

DISABILITY DETERMINATION FOR SOCIAL SECURITY ADMINISTRATION

FY 2018 – FY 2019 STRATEGIC PLAN

MISSION: To determine medical eligibility for social security disability benefits on behalf of Arkansas citizens in an accurate, courteous, and timely manner by adhering to relevant social security laws, regulations, and instructions.

VISION: To provide the highest standard of considerate, individualized and accurate service to all who apply for assistance. The agency is committed to balancing the need to make high-quality, accurate, and consistent decisions with the objective of decreasing the time claimants must wait on decision.

CORE VALUES: DDSSA fosters a working environment that encourages integrity, commitment to the best-demonstrated practices, adherence to the law, and an unbeatable determination to do the job at hand.

GOAL 1: ACCURATE, EFFICIENT RESULTS-DRIVEN SERVICE

Aligns with Governor Hutchinson’s “Efficient and Responsive” goal.

Measurable Objective 1: Improve the Quality, Consistency, and Timeliness of Disability Decisions during federal fiscal year 2018.

Strategy 1: Utilization of available reporting tools to better identify training needs and areas for improvement.

Review of SSA provided data, and that provided by Quality Assurance Unit, to analyze pertinent opportunities for improvement.

Measurable Objective 2: Improve quality of continuing education training programs during federal fiscal year 2018.

Strategy 2: Development of data-driven continuing education training programs

Utilizing reporting analysis to develop very focused training programs to strengthen knowledge base among adjudicators.

Measurable Objective 3: Expedited and efficient hearings process based upon federal local office availability in federal fiscal year 2018.

Strategy 3: Continue expansion of video hearing system.

Increased use of video hearings will allow for faster response to claimant appeals. A secondary benefit is time and money saved by reduced travel for hearings officers and judges.

GOAL 2: MAXIMIZE EFFICIENCIES WITHIN THE DISABILITY PROGRAM

Aligns with Governor Hutchinson’s “Efficient and Responsive” goal.

Measurable Objective 1: Expand the use of health IT to larger number of medical vendors in federal fiscal year 2018.

Strategy 1: Increase utilization of Electronic Records Express system

Medical Relations Officer will promote awareness and utility of Electronic Records Express system to existing and potential medical vendors.

Measurable Objective 2: Utilization of a nationwide processing system during federal fiscal year 2018 based upon federal SSA approval.

Strategy 2: Implementation of Disability Case Processing System (DCPS)

Relevant stakeholders within DDSSA must be represented to make sure operational goals are met with deployment of new system. Coordination and development of implementation processes and training timelines will be developed to ensure smooth transition.

GOAL 3: IMPROVE OPERATIONAL SUPPORT

Aligns with Governor Hutchinson’s “Efficient and Responsive” goal.

Measurable Objective 1: Policy Improvement within federal fiscal year 2018.

Strategy 1: Identify and develop strategies for progressive adjudicative policies.

Task force created to research Programs Operations Manual System (POMS) to identify areas of opportunity. A clear playbook ensures smarter work and helps the end goal of timely and accurate case adjudication.

CONTACT INFORMATION:

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APPENDIX: FEDERAL PLAN REFERENCE AND AGENCY ORGANIZATIONAL CHART

Goals and Strategies in coordination with Social Security Administration Agency Strategic Plan to ensure policy adherence. (<https://www.ssa.gov/agency/asp/materials/pdfs/plan-2014-2018.pdf>)

