

**Social Security Advisory Board
Minutes
Board Meeting
March 14, 2012**

Location: 400 Virginia Avenue, S.W., Suite 625
Washington, D.C. 20024

Time: 8:45 a.m. – 4:00 p.m.

SSAB Members: Marsha Katz, Acting Chair
Jagadeesh Gokhale
Dorcas Hardy
Barbara Kennelly
Mark Warshawsky

Presenters: Michael Astrue, Commissioner of Social Security
Mary Glenn-Croft, Deputy Commissioner for Operations, Social Security Administration (SSA)
Jeffrey S. Lubbers, Professor of Practice in Administrative Law, Washington College of Law, American University
Richard Pearce, Lyle T. Alverson Professor of Law, George Washington University
Dale Glendenning, Administrative Law Judge, SSA (by telephone)
Jeffrey Wolfe, Administrative Law Judge, SSA (by telephone)

SSAB Staff: Debi Sullivan, Acting Staff Director
Jackie Chapin
Jeremy Elder
Joel Feinleib
Beverly Rollins
Bilan Stribling, Staff Intern

During the March meeting, the Board held two fact-finding sessions and met in executive session. In the morning, Board members discussed the status of SSA's operations with Mary Glenn-Croft. She told the Board that SSA cannot do more with less without its backlogs growing. The field offices are doing as well as can be expected in light of the fact that they lost 5,000 employees during 2011-2012, and there has been a hiring freeze in place since July 2010. Ms. Glenn-Croft also discussed the agency's telephone system replacement project, stating that 98 percent of SSA's sites have been updated. She also told the Board that SSA is within months of starting a personalized Internet portal for the American public called *My SSA*. This site will allow the public to access the *Social Security Statement* and eventually report changes and request information.

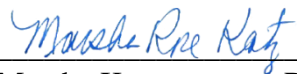
During lunch the Board met with Commissioner Michael Astrue who discussed SSA workload and hiring issues. He also informed the Board members of an upcoming meeting of the House Ways and Means' Social Security Subcommittee to discuss the Social Security Disability Insurance program.

During the afternoon, the Board met with Jeffrey Lubbers, Richard Pierce, Dale Glendenning, and Jeffrey Wolfe to discuss the role of Administrative Law Judges in the Social Security

process. They all noted that SSA's disability programs have serious issues and that case appeals are an enormous cost to SSA.

During the course of the day the Board members met in executive session to discuss current and future projects, upcoming meeting agendas, a proposed visit to Atlanta in May, and a possible disability forum in September.

I certify that the minutes written for the March 14 2012 meeting of the Social Security Advisory Board are correct.



Marsha Katz

Date: 4/10/2012

Acting Chair
Social Security Advisory Board