

## iAppeals Single Submission Demo & Discussion

October 13, 2016, 1-3pm

### External Participants:

- NOSCCR(x5)
- NY Legal Assistant Group (x1)
- Justice & Aging (1)
- Legal Aid Society of D.C. (1)

**Purpose:** To identify potential future improvements and challenges in current application

- **SSA Systems:** Assessed the advocacy group member's familiarity with application.
  - Showed the welcome screens
  - Almost all information is necessary on application
    - Error screens if missing information
    - System only allows one appeal at a time
    - Progressive reveal (dependent on previous answer)
- **Problem addressed from Advocacy groups:** Language on screen does not explain to applicant if they do not complete the application the application will never be processed.
- **Advocacy groups:** Want there to be a continuation to appeals when entry number is generated
  - States that our regulations states the only information the applicant needs to do is give Name, D.O.B. and SSN to submit an appeal. They want iAppeals to allow for that.
- **Advocacy:** Asked if we could add a homeless option
- **Policy:** Worried about the definition for the word "homeless"
- **Systems:** Wants a prioritized list of potential changes for FY 2017/2018.
- **Advocacy:** Asked if we could offer a list of recent actions, the applicant can choose from on a dropdown instead of asking for a date on a denial notice.
- **Advocacy:** Asked if applicant choosing not to appear at hearing is waiving right to appeal.
- **Policy:** Response is "Yes"

- **Advocacy:** Suggests if they choose to waive appeal, a box pops up explaining what that means or, offering a change response (or have them confirm their response). If no confirmation, the application sends them back to change response.
  - Samara: Future application might push some information SSA has on record to application and have them decide if they want to take action to appeal. SSA vision is to have this behind an authenticated portal.
- **Advocacy:** Asked that we give them more information or add question “Since you last spoke with us on (Date), have you had any new symptoms?”
- **Advocacy:** States the system has general sluggishness this week
  - Kicking people out, and running slowly (iAppeals & ERE)
- **Advocacy:** Suggests adding school records as daily activities (or medical)
  - Asked about work subsidies so SSA determines if there are subsidies that keep things below SGA.
  - Suggests activities section can give ideas or more structure in question (i.e., can you feed yourself, etc.).
  - Activities are not mandatory (per SSA)
- **SSA:** States after review screen, this is first time we have the submit appeal button
- **Advocacy:** Concern over single submission:
  - The regulations do not mention everything in iAppeals or paper forms. Wants SSA to only ask for what is in regulation.
  - Want improvements
  - Oppose this single-sign on process at end of appeal and feel they should be able to submit earlier.
- **Systems:** Suggests to change application at least in a year
- **Policy:** Summarize issues:
  - Claimants show up without most information
  - Extensive narrative selections with no time to input information
  - Some language is misleading
  - Functions have different implications than what they do
- **Advocacy:** SSA’s applications go way beyond asking the information required in the regulation.

- SSA should allow submission after respondent gives basic information to comply with SSA's regulations.
- Want iAppeals available for different kinds of claims and claimants
- **Systems:** While we can't quickly change the single submission, we can add language to explain respondents have not filed an appeal until the end (submission button)
  - SSA hears what is being said, but cannot fix it immediately
- **Advocacy:** What happens to those individuals who never completed and now it's too late?
- **Policy:** They can submit late if they have good cause, or they can restart the process.
- **Advocacy:** Can SSA make it policy if someone comes into a field office with a reentry number, can SSA make that a case for good cause, even though they did not file?
- **Policy:** We can try to help them find good cause and finish the appeal, but we cannot just accept reentry number.
- **Advocacy:** Believes this is unfair and goes against SSA's regulation.
- **Advocacy:** Reminded that there is an issue with people using electronic systems this week.

