



Why Should I Become a Member?

<http://www.ncssma.org/>

NCSSMA is a membership organization of over 3,400 SSA management positions that provide leadership in nearly 1,300 Field Offices and Teleservice Centers throughout the country. From the time our organization was founded over forty years ago, NCSSMA has been dedicated to improving management and program administration in the Social Security Administration by assuring that the knowledge and experience of front-line management are included in all phases of agency planning and decision making.

Every year, the national management association works on a variety of issues that support our aim of improving service to the public and of supporting field and TSC managers. In the past, we have been instrumental in obtaining upgrades for a wide variety of field and TSC positions. We have also successfully argued for higher budgets for SSA, FERS Sick Leave conversion, and increased numbers of supervisors and managers. Here are a few recent accomplishments and activities:

- In recent years, NCSSMA has devoted much time and resources to lobbying Congress for an adequate budget for SSA. Our lobbying efforts have helped to create unprecedented national awareness of the budget issues facing SSA and the service delivery difficulties that inadequate budgets have caused. These efforts have had a direct and positive effect on field office and TSC resources.
- NCSSMA has become an important voice on Capitol Hill. President Joe Dirago and Secretary Billie Armenta recently testified at the House Ways and Means Social Security Subcommittee focusing on SSA's service delivery challenges in the Field Offices.
http://waysandmeans.house.gov/media/pdf/111/2010Apr15_Dirago_Testimony.pdf
http://waysandmeans.house.gov/media/pdf/111/2010Apr15_Armenta_Testimony.pdf
- NCSSMA continues to provide input and engage agency leaders on wide variety of issues that are a concern to members around the country. NCSSMA has expressed concerns and/or provided position papers on the following topics:
 - Competency Assessment Interview Process (CAIP) for recruitment
 - The Management Information Handbook for the Telephone Replacement Project and TSRP issues
 - Revised Space Allocation Standards for Field Offices
 - Recommendations from the Work CDR Workgroup

- WebTA Workgroup Reply
 - Issues Impacting the FY 2012 Budget.
 - Systems access issues: summer aides, other restrictive areas
 - Staffing to Improve Field Office Telephone Service and Address Quality Concerns.
 - Improving SSA Online Services
 - Conducting a Comprehensive Review of the SSI Program
 - SSA Strategic Planning and Service Delivery Plan for Field Offices.
- NCSSMA conducts surveys of Management and compiles the information into a report that is used in support of the budgets. This year we completed our seventh survey. It was designed to gather information on significant issues affecting service delivery in SSA's Field Offices. 2010 also marks the first time we conducted a survey exclusively for TSC Management.
 - NCSSMA provides comments on literally hundreds of technical and policy proposals each year. These include POMS/MSOM transmittals as well as policy changes such as evidentiary requirements on enumeration, monthly wage verifications, and IVT training among many others.
 - NCSSMA has representatives on many national workgroups and has formed committees to address the field office and TSC concerns.
 - NCSSMA participates in a quarterly conference call with the Office of Automation Support to discuss systems performance and ways to improve it.

Many of our members have expressed appreciation for the information received through their national management association that they do not get anywhere else. This can include legislative bulletins from our Government Relations Consultant, technical information, and news of things going on in different regions. This kind of information sharing keeps us all connected as managers and supervisors.

Your membership enables you to have access to this information. Your membership also supports the ability of the organization to achieve the results shown above and gives you a voice. Be a part of an organization that works for you and the things we all value - join today.