, topics and issues of concern raised by members, such as WorkTrack expansion, application of the new Weather and Safety Leave policy, IT modernization and more.

Notable outcomes from these meetings are:

- PRMA's TSC Representative is reviewing the TL-101 course for new operation supervisors to provide feedback regarding how it can be made more applicable to the TSCs.
- We inquired into the Region providing interpersonal soft skills training related to improving office morale, teamwork, productivity and the quality of customer service employees provide. We obtained the Regional Commissioner's commitment to discussing with the regional executives at the upcoming RES meeting. In March, MOS shared a variety of interpersonal soft skills training courses and activities, allowing each component head to set the expectation for the training.
- Following PRMA raising concerns about the methodology used to allocate staff to the Areas, the Area Directors offered to consider PRMA's specific suggestions for modifying the staffing methodology. There has been a flurry of discussion regarding this topic regionally and we anticipate discussing this topic in additional detail at our next face-to-face meeting on September 5, 2019.

Philadelphia Regional Management Association



- Also at our September 5th meeting, we will be partnering with regional executives to discuss how we can support them with Executive Assurance Reviews.

Concluding Thoughts

This past year has been an eventful year for PRMA. As I reflect back on my recently completed first term as PRMA President, I am pleased with the work we have done to support NCSSMA and serve our members, the Agency and the American public. I am proud to say that PRMA was well represented on the NCSSMA resolution committees, having 25 members actively participate on the ten committees.

My objectives for 2019 – 2020 remain the same (sans making additional changes to the By-Laws) with the addition of updating and refreshing our SharePoint site. We have many challenges to address this year, most notably declining membership involvement, presumably due to increased stress from insufficient staff and increased workload demands. However, with challenges come additional opportunities for success and triumphing over adversity.

It has been an honor and privilege to serve as the PRMA president and I look forward to continuing to work with this outstanding Executive Committee.

B. Greg Harrison, DM
PRMA President