

A graphic of the American flag, showing the stars and stripes, is positioned on the left side of the slide, partially overlapping a white circular shape that frames the text.

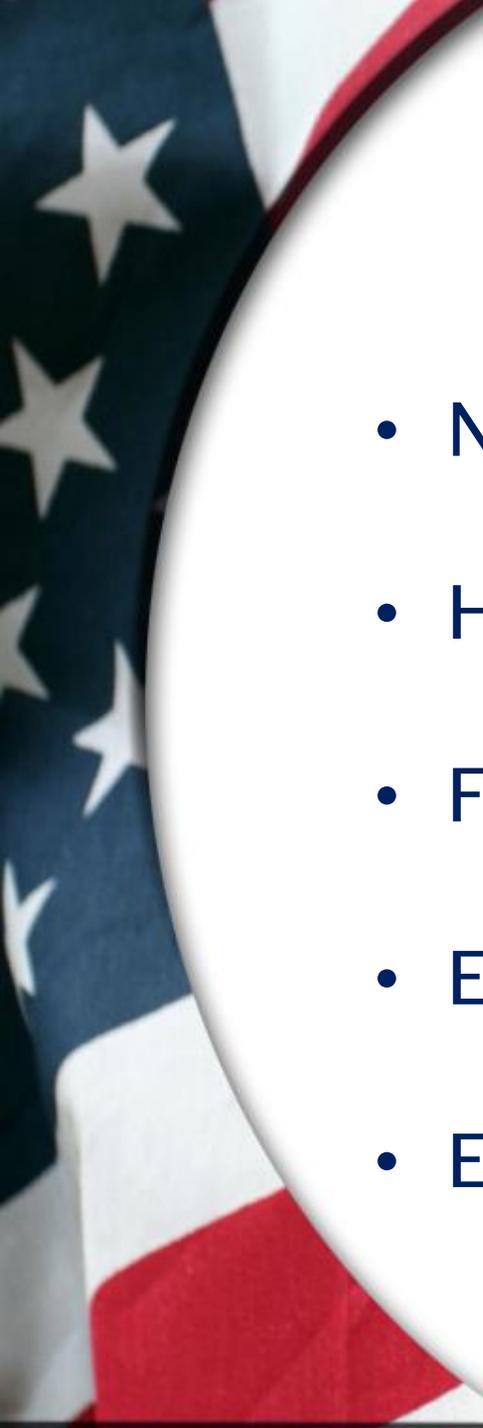
# Social Security Administration Video Hearings

Glenn Sklar  
Deputy Commissioner  
Office of Disability Adjudication and Review

The image features a stylized American flag graphic on the left side, with white stars on a blue field and red and white stripes. The flag is partially obscured by a white circular shape that frames the main content area.

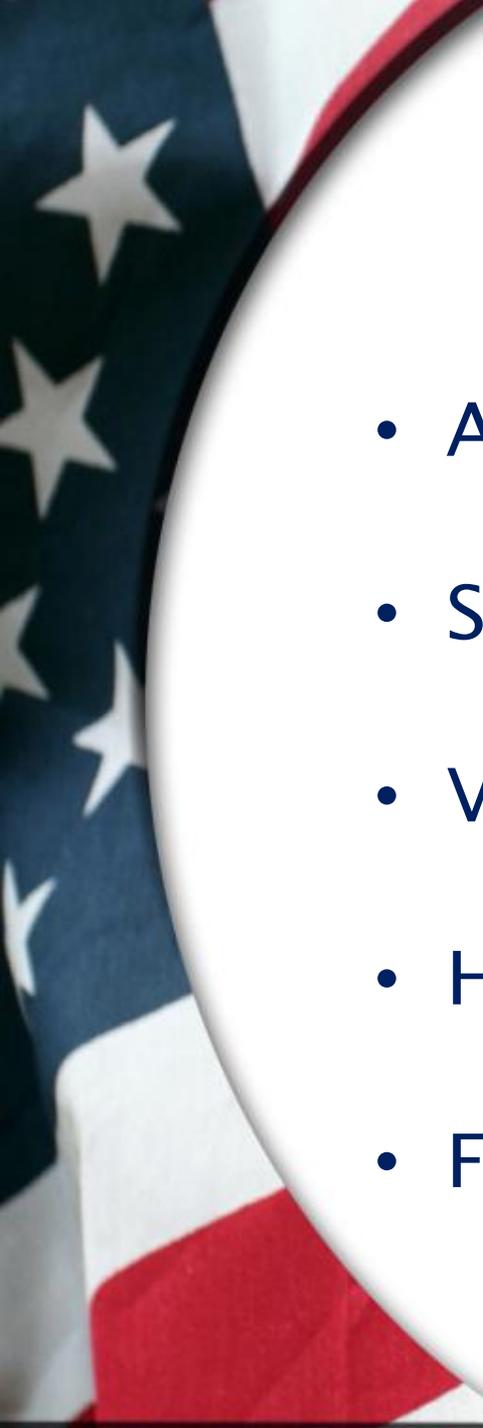
# The Social Security Disability Process

- Initial Claims – 3.1 million in fiscal year 2010
- Reconsideration – 735,000 in fiscal year 2010
- **Appeal to an Administrative Law Judge results in a hearing request disposition**
  - 737,000 in fiscal year 2010
  - 120,000 hearings held by video in FY 2010 (20% of total)
- Appeals Council review
- Federal District Court review

A decorative graphic of the American flag is positioned on the left side of the slide, partially overlapping a white circular area. The flag's stars and stripes are visible, with the stars appearing in white on a dark blue background and the stripes in red and white.

# Backlog Reduction Plan

- National Hearing Centers
- HO Physical/Virtual Infrastructure
- Fully – Electronic Claims Folder
- Expanded ALJ Corps
- Enhanced Productivity

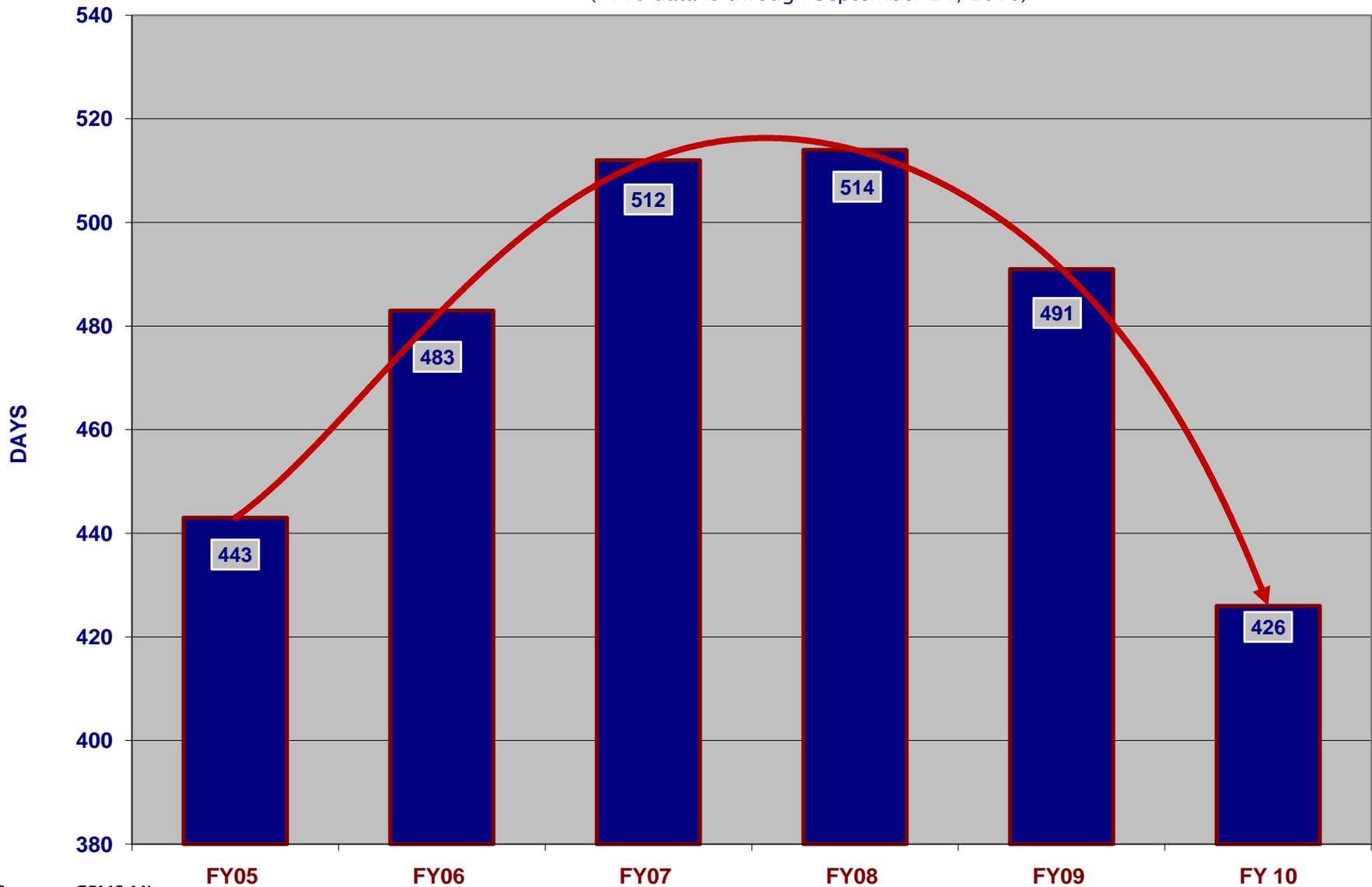
An American flag is partially visible on the left side of the slide, showing the stars and stripes. The main content is on a white background with a dark blue header bar.

# Backlog Reduction Plan

- Aged Cases Initiative
- Senior Attorney Program
- Virtual Screening Unit
- HO Support Staff Ratio
- Filling Dockets to Capacity

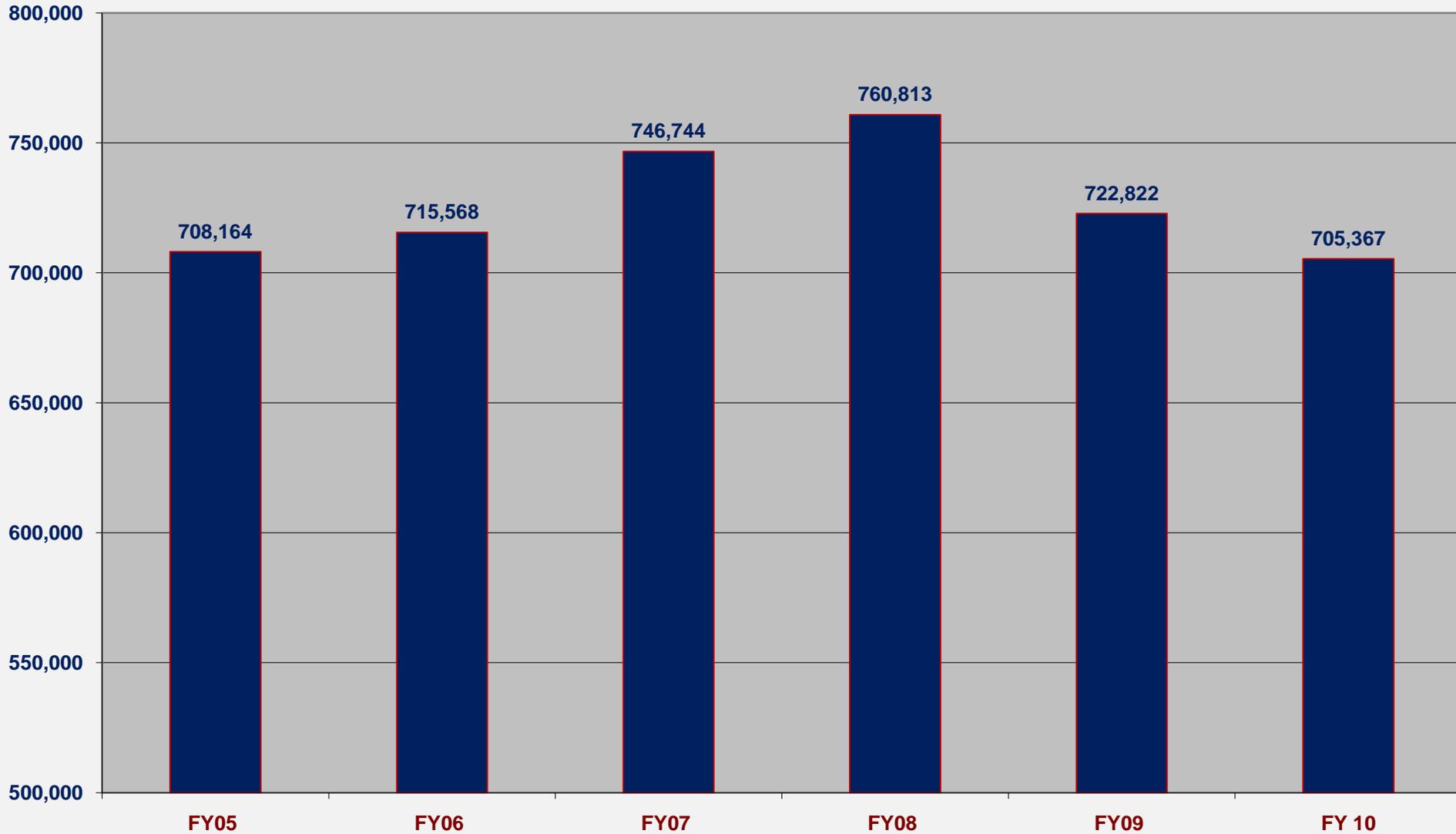
# National Case Processing Time

88 Day Improvement Since FY08  
(FY10 data is through September 24, 2010)



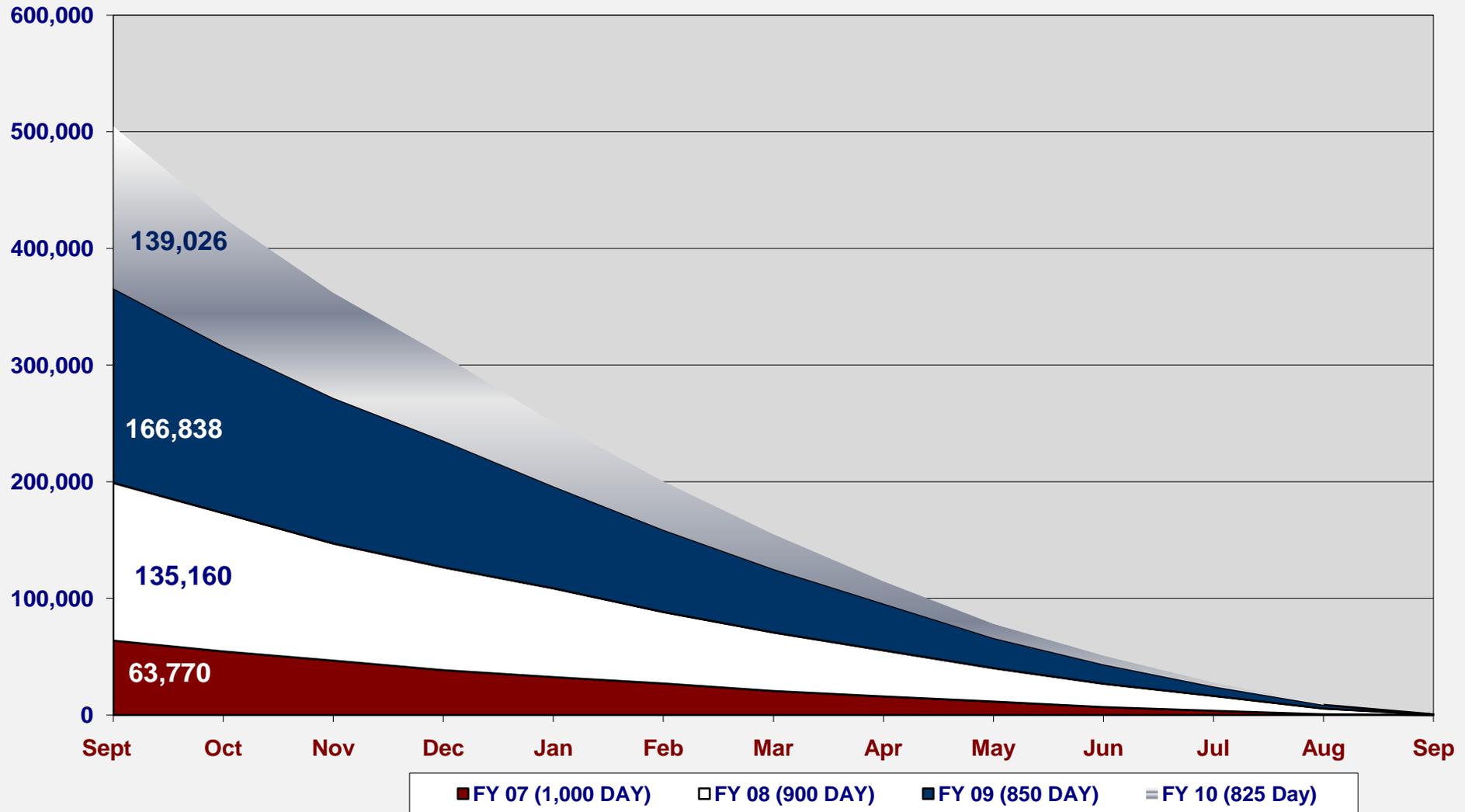
# National Total Pending

FY05 – FY10  
(through September 24, 2010)

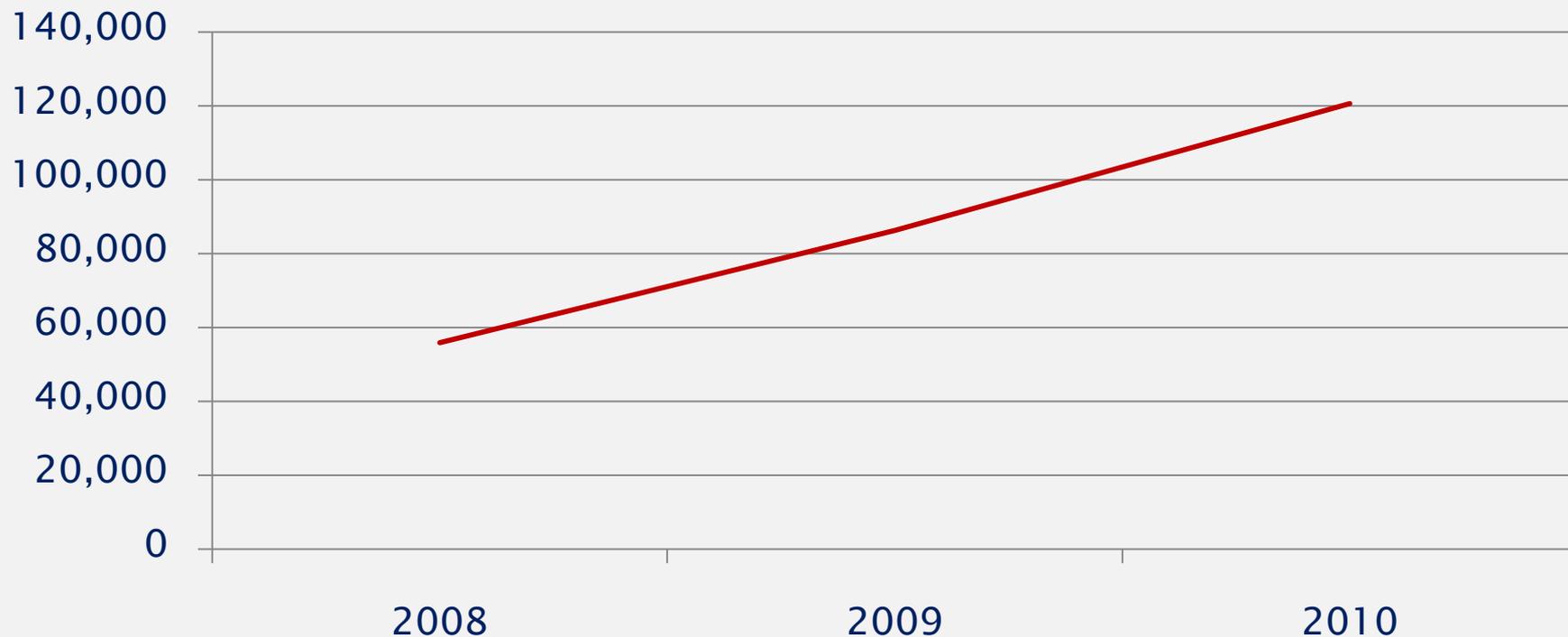


# National Aged Case Projects

FY 2007 – FY 2010  
(through September 24, 2010)



# Video Hearings Growth



- FY08 – 55,869 video hearings held Nationwide
- FY09 – 86,320 video hearing held Nationwide
- FY10 – 120,624 video hearings held Nationwide

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# Drivers for Video Hearings

- Increasing hearing requests
- Increasing backlogs
- Availability of a fully electronic case folder
- Declining costs for video equipment, bandwidth

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# Installed Video Base

- 779 video-equipped hearing rooms
  - In both ODAR Hearing Offices and SSA District Offices
- 280 desktop video units
  - Most in 5 National Hearing Center locations
- Expansion of capacity in SSA District Office
  - Replacing temporary remote sites
- Technology refresh
  - Replacing 1<sup>st</sup> generation videoconferencing equipment

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# Types of Video Equipment

- 65” projection TVs – installed from 2003 to 2006
- 50” and 58” large screen plasma flat panel monitors – installed 2007 – present
- Desktop Video Units installed since 2008



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### 200 Projection TVs (used for Hearings Only)

Add to Watch list



Item condition: Used  
Time left: 1 day 7 hours (Oct 20, 2010 16:23:00 PDT)  
Bid history: 0 bids

**Seller info**  
Social Security Administration

Save this seller  
See other items

#### Other item info

Item number: 123456789  
Item location: Baltimore, MD  
Ships to: United States  
Payments: PayPal  
See details

Starting bid:   
Your max bid: US \$

Shipping: Local Pickup | See all details  
Estimated delivery time varies.

Returns: No returns accepted. Covered by eBay Buyer Protection.

Print Report item



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# Types of Video Teleconferencing

- **Point-to-Point calls**
  - (two way)
- **Multi-Point calls**
  - (three or more sites)
- **Representative Video Project (RVP)**
  - Claimant and representative are at the representative owned site
  - Judge is at an ODAR video equipped site

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# New Initiatives

- **Representative Video Project**
  - Video hearings from representative's office
  - Began in 2009
  - 3600 RVP hearings to date (~250/month)
  - 25 certified representative video sites
  - DSL line required for off-net calls
- **IP-based video**
  - Successfully piloted at two sites
  - Significantly lowers the cost of participation
  - National roll-out next year

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Questions / Comments?

*Thank You*