

Champion of COVID Response

Joseph Brice
District Manager

Social Security Administration

Years of Service: 16



Summary:

I am nominating Joseph Brice for the COVID champion award. Mr. Brice has not only exhibited calm, steady leadership, but he's been a conduit for change throughout the duration of the COVID-19 pandemic.

Description: Mr. Brice has utilized his calm and steady leadership in order to affect the greater good of the American public as well as that of the Social Security Administration (SSA). He has done this by providing phenomenal customer service and providing invaluable feedback as it relates to new agency initiatives that have been tested and implemented during the pandemic. The following are a few examples of what Mr. Brice has accomplished during the COVID-19 pandemic; he has provided uninterrupted service to hundreds of customers seeking a social security card (via the dire need interview provisions) and his office has served as a Petri dish where SSA has cultivated new initiatives that have been successfully rolled out to the field offices nationally during the pandemic.

Throughout the COVID-19 pandemic, Mr. Brice has continued to serve the American public via the dire need interview provisions enacted by SSA during the pandemic. Mr. Brice's office is centrally located in the Chicago metropolitan area making the office readily accessible thus, resulting in high traffic volume before and during the pandemic. During the pandemic, SSA transitioned to a 100% telework environment sending all employees to work from home. As a result, this left Mr. Brice in a position where he had to handle all in-office appointments by himself. Mr. Brice's office is an outlier regionally and nationally as it relates to number of customers served per month. Mr. Brice's commitment in serving the public has not wavered for second during these challenging times. His positive and can-do attitude has been nothing short of herculean.

Another example of Mr. Brice's contribution during the pandemic is the work that his office has done in serving as a Petri dish where SSA has cultivated new initiatives that have been successfully rolled out to the field offices nationally during the pandemic. Mr. Brice's calm and steady leadership has allowed him to get the buy-in from his staff that is necessary in order to successfully test new work processes and/or software during these turbulent times. For instance, his office was tasked with implementing MS Teams in order to interview the public that is seeking replacement Social Security cards. Although the work process and video/audio technology was new to the staff, they quickly adapted and made it work within their operation. They were able to prove that the proof of concept was viable and they provided crucial feedback on how to make it better. The successful validation of such initiatives has benefited the agency because Mr. Brice's employees have provided invaluable feedback that makes for a smoother and successful rollout out of these initiatives.