

Champion of COVID Response

PSC OD4 Mail Room Team

Social Security Administration



Summary:

In recognition of your sacrifice and value to continuing excellent customer service in the wake of the COVID pandemic.

Description: In the wake of the COVID pandemic, all employees were required to work remotely. A team of supervisors from the Workload Support Unit (WSU) and Debt Management Section (DMS) volunteered to come into the office twice a week to handle the incoming and outgoing mail for WSU and DMS. They handle the incoming mail receipts as well as the outgoing correspondence printed by the WSU staff of 102 Claim Specialists consisted of documentation request, receipts, amended applications, follow-ups for pending requests, and original documents associated with a retirement and or disability claim. Additionally they gathered the outgoing notices for the staff, stuffed envelopes, and metered the mail for both WSU and DMS.

Failure to keep this workflow procedure operating routinely would have negatively affected the age of our pending workloads. Due to the efforts from our team, we were able to avoid a backlog of incoming as well as outgoing correspondence, which has a direct effect on our pending workloads. The team continues to come operate in this same capacity.

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