

# 1 - COVID Champion

Payroll and Benefits Staff

## Social Security Administration



### Summary:

Beginning April 2020, our Agency went to 100% Covid-19 Telework-at-Home. The Benefits team showed resilience and self-sacrifice in their processing of paper federal retirement applications, visiting the Social Security Administration regional office regularly during COVID.

### Description:

The Office of Personnel Management federal retirement application is a paper process with no online option. Since April 2020, the Benefits staff unfailingly visited our Chicago (or Denver) regional office to compile and mail paper federal civilian retirement applications to the Office of Personnel Management. Additionally, the team ran retirement estimate statements and provided retirement counseling to employees. The voluntary efforts of the team, driven entirely by a strong sense of customer service and employee comradery, demonstrated a seamless customer service experience manifested by timely and accurate retirements. The team established superior communication channels, scanned and faxed document, and sorted benefits-related mail making our service seamless to the customer

Matthew Pettit

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