

Representative Video Project (RVP)

Social Security is committed to providing superior customer service to our customers. Our government leadership in using video teleconferencing as a service delivery option is evidence of that commitment. We introduced this technology to hearing offices, claimants, and representatives in 1996, and the Office of Hearings Operations (OHO) has since held over 1.7 million video hearings. Video hearings are time tested, efficient, and effective.

In 2008, we initiated the Representative Video Project, or RVP, that allows representatives to participate in Administrative Law Judge hearings from their own office video sites. We signed up our first certified RVP site and held the first hearing using an RVP site in October of that year. Since that time, we have expanded to 114 certified RVP sites nationwide and have held over 33,000 RVP hearings.

The Benefits:

- The RVP agreement is for the physical location of the **representative(s)/firm**. If there are multiple disability representatives at your firm, the agreement allows all of them to hold RVP hearings from your RVP location.
- The RVP agreement is an OHO nationwide agreement. Video hearings using your RVP site can connect to any OHO hearing office or National Hearing Center. This means you can schedule hearings back to back from multiple OHO offices.
- There will be no time lost or no cost for travel since you are already “at the hearing!”
- You will have the flexibility to schedule the RVP hearings around “in office” client appointments.

The costs to the representative site:

- Initial purchase of video equipment and maintenance agreement
- IP installation or connection to your existing office LAN
- Monthly cost of IP service

RVP site requirements:

- IP connection must be H.320 and/or H.323 compatible
- SSA standard video call rate is 384Kbps
- All video connections must be encrypted using Advanced Encryption Standard (AES)
- Equipment must be installed in a private conference room with sufficient depth to allow for proper camera focus as well as pan and zoom functions
- Room must include a computer capable of viewing the claimant’s electronic folder
- A fax machine must be available for the exchange of evidence with the hearing office
- Room should have sufficient lighting while avoiding sunlight to prevent glare
- For best picture and color, the site should have neutral colors, simple backdrops, glare reduction, and single source lighting
- Room must be arranged so the camera has a clear, unobstructed view of all participants
- The site must meet the accessibility requirements set out in Title III of the Americans with Disabilities Act and Sections 504 and 508 of the Rehabilitation Act

Interested representatives can contact the Division of Electronic Services (DES) at OHO.HQ.Video.Project@ssa.gov. DES will send the representative an electronic e-mail containing a cover letter explaining the initiative and a blank copy of the RVP agreement.