



SOCIAL SECURITY

May 28, 2026

C-2026-003323

Richard Couture, Spokesperson
AFGE General Committee

By email only to: Richard.Couture@ssa.gov

Dear Mr. Couture:

This is notice of the release of the Interactive Communication Processing (ICP) occurring on or around June 1, 2026.

The ICP is a centralized tool for preparing, viewing, printing, sending, storing manually prepared notices, streamlining communication with the public via mySSA (online), and improving workflows for employees at Processing Centers (PCs), Workload Support Units (WSUs), and international or foreign service posts currently utilizing Manage Text (AURORA). Initially, ICP will only allow employees to complete batch fallout notices for garnishment. Capabilities will then be expanded with future updates to include Title II Redesign (T2R) fallout notices and eventually replace the Manage Text (AURORA) legacy notice application. In addition, employees should continue to use AURORA and the Document Processing System (DPS) to complete all other manual and fallout notice types.

The ICP allows employees to send notices by mail or online via mySSA. It is a dynamic enterprise system that provides automated notice generation features, reducing the need for manual inputs which improves efficiency and accuracy. In addition, the ICP provides a consolidated, end-to-end experience with improved navigation and workflow processes and uses a modernized User Experience Framework architecture reducing agency debt and dependency on legacy systems, such as AURORA.

Employees received hands-on training from Central Processing Quality, Audit, Review, and Training (QTAP) team in the ICP Validation region training beginning April 14, 2026 – May 29, 2026. They will receive a user-guide (housed within the ICP tool), and ICP Basics (10mins) and ICP Garnishment fallout notices (6mins) VODs and an Emergency Message will also be released.

The release of the ICP is not anticipated to have a greater than *de minimis* impact on the bargaining unit's conditions of employment that are not already addressed in the 2019 SSA/AFGE National Agreement. Should you identify any greater than *de minimis* impact that is not covered by the contract, please promptly notify me of that in writing.

If you have any questions or concerns, please contact me at Cristal.Lizaola@ssa.gov.

Sincerely,

/s/Cristal Lizaola

Cristal Lizaola
Program Expert
Labor-Management and Employee Relations

cc: Ms. Barri Sue Bryant
President, AFGE Local 2809

Ms. Beverly Parks
President, AFGE Council 109

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