

# **Social Security Administration**

## **Conference Information Report**

### **Fiscal Year 2024**

#### **Overview**

Our conference events are mission critical and support our goal of better serving the public by improving our business practices, adopting new technology, or training our employees. We have a strong review and approval process for all our agency-sponsored conferences and for employee attendance at other Federally-sponsored and Federally-hosted events. We oversee, monitor, and review our conference spending to ensure that we use Federal funds efficiently and comply with all applicable laws and regulations. Our internal conference planning policies ensure that we minimize costs to preserve agency resources for other agency priorities and critical needs. We continue to use cost-cutting initiatives, including hosting events as close as possible to employee duty stations to reduce travel, maximizing our use of free Federal space, and adhering to policies restricting meals and light refreshments. In addition, we require agency components to research virtual alternatives to hosting in-person events, such as online video conferencing.

Most of our conference expenses for fiscal year (FY) 2024 were for training and associated travel costs. We also incurred costs for external speakers/presenters, equipment, supplies, and light refreshments.

#### **Conferences where expenses associated with the conference exceeded \$500,000**

For FY 2024, we did not sponsor any conferences or have employees attend Federally-sponsored and Federally-hosted conferences where the expenses exceeded \$500,000. Therefore, we did not require approval from the Commissioner for conference spending greater than the \$500,000 limit.

#### **Conferences where expenses associated with the conference exceeded \$100,000**

For FY 2024, we held 25 agency-sponsored conferences where the expenses exceeded \$100,000. The FY 2024 Conference Information Table lists these agency-sponsored conferences, in date order, with total expenses of \$4,396,776. We did not incur expenses exceeding \$100,000 for employee attendance at other federally-sponsored and federally-hosted conferences.

For each conference, we include the following information in the table:

- Name of the conference;
- Total conference expenses the agency incurred for each event;
- Location;
- Date(s);
- Total number of attendees whose travel expenses or other conference expenses were paid by the agency; and
- Brief explanation of how the conference advanced the mission of our agency.

## Social Security Administration Fiscal Year 2024 Conference Information Table

### SSA-Sponsored Conferences

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
Social Security Administration (SSA)/American Federation of Government Employees (AFGE) National Agreement Refresher Training and Regional Management Meetings	\$199,174	No-cost SSA facility  Birmingham, AL	June 25, 2024 – June 27, 2024	227	We provided mandatory in-person refresher training on the 2019 collective bargaining agreement (CBA) between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 217 participants with 4 agency instructors and 6 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$103,312	No-cost SSA facility  Kansas City, MO	July 15, 2024 – July 18, 2024	287	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 284 participants with 4 agency instructors.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$109,343	No-cost Federal facility  Boston, MA	July 15, 2024 – July 18, 2024	219	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 202 participants with 3 agency instructors and 14 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$233,195	No-cost SSA facility  Birmingham, AL	July 16, 2024 – July 18, 2024	240	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 230 participants with 4 agency instructors and 6 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$117,313	No-cost SSA facility  Queens, NY	July 22, 2024 – July 26, 2024	250	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 246 participants with 4 agency instructors.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$140,938	No-cost SSA facility  Federal Way, WA	July 23, 2024 – July 25, 2024	178	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 162 participants with 10 agency instructors and 6 support staff.



Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$282,089	No-cost SSA facility  Birmingham, AL	July 30, 2024 – August 1, 2024	231	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 223 participants with 4 agency instructors and 4 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$197,394	No-cost SSA facility  Chicago, IL	July 30, 2024 – August 1, 2024	162	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 158 participants with 4 agency instructors.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$123,950	No-cost SSA facility  Richmond, CA	July 30, 2024 – August 1, 2024	150	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 134 participants with 4 agency instructors and 12 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$108,701	No-cost SSA facility  Queens, NY	August 5, 2024 – August 9, 2024	272	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 268 participants with 4 agency instructors.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$210,463	No-cost SSA facility  Federal Way, WA	August 6, 2024 – August 8, 2024	179	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 165 participants with 8 agency instructors and 6 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$140,369	No-cost SSA facility  Richmond, CA	August 6, 2024 – August 8, 2024	149	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 134 participants with 3 agency instructors and 12 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
Diversity, Equity, Inclusion and Accessibility (DEIA) Leadership Summit: Inclusive Leadership for Tomorrow	\$178,287	No-cost SSA facility  Woodlawn, MD	August 7, 2024 – August 8, 2024	712	We held a mission-critical DEIA Leadership Summit, which was a collaborative effort between the Office of Civil Rights and Equal Opportunity, the Office of the Commissioner, and our National Advisory Councils. The purpose of this event was to cultivate a diverse, prepared, and skilled workforce by providing information and practices that promote effective leadership and increase awareness of career development. Attendees engaged with inspiring keynote speakers and networked with fellow Advisory Council members, agency leaders, and peers. Key topics included practical strategies to enhance leadership and leadership lessons on crucial conversations and developing a path to success. We had 667 participants with 30 agency speakers/presenters and 15 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
Office of Hearings Operations (OHO) SSA/AFGE National Contract Refresher Training and Regional Management Meeting for Group Supervisors	\$101,196	No-cost SSA facility  Boston, MA	August 13, 2024 – August 15, 2024	74	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted a mission-critical management meeting for OHO Group Supervisors to facilitate the continued development of leadership skills necessary for efficient hearings operations, workload management, and increased productivity. Topics covered included strategic thinking, mentoring for leadership, and conflict management. We had 49 participants with 25 agency instructors/presenters.



Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$142,867	No-cost SSA facility  Richmond, CA	August 13, 2024 – August 15, 2024	149	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 126 participants with 11 agency instructors and 12 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$133,779	No-cost SSA facility  Richmond, CA	August 20, 2024 – August 22, 2024	136	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 118 participants with 3 agency instructors and 15 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$186,957	No-cost SSA facility  Chicago, IL	August 27, 2024 – August 29, 2024	167	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 164 participants with 3 agency instructors.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$330,274	No-cost SSA facility  Birmingham, AL	August 27, 2024 – August 29, 2024	260	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 251 participants with 4 agency instructors and 5 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$127,207	No-cost SSA facility  Richmond, CA	August 27, 2024 – August 29, 2024	152	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 130 participants with 4 agency instructors and 18 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
Fiscal Year 2024 SSA and Disability Determination Services (DDS) Administrators' Conference	\$162,856	No-cost SSA facility  Woodlawn, MD	September 10, 2024 – September 12, 2024	174	<p>We held a mission-critical SSA and DDS Administrators' Conference to bring key leaders and decisionmakers together from across the country to address the agency's top priorities of reducing the number of pending initial disability claims and decreasing case processing time. Participants included a variety of stakeholders critical to the State-Federal relationship for operation of Social Security disability programs. This meeting allowed participants to share national updates and engage in strategic decision-making to accomplish our shared mission. Topics and issues the group addressed included increasing disability workload capacity, the Disability Case Processing System, ways to handle the critical increase in the initial disability workload, workload sharing, training initiatives, medical consultant recruitment, disability policy updates, and programmatic and operational issues specific to the disability program. We had 121 participants with 47 agency speakers/presenters and 6 support staff.</p>

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$244,253	No-cost SSA facility  Chicago, IL	September 17, 2024 – September 19, 2024	195	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 189 participants with 6 agency instructors.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
OHO National Service Delivery (NSD) Management Meeting and SSA/AFGE Contract Refresher Training	\$184,850	No-cost SSA facility  St. Louis, MO	September 17, 2024 – September 20, 2024	119	<p>We conducted a mission-critical management conference hosted by our OHO NSD cadre, whose mission is to provide virtual support to OHO offices across the country through increased adjudicatory capacity and by efficiently delivering quality, policy-compliant work products in a timely manner. Participants included senior OHO managers and other key stakeholders from our National Case Assistance Center, National Hearing Center, National Adjudication Team, Special Review Cadre, and National Scheduling Support Team. Topics included managing evolving workloads, jointly leveraging staff resources, and maximizing communication to increase efficiency and productivity. In conjunction with the management meeting, we also provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. We had 112 participants with 7 agency instructors.</p>



Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
OHO SSA/AFGE National Contract Refresher Training and Regional Management Meeting for Group Supervisors (Atlanta Region)	\$105,793	No-cost SSA facility  Woodlawn, MD	September 17, 2024 – September 19, 2024	85	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted a mission-critical management meeting for OHO Atlanta Region Group Supervisors to facilitate the continued development of leadership skills necessary for efficient hearings operations, workload management, and increased productivity. Topics covered included strategic thinking, mentoring for leadership, and conflict management. We had 73 participants with 12 agency instructors/presenters.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$371,828	No-cost SSA facility  Philadelphia, PA	September 17, 2024 – September 19, 2024	444	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 411 participants with 7 agency instructors and 26 support staff.

Conference Name	Total Expenses	Location	Date	Number of Attendees	Mission Related Narrative
SSA/AFGE National Agreement Refresher Training and Regional Management Meetings	\$160,386	No-cost SSA facility  Chicago, IL	September 24, 2024 – September 26, 2024	168	We provided mandatory in-person refresher training on the 2019 CBA between SSA and AFGE. This agreement contained new provisions that significantly changed long-standing rules, practices, and responsibilities of the union, management, and employees. This mission-critical training ensured that agency management officials understand the content of the agreement and the appropriate interpretation, intent, and application of its language, which is necessary for consistent implementation. In conjunction with the CBA refresher training, we also conducted mission-critical management meetings to discuss regional operations workload management techniques and best practices, which equipped our managers with the skills needed to increase productivity and achieve the Commissioner's priority goals and objectives. We had 162 participants with 6 agency instructors.