SOCIAL SECURITY ADMINISTRATION
DEVELOPING A LONG-RANGE VISION AND HIGH-LEVEL STRATEGIC PLAN

ABOUT THE ACADEMY

Established in 1967 and chartered by Congress in 1984, the National Academy of Public Administration (the Academy) is a non-profit, independent organization of top public management and organizational leaders who tackle the nation’s most critical and complex public management challenges. With a network of over 750 distinguished Fellows and an experienced professional staff, the Academy is uniquely qualified and trusted across government to provide objective advice and practical solutions based on systematic research and expert analysis. The Academy helps federal, state and local governments respond effectively to current circumstances and changing conditions.

Learn more about the Academy and its work at www.NAPAwash.org.

STUDY OVERVIEW

At the request of Congress, the Social Security Administration (SSA) has contracted with the National Academy of Public Administration (the Academy) to conduct a study and submit a high-level plan proposing a long-range strategic vision. The purpose of the plan is to help the agency address the service delivery challenges it will face in the coming ten to fifteen years. The Academy will address critical areas such as:

- Organizational structure;
- Workforce capacity;
- Electronic service delivery;
- Investment in automation and information technology; and
- Physical infrastructure.

This review will be led by a seven-member Panel of expert Academy Fellows who are listed below. In preparing its long-range vision and high level plan, the Panel’s study team will work in consultation with SSA to determine a future SSA vision appropriate for service delivery when operating in alternative future scenarios. In so doing, the Panel will assess SSA’s current state and then propose a high level plan to prepare for 2025-2030.

As part of this engagement, the Panel and study team will conduct extensive outreach to SSA leadership and employees, as well as external stakeholder groups. Midway through the review, the Academy team will conduct a one-day leadership workshop for select SSA executives to identify issues and themes from the research to date and to get strategic advice on the long-range vision and strategic plan. The Panel’s final plan will be designed to position SSA to deliver the highest quality service to the public in the future. The Panel will issue the high-level plan to SSA and Congress during 2014.
PANEL


Alan Balutis*—Director and Distinguished Fellow, Business Solutions Group, Cisco. Former President and Chief Executive Officer, INPUt; President and Chief Operating Officer, Veridyne Inc.; Deputy Chief Information Officer, U.S. Department of Commerce. Former positions with the U.S. Department of Commerce: Director, Office of Budget, Management, and Information, and Acting Chief Information Officer; Director, Budget, Planning, and Organization; Director, Office of Management and Organization; Director, Office of Systems and Special Projects; Chief, Policy and System Staff; Senior Analyst, Office of Program Evaluation. Increasingly responsible positions with the U.S. Department of Health, Education, and Welfare in the areas of budget, personnel, policy, legislation, and management.

John Callahan*—Interim Director, School of Health and Human Services, University of Baltimore; former Assistant Secretary of Management and Budget, U.S. Department of Health and Human Services; former Acting Commissioner of Social Security Administration (1997); Senior staff member, U.S. Senate, Governmental Affairs Committee, Budget Committee (1979-1995). Ph.D. Social Science, Syracuse University.

Tim Clark*—Editor-At-Large, Government Executive Magazine. Former Editor in Chief and President, Government Executive; Staff Correspondent, National Journal; Editor and Publisher, Empire State Report; Associate Editor, National Journal; Writer and Editor, Congressional Quarterly. principal in the Council for Excellence in Government. Advisory Boards of the George Washington University's School of Public Policy and Public Administration and the National Industries for the Blind.

Rita S. Geier*—Associate to the Chancellor and Senior Fellow, Baker Center for Public Policy, University of Tennessee, Knoxville. Former positions with the Social Security Administration: Executive Counselor to the Commissioner; Associate Commissioner and Deputy Associate Commissioner for Hearings and Appeals. Former General Counsel, Appalachian Regional Commission; Assistant Director, Commercial Litigation Branch, Civil Division, U.S. Department of Justice; Regional Director, Legal Services Corporation, Seattle, Washington; Executive Director, Seattle-King County Legal Services; Staff Attorney, Legal Services of Nashville, Tennessee; Instructor, Fisk University; Instructor, Tennessee State University.

Doris Hausser*—Former positions with U.S. Office of Personnel Management: Senior Policy Advisor to the Director, Assistant Director of Workforce Compensation and Performance, Office of Performance and Compensation Systems Design; Director for Strategic Initiatives and GPRA Implementation and Reports; Director, Position Classification, Performance Management and Incentive Awards Programs; Director, Training and Leadership Development.

James Huse*—Independent Consultant, Grant Thornton LLP. Former Senior Advisor (Program Integrity and Investigations), Global Public Sector, Grant Thornton LLP; Chief Executive Officer, InteriGuard LLC; Self-employed consultant, Independent Consultant. Former positions with the U.S. Social Security Administration: Inspector General, Office of the Inspector General; Deputy Inspector General, Office of the Inspector General. Former positions with the U.S. Secret Service: Assistant Director; Special Agent-in-Charge; Inspector; Assistant to the Special Agent-in-Charge; Special Agent. Former Commissioned Officer, U.S. Army.

Project Study Team

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