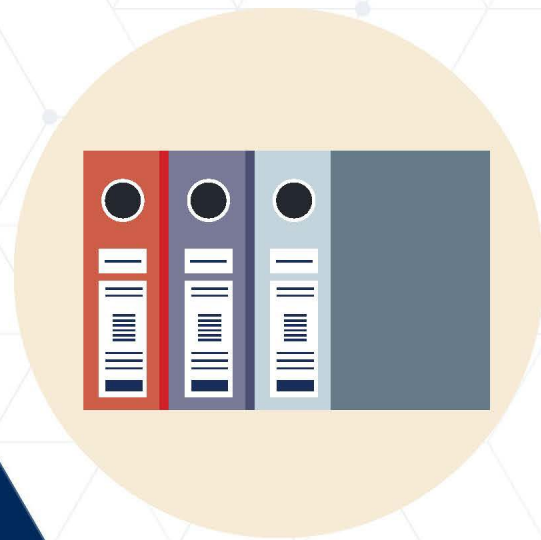


# Appendix





# GLOSSARY OF ACRONYMS

## A

AARPS	Appeals and Appointed Representative Processing Services
ADP	Automated Data Processing
AI	Artificial Intelligence
AFI	Access to Financial Institutions
AFR	Agency Financial Report
Agency	Social Security Administration
APG	Agency Priority Goal
APP	Annual Performance Plan
APR	Annual Performance Report
ASP	Agency Strategic Plan
AWG	Administrative Wage Garnishment
AWS	Amazon Web Services

## B

Banking Bill	<i>Economic Growth, Regulatory Relief, and Consumer Protection Act</i>
BI	Business Intelligence

## C

CARES Act	<i>Coronavirus Aid, Relief, and Economic Security Act</i>
CAP	Climate Action Plan
CAS	Cost Analysis System
CBSV	Consent Based Social Security Number Verification
CCE	Consolidated Claims Experience
CDM	Continuous Diagnostics and Mitigation
CDR	Continuing Disability Review
CEAR	Certificate of Excellence in Accountability Reporting
CISA	Cybersecurity and Infrastructure Security Agency
CMP	Civil Monetary Penalty
COLA	Cost of Living Adjustment
COSS	Commissioner of Social Security
COVID-19	Coronavirus Disease 2019



CPI	Consumer Price Index
CPI-W	Consumer Price Index for Urban Wage Earners and Clerical Workers
CPR	Cross-Program Recovery
CSRS	Civil Service Retirement System
CX	Customer Experience
<b>D</b>	
DAIMS	DATA Act Information Model Schema
DATA Act	<i>Digital Accountability and Transparency Act of 2014</i>
DDS	Disability Determination Services
DHS	Department of Homeland Security
DI	Disability Insurance
DMS	Debt Management System
DOL	Department of Labor
<b>E</b>	
eCBSV	Electronic Consent Based Social Security Number Verification
EDCS	Electronic Disability Collect System
EEO	Equal Employment Opportunity
ERE	Electronic Records Express
ERM	Enterprise Risk Management
EY	Ernst & Young LLP
<b>F</b>	
FASAB	Federal Accounting Standards Advisory Board
FECA	<i>Federal Employees' Compensation Act</i>
FEGLI	Federal Employee Group Life Insurance Program
FEHBP	Federal Employees Health Benefits Program
FERS	Federal Employees' Retirement System
FFMIA	<i>Federal Financial Management Improvement Act of 1996</i>
FICA	<i>Federal Insurance Contributions Act</i>
FISMA	<i>Federal Information Security Management Act</i>
FM QSMO	Financial Management Quality Service Management Office
FMFIA	<i>Federal Managers' Financial Integrity Act of 1982</i>
FMS	Financial Management System
FR	Financial Report of the United States Government
FY	Fiscal Year

**G**

GAAP	Generally Accepted Accounting Principles
GAAS	Generally Accepted Auditing Standards
GAO	Government Accountability Office
GDP	Gross Domestic Product
GMO	Grants Management Officer
GPO	Government Pension Offset
GPRMA	<i>Government Performance and Results Modernization Act of 2010</i>
Green Book	Standards for Internal Control in the Federal Government
GSA	General Services Administration
GSDM	Governmentwide Spending Data Model
GTAS	Governmentwide Treasury Account Symbol Adjusted Trial Balance System

**H**

HBCU	Historically Black Colleges and Universities
HI	Hospital Insurance
HIT	Health Information Technology
HUB	Historically Underutilized Business

**I**

IG	Inspector General
IP	Improper Payment
IPAS	Improper Payments Alignment Strategy
ISM	In-kind Support and Maintenance
ISSC	Institutions Serving Students of Color
iSSNRC	Internet Social Security Number Replacement Card
ISSO	Information System Security Officer
IT	Information Technology

**K**

KEV	Known Exploited Vulnerabilities
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**L**

LAE	Limitation on Administrative Expenses
LEP	Limited English Proficiency
LF	Leadership Fundamentals
LI	Limited Issue



LPR	Lawful Permanent Resident
<b>M</b>	
MBR	Master Beneficiary Record
MD&A	Management’s Discussion and Analysis
MFA	Multi-Factor Authentication
MOURS	Modernized Overpayment and Underpayment Reporting System
myWR	myWageReport
<b>N</b>	
NCOA	National Change of Address
NGTP	Next Generation Telephony Project
NIST	National Institute of Standards and Technology
NPRM	Notice of Proposed Rulemaking
<b>O</b>	
OA	Occupancy Agreement
OASDI	Old-Age, Survivors, and Disability Insurance
OASI	Old-Age and Survivors Insurance
OCFO	Office of the Chief Financial Officer
OCIO	Office of the Chief Information Officer
OIG	Office of the Inspector General
OMB	Office of Management and Budget
OP	Overpayment
OPM	Office of Personnel Management
ORT	Overpayment Review Team
<b>P</b>	
PIE	Payroll Information Exchange
PIIA	<i>Payment Integrity Information Act of 2019</i>
PMO	Program Management Office
POA&M	Plan of Action and Milestones
PP&E	Property, Plant, and Equipment
PRW	Past Relevant Work
PTF	Payments to Social Security Trust Funds
Pub. L. No.	Public Law Number

**R**

RA	Reasonable Accommodation
RDRC	Retirement and Disability Research Consortium
ROAR	Recovery of Overpayments, Accounting, and Reporting
RPA	Robotic Process Automation
RSI	Required Supplementary Information
RZ	Non-Medical Supplemental Security Income Redeterminations

**S**

SECA	<i>Self-Employed Contributions Act</i>
SFFAS	Statement of Federal Financial Accounting Standards
SGA	Substantial Gain Activity
SF-133	Report on Budget Execution and Budgetary Resources
SMI	Supplemental Medical Insurance
SSA	Social Security Administration
SSA-821	Work Activity Report
SSI	Supplemental Security Income
SSN	Social Security Number
SSO	Single Sign-on
SSOARS	Social Security Online Accounting and Reporting System
SSP	System Security Plans
SSR	Supplemental Security Record
Statement	Social Security Statement

**T**

TBD	To Be Determined
TFR	Total Fertility Rate
Title VIII	Special Veterans Benefits
TOP	Treasury Offset Program
Treasury	Department of the Treasury

**U**

UP	Underpayment
U.S.	United States
USPS	United States Postal Service
U.S.C.	United States Code
USF	Useable Square Feet



**W**

WEP

Windfall Elimination Provision



# SSA MANAGEMENT AND BOARD MEMBERS

## Key Management Officials

Commissioner	Martin O'Malley
Chief Operating Officer	Dustin S. Brown
Deputy Commissioner	Vacant
Chief Actuary	Stephen C. Goss
General Counsel	Tina M. Waddell
Acting Inspector General	Hannibal "Mike" Ware
Chief Transformation Officer	Betsy G. Beaumon
Deputy Commissioner, Analytics, Review, and Oversight	Gina P. Clemons
Deputy Commissioner, Budget, Finance, and Management	Chad Poist
Deputy Commissioner, Civil Rights and Equal Opportunity	Claudia J. Postell
Deputy Commissioner, Communications	Nate Osburn
Deputy Commissioner, Hearings Operations	Joseph M. Lytle
Acting Deputy Commissioner, Human Resources	Kristen Medley-Proctor
Deputy Commissioner, Legislation and Congressional Affairs	Tom Klouda
Deputy Commissioner, Operations	Michelle A. King
Acting Deputy Commissioner, Retirement and Disability Policy	Stephen G. Evangelista
Chief Information Officer	Marcela Escobar-Alava

## Board of Trustees

Janet Yellen <i>Secretary of the Treasury, and Managing Trustee of the Trust Funds</i>	Julie A. Su <i>Acting Secretary of Labor, and Trustee</i>
Xavier Becerra <i>Secretary of Health and Human Services, and Trustee</i>	Martin O'Malley <i>Commissioner of Social Security, and Trustee</i>
Vacant <i>Public Trustee</i>	Vacant <i>Public Trustee</i>

Kilolo Kijakazi  
*Principal Senior Advisor to the Commissioner,  
Social Security Administration,  
and Secretary, Board of Trustees*

## Social Security Advisory Board

Bob Joondeph, Chair	Nancy Altman
Jagadeesh Gokhale	Amy Shuart





## SUMMARY OF KEY MANAGEMENT OFFICIALS' RESPONSIBILITIES

**Commissioner of Social Security (COSS)** provides executive leadership to SSA and exercises general supervision over major components of the agency.

**Chief Operating Officer (COO)** oversees the daily business and operations of SSA and manages all agency programs and staff.

**Deputy Commissioner of Social Security (DCOSS)** an appointed position, authorized to act on behalf of the COSS.

**Chief Actuary (OCACT)** plans and directs program actuarial estimates and analyses for our programs and for any proposed changes in programs and trust funds. OCACT provides technical and consultative services to the COSS, the Board of Trustees of the Social Security Trust Funds, Congress, and their respective staffs.

**General Counsel (GC)** advises the COSS, DCOSS, and all subordinate organizational components (except the Inspector General) on legal matters. GC also serves as the agency's Senior Agency Official for Privacy and oversees the implementation of privacy protections and ensures that all privacy requirements are met.

**Inspector General (IG)** is a Senate-confirmed position that promotes economy, efficiency, and effectiveness in administering our programs and operations, and prevents and detects fraud, waste, abuse, and mismanagement.

**Chief Transformation Officer (CTO)** facilitates the most critical business enhancements that serve the public and support our frontline employees.

**Deputy Commissioner for Analytics, Review, and Oversight (DCARO)** oversees the review of program quality and effectiveness and makes recommendations for program improvement utilizing feedback from the adjudication of cases, predictive modeling, and other advanced data analysis techniques. DCARO also coordinates the agency's anti-fraud initiatives, responds to the recommendations of external monitoring authorities, and serves as the accountable official for improper payments.

**Deputy Commissioner for Budget, Finance, and Management (DCBFM)** directs our comprehensive management programs including budget, financial policy, acquisition, grants, facilities and logistics management, and security and emergency preparedness. DCBFM also serves as the Chief Financial Officer, Performance Improvement Officer, the Program Management Improvement Officer, and the responsible official for Enterprise Risk Management and the *Digital Accountability and Transparency Act of 2014*.



**Deputy Commissioner for Civil Rights and Equal Opportunity (DCCREO)** ensures compliance with the laws and regulations that govern Federal-sector Equal Employment Opportunity, promotes an equitable and inclusive work environment, and serves as the agency lead for Diversity, Equity, Inclusion, and Accessibility.

**Deputy Commissioner for Communications (DCCOMM)** conducts our national public information and outreach programs and fosters the transparency of our operations.

**Deputy Commissioner for Hearings Operations (DCHO)** administers our nationwide hearings program in accordance with relevant Federal laws.

**Deputy Commissioner for Human Resources (DCHR)** administers our human resources programs, including training, human capital initiatives, personnel and employee relations, and labor management. DCHR also serves as the Chief Human Capital Officer and the senior accountable official on employee engagement initiatives.

**Deputy Commissioner for Legislation and Congressional Affairs (DCLCA)** develops and conducts our legislative program, serves as our liaison to Congress, and analyzes legislative and regulatory initiatives.

**Deputy Commissioner for Operations (DCO)** directs our network of field offices, National 800 Number teleservice centers, and processing centers. DCO also oversees the Chief Business Office and the State disability determination services.

**Deputy Commissioner for Retirement and Disability Policy (DCRDP)** advises the COSS on major policy issues and is responsible for all activities in the areas of program policy planning, policy research and evaluation, statistical programs, and overall policy development, analysis, and implementation. DCRDP provides enterprise-wide oversight data-sharing agreements and negotiates Social Security (totalization) agreements with foreign governments. DCRDP serves as liaison with the Centers for Medicare and Medicaid Services and leads our efforts to improve the clarity, tone, and readability of our notices. DCRDP also leads our efforts in implementing the *Evidence-Based Policymaking Act of 2018*.

**Chief Information Officer (CIO)** directs the strategic management of our systems and databases, which includes the development, validation, and implementation of new systems. OCIO directs operational integration, strategic planning processes, and implementation of a systems configuration program. The OCIO also provides strategic vision, aligns information technology initiatives with overall business goals, and drives innovation.