

Citizens Services Employee / Team

Sheila Newsom
Post-Entitlement Technical
Expert

Social Security Administration

Years of Service: 40



Summary:

In recognition of outstanding leadership and dedication to public service. Sheila Newsom provided leadership to employees working from home and critical information to a new management team.

Description: The Social Security Administration went into full Work at Home by Quarantine (WAHQ)

March 20, 2020. Shelia Newsom was the Post Entitlement Technical Expert (PETE) for Mod 12. Two new managers were assigned to the module February 1, 2020. Shelia was an integral part of the management's transition and the transition to working from home. She was able to provide the new management team with insight into the working of the module. At the time, the module was struggling in several areas. As a PETE and team leader for the Benefit Authorizers (BA), she was able to provide recommendations and guidance to the management team. Because the management team did not have time to work with the module before the WAHQ, Shelia provided guidance to assist the managers with identifying the technical strengths and weaknesses of the BA team. The managers used this information to plan workload strategies that increase the overall productivity of the module and provide better customer service. Sheila reached out to BAs and the BAs reached out to her on difficult and complex cases in order to provide good customer service. She was the "go to person" for the first six months of the transition for the management team. She continues to be a strong team leader. Normally there are two PETE in a module. Shelia has been the only PETE for Mod 12 for over a year. Not only was she a team leader for module 12, she assisted other modules whenever asked to serve the public. One of the critical workloads the module was struggling in was the release of retroactive payments due to approval at the hearing level. She reviews past due payments over a certain amount. The customers that receive these payments have generally been out of work for over a year. Her dedication to public service resulted in expeditious processing of this workload and provided a source of income to families in need during the pandemic. She provides assistance to the BAs in case processing. If a case does not process to completion, Sheila reviews the exception and provides information to the BA to prevent any further delay of correcting the record and releasing payments. She easily shares her knowledge and is invaluable to the module. She has the highest level of dedication to the customers of SSA and is deserving of recognition.