

## ***Jim Borland***



### ***Acting Deputy Commissioner for Communications Social Security Administration***

Jim Borland was named Acting Deputy Commissioner for Communications in January 2017, 18 months after his appointment as Assistant Deputy Commissioner for Communications. In those roles, he oversees national and regional communications and public affairs programs, spreading the message that Social Security is with you through life's journey, securing today and tomorrow. He previously served as the Assistant Deputy Commissioner for Social Security's Office of Disability Adjudication and Review (ODAR), where he led the world's largest administrative adjudicatory system, including 1,500 administrative law judges and 9,000 staff in 162 hearing offices and 5 national hearing centers across the country.

Prior to 2011, Jim headed ODAR's information technology operation, which over the past 10 years has virtually eliminated the paper case file and introduced innovative decision support and quality feedback automation. He also has served as Special Advisor to the Commissioner for Health Information Technology and in various executive roles in the Social Security Administration's (SSA) systems and communications organizations.

Prior to joining SSA, Jim served in various analytical, technical, and leadership positions over 16 years with the U.S. Departments of Agriculture and Education in Washington, DC. He has been a member of the Senior Executive Service since 2005 and is an alumnus of the American Political Science Association's Congressional Fellowship Program.

## ***Beatrice Disman***



### ***Acting Chief of Staff, Office of the Commissioner Social Security Administration***

Beatrice Disman is the Acting Chief of Staff for SSA. Most recently, Beatrice served as an advisor to the agency's Commissioner on significant management challenges including the disability program and anti-fraud initiatives. From 1995 to 2014, Beatrice was the Regional Commissioner for the agency's New York Region. As Regional Commissioner, Beatrice had direct authority over SSA's operations in New York, New Jersey, Puerto Rico, and the U.S. Virgin Islands including 3,900 employees in 123 locations serving more than 7 million beneficiaries who received more than \$88 billion in Social Security and Supplemental Security Income benefits annually. She also planned and implemented the agency's responsibilities in the Medicare Prescription Drug Act of 2003, the Medicare Improvements for Patients and Providers Act of 2008, and the Affordable Care Act of 2010.

Chairman Emeritus of the New York Federal Executive Board, Beatrice served as its Chair from 1997 to 2003, leading the collaborative effort among 150 Federal agencies throughout the City of New York, most notably during the aftermath of September 11. She is a member of the National Academy of Social Insurance and a tireless advocate for many social issues through her leadership roles on her local Community Board.

Beatrice holds a B.A. in History and Political Science from Brooklyn College, an M.A. in American Diplomatic History from Ohio State University Graduate School, and an M.B.A. from New York University's Graduate School of Business. She also completed the Harvard University Senior Executive Fellows Program and is an alumna of the Federal Executive Institute in Charlottesville, Virginia.

## ***Robert Pfaff***



### ***Deputy Associate Commissioner, Office of Research, Demonstration and Employment Support Social Security Administration***

Robert Pfaff is SSA's Deputy Associate Commissioner in the Office of Research, Demonstration and Employment Support (ORDES) where he has served since 2013 as the executive responsible for the administration of SSA's Ticket to Work Program. Robert began his career in 1995 at the Maryland Disability Determination Services where he conducted medical claims reviews and made determinations for individuals applying for Social Security disability benefits. In 1999, he became Unit Supervisor managing a unit of disability adjudicators and clerical staff.

In 2001, Robert transitioned to SSA to draft disability policy and regulations including medical listings and vocational policy. In 2004, Robert became a certified Contracting Officer's Representative in the Office of Program Development and Research (OPDR) on disability research projects and subsequently served as the OPDR representative on the United States Interagency Council on Homelessness. In 2012, he became the Division Director for the Case Management Office in the Office of Medical and Vocational Expertise leading a unit of adjudicators, clerical staff, and managers in the adjudication of disability claims. In 2013, Robert became Deputy Associate Commissioner in ORDES for the Ticket to Work Program where he continues to serve in this capacity. Robert is a 1994 graduate of Towson University where he majored in History and Social Science and minored in Secondary Education.

## ***Paul O'Leary***



### ***Economist, Office of Retirement and Disability Policy Social Security Administration***

Paul O'Leary is an economist in the Office of Retirement and Disability Policy at SSA. He received his Ph.D. from Rutgers University. His research interests focus on policies to improve return to work outcomes for Social Security Disability Insurance beneficiaries and Supplemental Security Income recipients with disabilities.

Paul's other interests include workers' compensation and the cost and impact of such injuries and disabilities on employment and earnings. He has also developed several surveys for working-age disabled populations. Paul directed SSA's effort to evaluate the Ticket to Work program and the development and implementation of the SSA's National Beneficiary Survey. He recently published in the Social Security Bulletin and the American Journal of Industrial Medicine.

## ***Marianna LaCanfora***



### ***Acting Deputy Commissioner for Retirement and Disability Policy Social Security Administration***

Marianna is the Acting Deputy Commissioner for Retirement and Disability Policy (ORDP), where she manages a workforce of approximately 600 employees based in Baltimore, Maryland and Washington, DC. In this role, she is responsible for all agency program policy, including Social Security Disability Insurance, Supplemental Security Income, Retirement, Medicare, Enumeration, Earnings, International Policy, the Representative Payee Program, Data Exchange, and Improper Payment Prevention efforts. ORDP also oversees the agency's public policy research and demonstration activities, and is responsible for the agency's return to work programs.

Marianna began her career as a bilingual claims representative in the New Haven, Connecticut Field Office working directly with the public to process benefit claims. She later moved to Baltimore and held numerous jobs including Analyst in the Office of Quality Assurance, Special Assistant to the Deputy Commissioner of SSA, and Assistant District Manager of the Washington, DC. District Office.

As an executive, Marianna has held several positions including Associate Commissioner in Operations, where she was responsible for managing the Office of Operations' \$400M budget, overseeing systems and physical security, human resources, and business process development for 1,200 field offices nationwide.

Marianna lives with her husband and two young children in Baltimore. She received her Master's in Business Administration from the University of Maryland, University College.