

Champions of COVID Response

DPB Section Chiefs

Social Security Administration



Summary:

In recognition of outstanding public service during the COVID-19 pandemic. The managers never stopped reporting to the office to handle numerous administrative and clerical responsibilities through the entire pandemic.

Description: Our office adjusted our business process as much as we could to continue to serve the public in a period where we were needed the most. Despite the numerous adjustments made to cut back on the amount of paper needed in processing the work and making disability determinations, there remains a need to have managers report to the office. In order to make disability decisions, medical records are needed. We get electronic records where possible, but a large number of medical providers still rely on a paper system. Requests for medical records are printed out to the office printers when the request is made. The managers were there to get these requests and mail them out. Most of the evidence that comes in goes directly to our scanning facility, nevertheless there is a large volume of mail that still comes in. The managers have been there tirelessly working on the incoming mail, scanning in faxes and mailing out those items from our printers. The team worked together to turn our conference room into a makeshift mailroom and has continued to address any items from the office that cannot be done electronically. Their efforts have allowed us to address every workload that we had before the start of the pandemic.

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