

Nancy A. Berryhill



Deputy Commissioner for Operations Social Security Administration

Nancy A. Berryhill returned to her position of record, that of Deputy Commissioner for Operations, in November 2017. In accordance with the agency's Order of Succession, Nancy continues to lead the Social Security Administration as we await the nomination and confirmation of a Commissioner. She has been focused on SSA's mission and in serving the American public since starting with Social Security 41 years ago as a summer aide. Her passion for public service was recognized when she was chosen to serve as Acting Commissioner of SSA in January 23, 2017.

During her term as Acting Commissioner, she was a powerhouse in her accomplishments, which included improving and modernizing our disability program — reducing initial disability claims pending to the lowest level in nearly a decade. In October 2017, she launched a multi-year effort to modernize our information technology system, which has and will continue to increase online self-service and real-time processing, reduce IT and other operating costs through shared services and cloud processing. Her other achievements include developing and implementing an anti-fraud Enterprise solution to identify high-risk transactions for further review. She streamlined headquarters operations, eliminating duplicative functions to achieve greater analytical capacity. She also introduced “Engage SSA” to obtain ideas directly from employees. Despite a number of natural disasters such as three hurricanes and wildfires throughout the country, Nancy inspired dedication and commitment from more than 60,000 employees.

Prior to serving as Acting Commissioner, she served as the Deputy Commissioner for Operations, Social Security's largest component. During her term between July 2013 and January 2017, Nancy implemented many expanded service delivery options for the public. Prior to becoming Deputy Commissioner for Operations, Ms. Berryhill served two years as the agency's Regional Commissioner for the Chicago Region and five years as Regional Commissioner for the Denver Region. In Denver, she

developed numerous innovative, mission-focused initiatives such as video service delivery, use of webinar technology, and the creation of the first American Indian outreach guide.

Ms. Berryhill began her Social Security career as a GS-2 student employee. In her 40 years at the agency, she has held many frontline positions, including Claims Clerk, Service Representative, Claims Representative, Operations Supervisor, District Manager, and Area Director for the State of Illinois.

Ms. Berryhill has received numerous agency awards, including the Commissioner's Citation, the agency's highest recognition. In 2010, she received the Presidential Rank Award of Meritorious Executive, and in 2015, she received the Presidential Rank Award of Distinguished Executive, the highest honor awarded career executives in the federal government. Her work and achievements consistently demonstrate professional excellence, exceptional leadership, integrity, and commitment to public service.

A native of Chicago, Illinois, Ms. Berryhill obtained her degree in Computer Science at the Control Data Institute in Chicago. She is a graduate of the Kennedy School of Government at Harvard University.

Mark J. Warshawsky



Deputy Commissioner for Retirement and Disability Policy Social Security Administration

Mark J. Warshawsky was appointed Deputy Commissioner for Retirement and Disability Policy July 17, 2017. His professional and research interests include social security, employer-sponsored pension and retirement programs, financial planning, health and long-term care financing, public finance, and macroeconomics. He has testified before Congress and administrative agencies many times, and was most recently a Senior Research Fellow at the Mercatus Center of George Mason University, as well as a visiting scholar at the MIT Golub Center for Finance and Policy.

Mark is the author of over 150 published articles and four books, including co-author of the Fundamentals of Private Pensions, Ninth Edition (Oxford University Press, 2010) and author of Retirement Income: Risks and Strategies (MIT Press, 2012). From 2006 to 2013, he was Director of Retirement Research at Towers Watson, a global human capital consulting firm.

Mark was a member of the Social Security Advisory Board from 2006 through 2012 and was Vice Chairman of the Federal Commission on Long-Term Care in 2013. From 2004 to 2006, Mark served as Assistant Secretary for Economic Policy at the U.S. Department of the Treasury, playing a key role in the development of the Pension Protection Act of 2006.

He is the inventor of the life care annuity, a product integrating the immediate life annuity and long-term care insurance benefits, and the co-developer of planning software and an application for ReLIAS LLC, a design firm for personalized retirement income strategies which he founded. Mark has held senior-level positions at the Federal Reserve Board, the Internal Revenue Service, and TIAA-CREF. He received a Ph.D. in Economics from Harvard University and a BA with highest distinction from Northwestern University.

Bob Patterson



***Acting Associate Commissioner, Office of External Affairs
Social Security Administration***

Bob is the Acting Associate Commissioner for External Affairs at the Social Security Administration. His previous government experience includes serving as a senior advisor and speechwriter to the Assistant Secretary for Children and Families at the Department of Health and Human Services, as well as senior speechwriter at the U.S. Small Business Administration. More recently, Mr. Patterson was vice president for government relations at the U.S. Business & Industry Council, where he educated members of Congress and their staff about the trade deficit and domestic manufacturing. His background includes a wide range of experience as a policy expert, professor, and op-ed contributor.