OIG Office of the Inspector General
SOCIAL SECURITY ADMINISTRATION

Congressional Response Report

Use of the Disability Case Processing System as of May 2018

A-14-18-50631 | July 2018

OIG Office of the Inspector General
SOCIAL SECURITY ADMINISTRATION

July 30, 2018

The Honorable Sam Johnson
Chairman, Subcommittee on Social Security
Committee on Ways and Means
House of Representatives
Washington, DC 20515

Dear Mr. Chairman:

As you requested, we are providing regular reports to keep the Subcommittee informed on the Social Security Administration's efforts related to its Disability Case Processing System project. We gathered feedback from disability determination services' administrators and their employees who have used the Disability Case Processing System. We also determined the extent to which the 10 participating disability determination services used the system to process their workloads. To ensure the Agency is aware of the information provided to your office, we are forwarding it a copy of this report.

If you have any questions concerning this matter, please call me or have your staff contact Walter Bayer, Congressional and Intragovernmental Liaison, at (202) 358-6319.

Sincerely,

Gale Stallworth Stone

Gale Stallworth Stone
Acting Inspector General

Enclosure

cc:
Commissioner of Social Security

Use of the Disability Case Processing System as of May 2018
A-14-18-50631

SOCIAL SECURITY ADMINISTRATION
OIG

July 2018 **Office of Audit Report Summary**

Objective

To gather feedback from the State disability determination services' (DDS) administrators and their employees who have used the Disability Case Processing System (DCPS). We also determined the extent to which the 10 participating DDSs used the system to process their workloads.

Background

SSA is developing DCPS as a common system for all DDSs. The Agency expects DCPS will simplify system support and maintenance, improve the speed and quality of the disability process, and reduce the overall growth rate of infrastructure costs.

SSA is using an incremental approach to develop and deploy DCPS. In December 2016, the Agency released its first working software to three DDSs, enabling them to process certain types of disability claims. Since then, the Agency has developed and implemented new releases that have provided additional functionality and has made the system available to users in 10 DDSs.

In November 2017, SSA postponed rolling DCPS out to additional DDSs and focused its resources on development. The Agency also concentrated on increasing the numbers of DCPS users at participating DDSs and cases they process in the system.

Results

We asked users to respond to the statement, "Overall, I am satisfied with DCPS." Of the 120 users who responded,

- 69 (58 percent) either agreed or strongly agreed;
- 28 (23 percent) either disagreed or strongly disagreed;
- 17 (14 percent) neither agreed nor disagreed; and
- 6 (5 percent) did not respond to the statement.

In general, users liked the modern interface, DCPS' ease of use, and their ability to work on multiple cases simultaneously. Administrators and users also indicated they would like more functionality. For example, because DCPS lacked certain functionality, users had to employ workarounds to process certain cases. In addition, users had to follow up on evidence requests outside the system. Further, users commented about their inability to effectively manage their caseloads in DCPS.

SSA did not establish goals for DCPS use at participating DDSs. Rather, SSA gave the DDS administrators the discretion to determine the number of employees who would use the system and the types and volume of cases they would process in it.

In December 2017, the 10 participating DDSs completed 797 cases in DCPS (about 2 percent of their workload). In May 2018, they completed 1,543 cases (about 4 percent of their workload).

SSA recognized that its inability to convince DDS users of the value and advantage of DCPS may negatively affect DDS adoption rates. To address this, the Agency planned to continue working with users to develop and demonstrate working software.

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ABBREVIATIONS

CAL	Compassionate Allowance
CDR	Continuing Disability Review
C.F.R.	Code of Federal Regulations
DCPS	Disability Case Processing System
DDS	Disability Determination Services
DH	Disability Hearing
FY	Fiscal Year
MIDAS	Modernized Integrated Disability Adjudicative System
OIG	Office of the Inspector General
OMB	Office of Management and Budget
PI	Product Increment
QDD	Quick Disability Determination
SSA	Social Security Administration
U.S.C.	United States Code

OBJECTIVE

Our objective was to gather feedback from the State disability determination services' (DDS) administrators and their employees who have used the Disability Case Processing System (DCPS). We also determined the extent to which the 10 participating DDSs used the system to process their workloads.

BACKGROUND AND METHODOLOGY

The Social Security Administration (SSA) partners with State DDSs to evaluate disability claims and make disability determinations.[1] The DDSs use various customized systems to process disability cases. According to the Agency, these systems cost about $31 million, annually, to operate and maintain. SSA is developing DCPS as a common case processing system for all DDSs. The Agency expects DCPS to simplify system support and maintenance, improve the speed and quality of the disability process, and reduce the overall growth rate of infrastructure costs.

SSA is using an incremental approach to develop and deploy the new DCPS.[2] In December 2016, the Agency released its first working software to three DDSs. The software enabled DDSs to process adult initial disability claims that involved only physical allegations and met the criteria for fully favorable decisions under the Quick Disability Determination and Compassionate Allowance programs.[3] After the initial release, SSA continued developing and implementing new software that provided additional functionality. By November 2017, employees in 10 DDSs were using DCPS to process some of their workload.

In November 2017, the Agency postponed rolling out DCPS to additional DDSs and re-prioritized its resources on system development to reduce workarounds in the system and increase usability. SSA's strategy concentrated on increasing the number of DCPS users at participating DDSs and the number of cases they process in the system. In January 2018, the Agency deployed a major release that it expected would enable users in the participating DDSs to process most adult and child initial and reconsideration claims in DCPS. At the time of our

[1] *Social Security Act*, 42 U.S.C. § 421 and 42 U.S.C. § 1383b (govinfo.gov 2017).

[2] In December 2010, SSA awarded a contract to develop DCPS. In June 2014, a consulting firm contracted by SSA reported that, despite significant investment over several years, the system—DCPS Beta—delivered limited functionality and faced schedule delays and increasing stakeholder concerns. The Missouri, Illinois, and Idaho DDSs processed nearly 2,000 cases using DCPS Beta and used their existing systems to process all other cases. The Agency decided to discontinue developing and using DCPS Beta in May 2015, and 2 months later, began working on a new system.

[3] 20 C.F.R. § 404.1602 and 404.1619 (govinfo.gov 2018); 20 C.F.R. § 416.1002 and 416.1019 (govinfo.gov 2018); SSA, *POMS*, DI 23023.001, A.1 (May 10, 2017) and *POMS*, DI 23022.00 (March 28, 2018). The Quick Disability Determination and Compassionate Allowance programs allow DDSs to make expedited decisions for claimants who have the most severe disabilities.

review, the Agency was tentatively planning to resume deploying DCPS at additional DDSs in October 2018.

Chairman Johnson, Subcommittee on Social Security, Committee on Ways and Means, asked that we provide regular reports to keep the Subcommittee informed of SSA's DCPS-related efforts. For this report, we surveyed employees at the 10 participating DDSs about their experience using DCPS and the functionality SSA had delivered as of March 2018. We received responses from 120 users.[4] In addition, we interviewed the administrators and DCPS specialists from the 10 participating DDSs. We also obtained workload statistics from SSA to determine the extent to which the DDSs had used the system. See Appendix A for additional information about our scope and methodology and Appendix B for information about our other related reports.

RESULTS OF REVIEW

Fifty-eight percent of users who responded to our survey were satisfied with DCPS. In general, users liked the modern interface, DCPS' ease of use, and their ability to work on multiple cases simultaneously. Administrators and users also indicated they would like more functionality.

In December 2017, the 10 participating DDSs completed 797 cases in DCPS (about 2 percent of their workload). In May 2018, they completed 1,543 cases (about 4 percent of their workload). To help ensure the DDSs implement DCPS, the Agency plans to continue working with the user community to develop and demonstrate working software.

Feedback from DDS Administrators and DCPS Users

Figure 1: "I am able to successfully complete my work in DCPS."

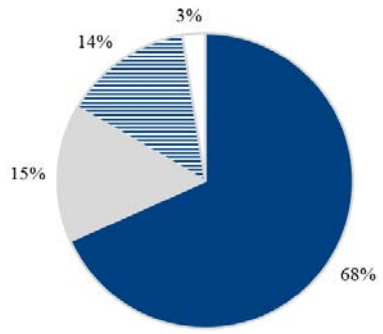


Figure 2: "Overall, I find DCPS easy to use and user-friendly."

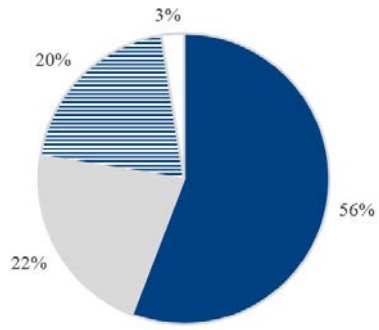
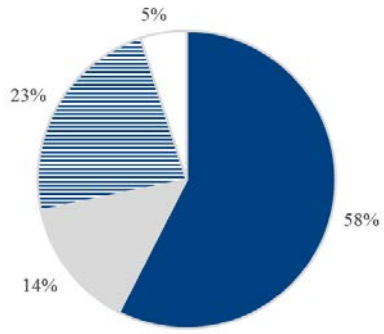
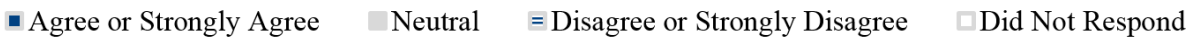


Figure 3: "Overall, I am satisfied with DCPS."





[4] We received responses from employees in 8 of the 10 DDSs we invited to participate in our survey. According to the administrators for the South Dakota and Washington, D.C. DDSs, they chose not to participate in the survey.

Several users indicated that DCPS

- was easy to learn;
- was enjoyable to use, given its modern interface compared to the existing systems;
- supported users' ability to work on multiple cases simultaneously; and
- made it easier to train new employees.

Following are some comments administrators and users provided. (For additional survey results, see Appendix D. For a summary of survey results by State, see Appendix E.)

CDRs. CDRs represented about 20 percent of DDS' workloads in FY 2017. Six of the 10 administrators we spoke with commented that DCPS did not support CDRs. According to SSA's May 2018 Product Road Map (Appendix C), the Agency was developing the framework for CDRs and anticipated adding functionality in releases planned for July 2018, October 2018, and January 2019.

Internal Quality Assurance Reviews. Federal regulations require that DDSs have a quality assurance function to ensure disability determinations are made accurately and promptly.[5] Seven administrators commented that, because DCPS did not support their internal quality assurance process, their staff had to manage the process outside the system. SSA provided some quality assurance functionality in the April 2018 release. Specifically, the release allowed DDSs to customize the percent of cases selected for quality assurance review, and DCPS displayed the selected cases to the quality assurance reviewers. SSA planned to provide additional functionality in the July 2018 release.

Printers. Three administrators commented that, before the April 2018 release, DCPS lacked support for multiple printers and, as a result, all users in their offices had to share one printer. In its April DCPS release, SSA added support for multiple printers in DDSs that used standard printers. However, the Washington, Ohio, Virginia, and Iowa DDSs used third-party print management software that the April 2018 release did not fully support. Consequently, users had to continue sharing one printer. SSA planned to add additional print management functionality in future releases.

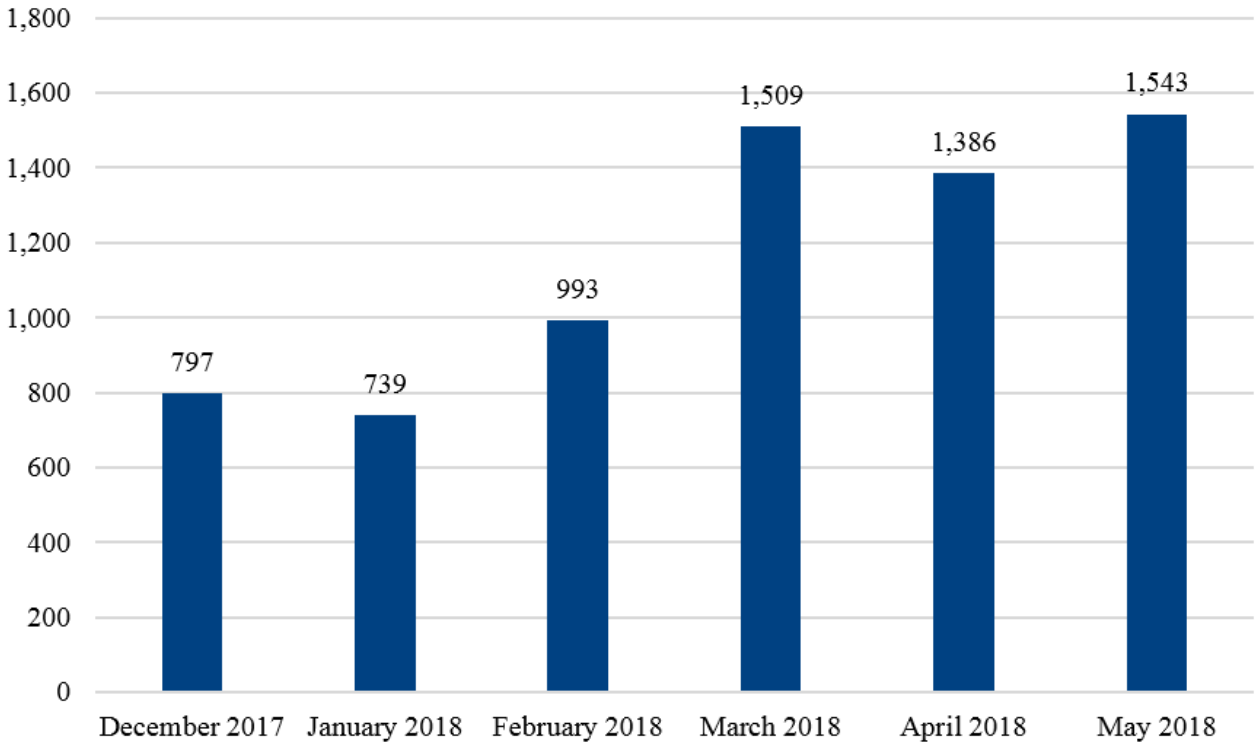
Other Functional Limitations. Twenty-three users commented that, because DCPS lacked certain functionality, they had to employ workarounds to process certain cases. In addition, 14 users commented that they had to follow up on evidence requests outside the system. Further, 12 users commented about the increased time it took to process cases or the slowness of DCPS, partly due to workarounds and followups. Finally, nine users commented about their inability to effectively manage their caseloads in DCPS. SSA planned to add support for evidence followups in the July 2018 release.

[5] 20 C.F.R. § 404.1620 and 416.1020 (govinfo.gov 2018).

Cases Processed in DCPS

In November 2017, after releasing DCPS to a 10th DDS (Washington, D.C.), SSA postponed rolling the system out to additional DDSs and focused its resources on development. The Agency also concentrated on increasing the number of DCPS users at participating DDSs and the number of cases they process in the system. However, SSA did not establish DCPS use targets for participating DDSs. Rather, the Agency gave the DDS administrators the discretion to determine the number of employees who would use the system and the types and volume of cases they would process using it. Figure 4 shows the total number of cases the 10 participating DDSs completed in DCPS, and Figure 5 shows the percent of cases the DDSs completed in DCPS versus their existing systems, from December 2017 to May 2018.[6] (For a summary by State, see Appendix E.)

Figure 4: Cases Completed in DCPS—December 2017 to May 2018[7]

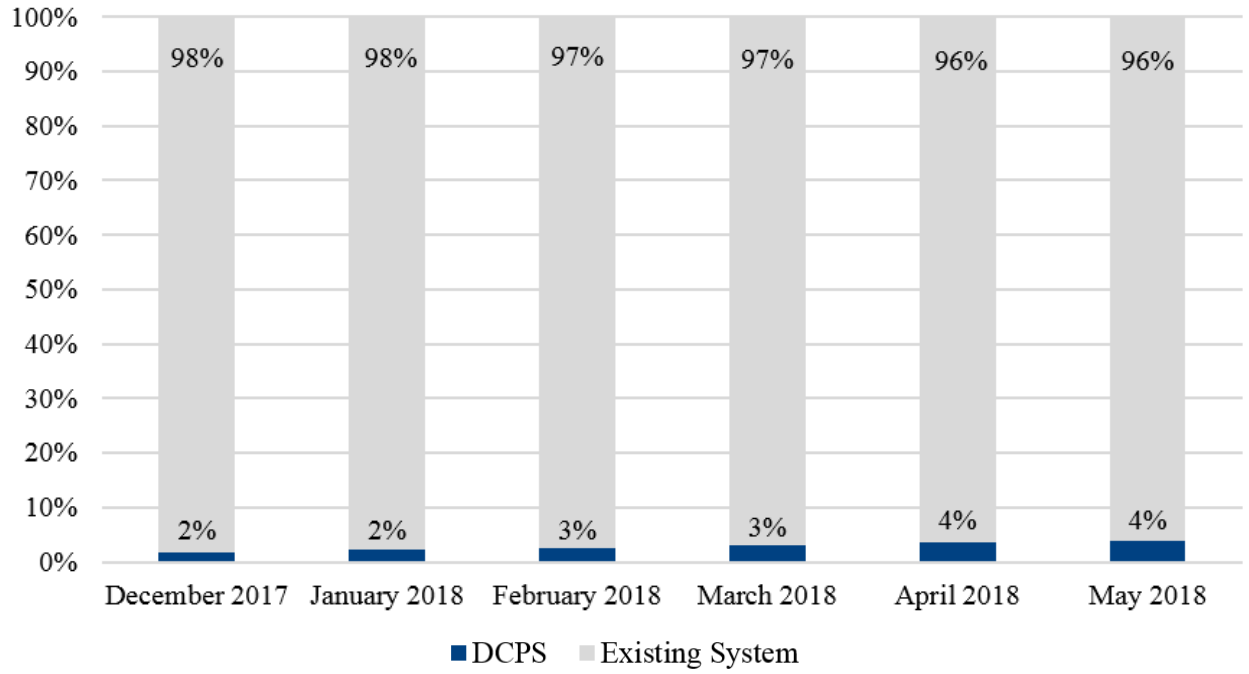


Data Source: SSA

[6] SSA provided these workload statistics. We did not evaluate the accuracy or completeness of these data.

[7] According to SSA, participating DDSs completed 9,793 cases in DCPS between December 2016 (when the Agency released the first production version of the system) and May 2018.

Figure 5: Percent of Cases Participating DDSs Completed in DCPS and Their Existing Systems—December 2017 to May 2018



Data Source: SSA

Fiscal Functionality

In making disability determinations, DDSs may incur expenses to procure medical evidence, send claimants to consultative examinations, or consult with medical and psychological professionals.[8] To pay for these records and services, DCPS must interface with State-managed fiscal systems.[9] SSA reported it improved fiscal functionality in its April 2018 release. In May 2018, SSA surveyed DCPS users in the 10 participating DDSs about their experience with the fiscal functionality, including the ability to request and pay for consultative examinations and medical evidence (see Table 1).

[8] 20 C.F.R. § 404.1517 and 416.1017 (govinfo.gov 2018).

[9] Complex State-specific requirements, including fiscal functionality, contributed to cost and schedule overruns of the prior system, DCPS Beta. SSA recognized fiscal functionality is the largest and most difficult hurdle for the DCPS project.

Table 1: SSA's May 2018 User Survey Results—Fiscal Functionality

DDS	Overall Fiscal Functionality	Fiscal Functionality for Medical Evidence	Fiscal Functionality for Consultative Examinations
Delaware			
Iowa			
Maine			
Nebraska			
Ohio			
Rhode Island			
South Dakota			
Virginia			
Washington			
Washington, D.C.			

Data Source: SSA

- Users indicated fiscal functionality is working for the DDS
- Users indicated fiscal functionality needs improvement
- Fiscal functionality was not available

Risk that DDSs May Not Accept DCPS

The Agency developed a Risk Management Plan, as required by the Office of Management and Budget (OMB), to reduce the effects of uncertainties on DCPS' success.[10] As SSA is focused on increasing the number of users and volume of cases in DCPS, it recognized that the Agency's inability to convince DDS users of the value and advantage of DCPS may negatively affect DDS adoption rates. As of May 2018, SSA considered this risk to be probable, and, if it occurred, it would cause a significant delay, cost variance, or scope issue with the DCPS project.

SSA planned to mitigate this risk by developing and demonstrating valuable, working software based on close and continuous collaboration with the disability community. In addition, in May and June 2018, the Agency held three meetings in which it shared with representatives from all DDSs the functionality available in the system.

[10] OMB, Capital Programming Guide Supplement to OMB Circular A-11, *Planning, Budgeting and Acquisition of Capital Assets*, Appendix 5, p. 62 (2017).

CONCLUSION

We asked users to respond to the statement, "Overall, I am satisfied with DCPS." Of the 120 users who responded,

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In December 2017, the 10 participating DDSs completed 797 cases in DCPS (about 2 percent of their workload). In May 2018, they completed 1,543 cases (about 4 percent of their workload).

SSA recognized its inability to convince DDS users of the value and advantage of DCPS may negatively affect DDS adoption rates. To address this, the Agency planned to continue working with the user community to develop and demonstrate working software.

In response to our draft report, the Agency stated it will continue developing DCPS and working with the user community to demonstrate the advantages of the system. For the Agency's comments, see Appendix F.[11]

As Chairman Johnson requested, we will continue monitoring the project and issue periodic reports on SSA's DCPS-related efforts.

Rona Lawson
Assistant Inspector General for Audit

[11] SSA also provided technical comments, which we incorporated in our report, as appropriate.

APPENDICES

Appendix A – Scope and Methodology

Our objective was to gather feedback from the State disability determination services' (DDS) administrators and their employees who have used the Disability Case Processing System (DCPS). We also determined the extent to which the 10 participating DDSs used the system to process their workloads. To accomplish our objective, we

- obtained the Social Security Administration's (SSA) workload statistics for the DDSs;
- interviewed DDS administrators and DCPS specialists from the 10 DDSs;
- surveyed DDS users about DCPS functionality after the January 2018 release;
- reviewed monthly updates to the DCPS Risk Register;
- attended DCPS system demonstrations; and
- interviewed SSA personnel from the DCPS Chief Program Office.

We conducted our review from February through June 2018 in Baltimore, Maryland. The principal entity reviewed was SSA's DCPS Chief Program Office. We determined the data were sufficiently reliable to meet our objective. We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective.

Appendix B – Related Office of the Inspector General Reports

This report is one in a series of Office of the Inspector General reports that examined the Social Security Administration's (SSA) progress in developing and implementing the Disability Case Processing System (DCPS).

Congressional Response Report: Progress in Developing the Disability Case Processing System as of February 2018 (A-14-17-50291), March 2018

In November 2017, after releasing DCPS to the Washington, D.C., disability determination services (DDS), SSA postponed rolling out DCPS to additional DDSs and re-prioritized its resources to focus on development. The Agency's new strategy concentrated on increasing the number of DCPS users at participating DDSs and the number of cases they process in the system. On January 27, 2018, SSA deployed another major release into production. The Agency reported this release added functionality to support most adult and child initial and reconsideration claims. As of February 28, 2018, 10 DDSs had processed 6,477 disability cases using DCPS.

Congressional Response Report: Contractor's Market Research and Analysis for the Disability Case Processing System (A-14-18-50506), February 2018

SSA hired a contractor to conduct market research and analyze options to the current DCPS that could fulfill the Agency's requirements. The contractor reported, "The modernized system is needed by SSA Business in January 2018" and determined that DCPS was the only alternative that could meet that requirement. While we acknowledged the Agency's efforts in obtaining the analysis, a number of factors—including Federal procurement requirements, the date by which SSA told the contractor it needed a new solution, and the short timeframe the Agency gave the contractor to conduct its analysis—limited the contractor's analysis.

Congressional Response Report: Progress in Developing the Disability Case Processing System as of August 2017 (A-14-17-50221), September 2017

As of August 2017, SSA had planned to deliver functionality to support initial and reconsideration cases by January 2018 and all remaining workloads—including continuing disability reviews and DDS disability hearings—by April 2018. However, given the uncertainty regarding the future growth of the backlog and SSA's ongoing development velocity, we were unable to conclude whether the Agency's release goals were reasonable.

Congressional Response Report: Progress in Developing the Disability Case Processing System as of March 2017 (A-14-17-50079), April 2017

SSA's ability to meet its delivery goals will depend on the backlog's future growth and velocity with which the Agency completes the user stories. We reported the Agency should continue reviewing its delivery targets to ensure they are feasible, considering the resources committed to the project and the Agency's development experience to-date. In addition, SSA identified—and was taking steps to address—some security concerns with the system.

Congressional Response Report: Progress in Developing the Disability Case Processing System as of November 2016 (A-14-17-50174), December 2016

In May 2016, SSA estimated DCPS's first release would be available in December 2016 and would support initial claims and reconsiderations. However, SSA changed the scope of the release and planned for it to include only the functionality needed to support a limited number of cases. We concluded SSA would need to make further investments in the product before it could support initial claims and reconsiderations.

Congressional Response Report: Costs Incurred in Developing the Disability Case Processing System (A-14-16-50099), September 2016

SSA's reported costs of $356 million for the DCPS project for the 8-year period ended September 30, 2015 were reasonably accurate. We noted issues with SSA's processes for capturing and reporting contractor and labor costs. While we did not consider these issues to be of sufficient significance to materially affect the overall DCPS cost figure, we believed they warranted SSA's attention.

Congressional Response Report: The Social Security Administration's Analysis of Alternatives for the Disability Case Processing System (A-14-16-50078), May 2016

We concluded SSA did not sufficiently evaluate all alternatives for DCPS—for example, phasing an existing system into all DDSs or procuring and modernizing one of the vendor-supported existing systems. Without a comprehensive analysis of alternatives, the Agency could not be assured the chosen path would be the best path to simplify system support and maintenance and reduce infrastructure costs—key objectives for the DCPS project. We could not conclude the Agency's chosen path forward was most likely to result in the timely delivery of a cost-effective solution that met users' needs.

Observations and Recommendations for the Disability Case Processing System (Limited Distribution) (A-14-15-50008), May 2015

All three DDS administrators we interviewed identified issues with the DCPS application and development process but expressed their continued support of DCPS and optimism about the project. We made several recommendations for SSA to consider as it continued developing DCPS.

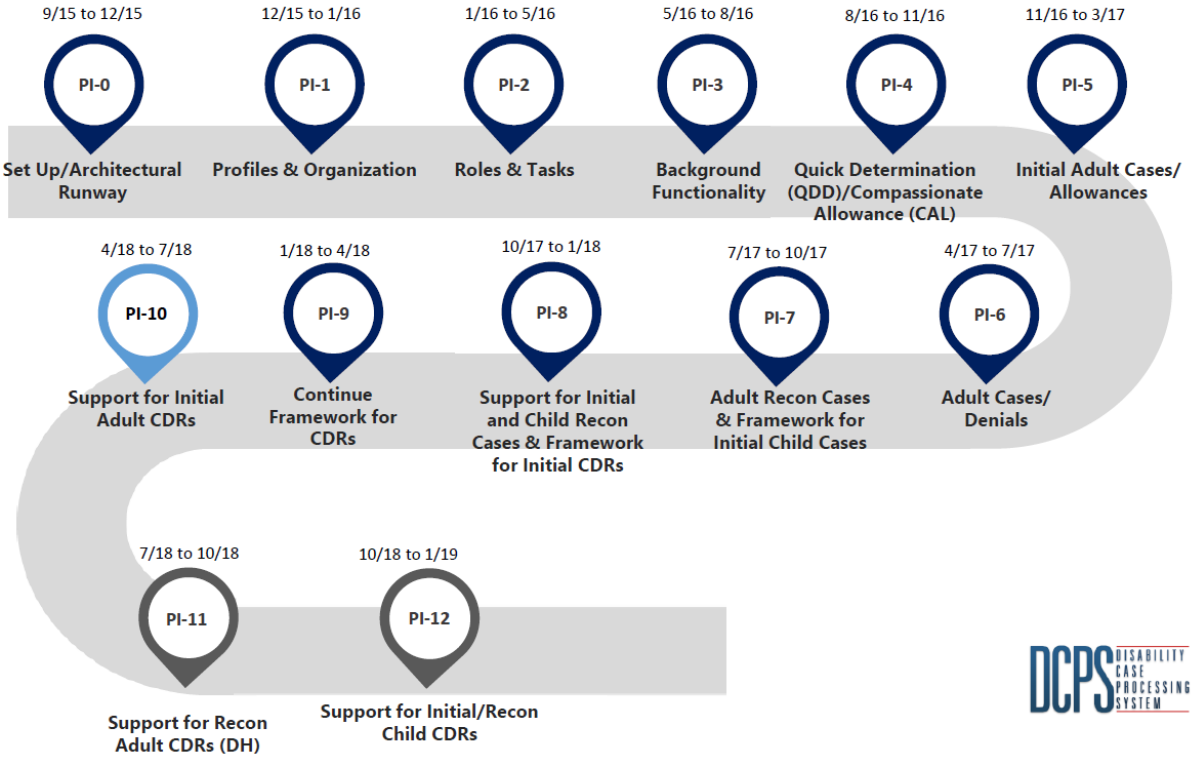
Congressional Response Report: The Social Security Administration's Disability Case Processing System (A-14-15-15016), November 2014

SSA had taken steps to help get the project on track. However, we concluded SSA should suspend development of certain custom-built components of DCPS until it completed its evaluations and determined whether off-the-shelf or modernized SSA-owned software were viable alternatives.

Appendix C – The Disability Case Processing System Roadmap

Below is the Social Security Administration's (SSA) Product Roadmap for the Disability Case Processing System (DCPS). It summarizes the Agency's planned delivery of functionality for upcoming product increments (PI).

Figure C–1: DCPS Product Roadmap - Updated May 11, 2018 [1]



Source: SSA

[1] "Recon CDRs (DH)" refers to continuing disability review (CDR) appeals. CDR reconsiderations have two levels: pre-hearing and disability hearing. The pre-hearing review is a case review—an independent evaluation of all evidence, including any additional or updated information. Based on the evidence, the disability determination services (DDS) determines whether to continue benefits. If the DDS decides not to continue benefits, the case goes to the DDS' disability hearing unit where a disability hearing is held. Based on the documentary evidence, including new or updated information, and the testimony of the individual or any other witnesses, a disability hearing officer affirms or reverses the initial CDR cessation. Refer to 20 C.F.R. § 404.913(a) (govinfo.gov 2018), 20 C.F.R. § 416.1413(a) (govinfo.gov 2018), and SSA, *POMS*, DI 29005.005 (September 23, 2016); 20 C.F.R. § 404.914 (govinfo.gov 2018) and 20 C.F.R. § 416.1414 (govinfo.gov 2018); 20 C.F.R. §§ 404.916-917 (govinfo.gov 2018) and 20 C.F.R. §§ 416.1416-1417 (govinfo.gov 2018).

Appendix D– Disability Case Processing System User Survey

We invited Disability Case Processing System (DCPS) users at the 10 disability determination services (DDS) to participate in a survey about their experience using the system and the functionality the Social Security Administration (SSA) delivered as of March 2018. We received responses from 120 DCPS users in 8[1] of the 10 DDSs.[2]

1. I am able to successfully complete my work in DCPS.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
3	82	18	17	-
3%	68%	15%	14%	-

2. I can accomplish tasks MORE QUICKLY in DCPS than I can in my other case processing system.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
3	39	32	46	-
3%	32%	27%	38%	-

3. I can accomplish tasks MORE EASILY in DCPS than I can in my other case processing system.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
4	32	38	46	-
3%	27%	32%	38%	-

4. Overall, I find DCPS easy to use and user-friendly.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
3	67	26	24	-
3%	56%	21%	20%	-

[1] According to the administrators for the South Dakota and Washington, D.C., DDSs, they chose not to participate in our survey.

[2] Users also provided comments in their surveys, which we shared with SSA.

5. I find the process for creating and sending CORRESPONDENCE in DCPS easy to navigate and user-friendly.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
4	43	18	21	34
3%	36%	15%	18%	28%

6. I find the process for REQUESTING EVIDENCE in DCPS easy to navigate and user-friendly.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
4	35	17	25	39
3%	29%	14%	21%	33%

7. I find the Medical Evidence of Record Fiscal Dashboard and Payment Review in DCPS is easy to navigate and user-friendly.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
5	24	17	10	64
4%	20%	14%	8%	54%

8. I am able to easily request and/or schedule Consultative Examinations in DCPS.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
5	35	21	16	43
4%	29%	18%	13%	36%

9. I find the Consultative Examination Fiscal Dashboard and Payment Review in DCPS is easy to navigate and user-friendly.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
4	16	14	8	78
3%	13%	12%	7%	65%

10. DCPS has the functionality to process most initial adult and child claims.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
5	65	22	10	18
4%	54%	19%	8%	15%

11. I am satisfied with the training videos and other implementation guides and resources provided for DCPS.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
6	60	39	15	-
5%	50%	33%	12%	-

12. I am satisfied with the support I received when I encountered issues with DCPS.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
35	58	20	7	-
29%	48%	17%	6%	-

13. Overall, I am satisfied with DCPS.				
Did Not Provide a Response	**Agree or Strongly Agree**	**Neutral**	**Disagree or Strongly Disagree**	**Have Not Used Functionality**
6	69	17	28	-
5%	58%	14%	23%	-

Appendix E – Summary Survey and DCPS Use Results – by State

We invited Disability Case Processing System (DCPS) users at the 10 disability determination services (DDS) to participate in a survey about their experience using the system and the functionality the Social Security Administration (SSA) delivered as of March 2018. We received responses from 120 DCPS users—including disability examiners, administrative staff, and medical/psychological consultants from 8[1] of the 10 DDSs.[2] We also obtained SSA's workload statistics to determine the extent to which the 10 participating DDSs have used the system.[3] Following are summaries of our DCPS user survey and DCPS use, by participating DDS.

[1] According to the administrators for the South Dakota and Washington, D.C. DDSs, they chose not to participate in the survey.

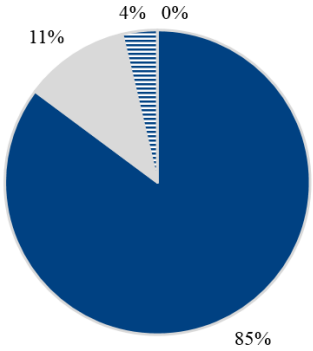
[2] Users also provided written comments in their surveys, which we shared with SSA.

[3] We did not evaluate the accuracy or completeness of this data.

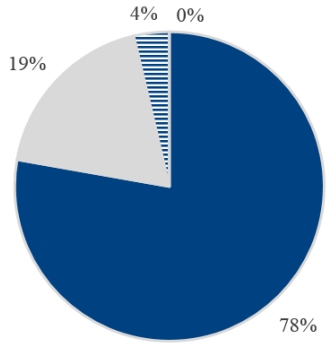
Delaware

- ✓ **Existing System:** SSA's Modernized Integrated Disability Adjudicative System (MIDAS)
- ✓ **Fiscal Year 2017 Caseload**: 12,531
- ✓ **First Used DCPS:** December 2016
- ✓ **Total Cases Completed in DCPS Since First Use:** 814
- ✓ **Number of Survey Responses:** 27

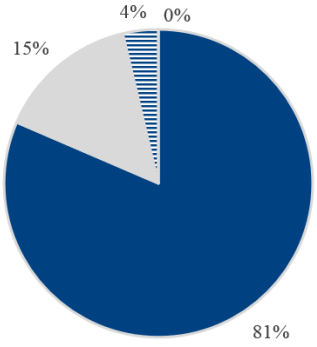
"I am able to successfully complete my work in DCPS."

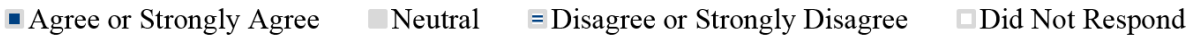


"Overall, I find DCPS easy to use and user-friendly."

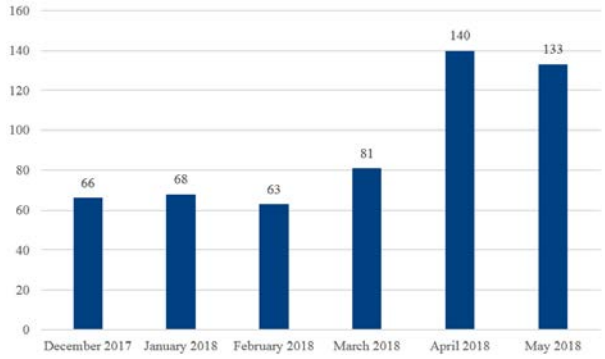


"Overall, I am satisfied with DCPS."

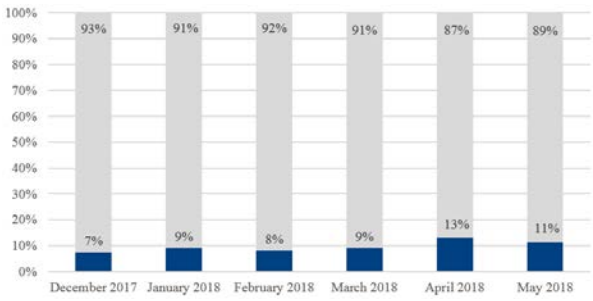




Cases Completed in DCPS



Percent of Cases



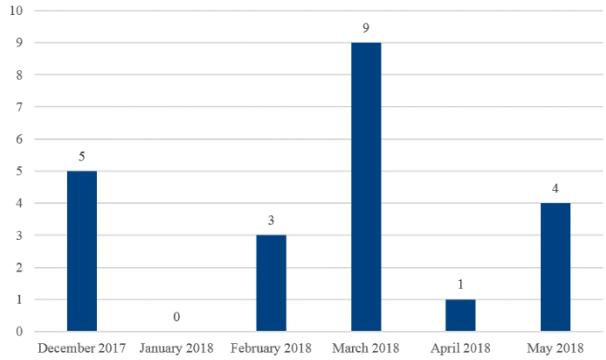
District of Columbia

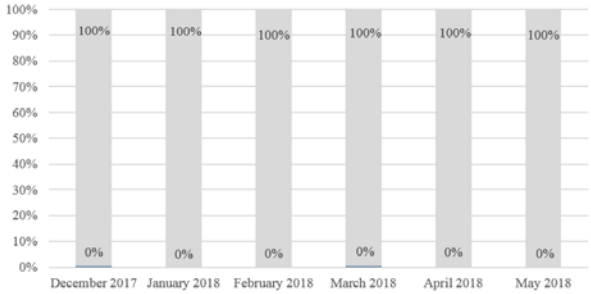
- ✓ **Existing System:** MicroPact's iLevy System (also referred to as IronData/St. Louis)
- ✓ **Fiscal Year 2017 Caseload:** 19,652
- ✓ **First Used DCPS:** November 2017
- ✓ **Total Cases Completed in DCPS Since First Use:** 25
- ✓ **Number of Survey Responses:** 0 (The DDS chose not to participate in our survey.)

"I am able to successfully complete my work in DCPS."	"Overall, I find DCPS easy to use and user-friendly."	"Overall, I am satisfied with DCPS."
Not Available	Not Available	Not Available

Agree or Strongly Agree Neutral Disagree or Strongly Disagree Did Not Respond

Cases Completed in DCPS	Percent of Cases



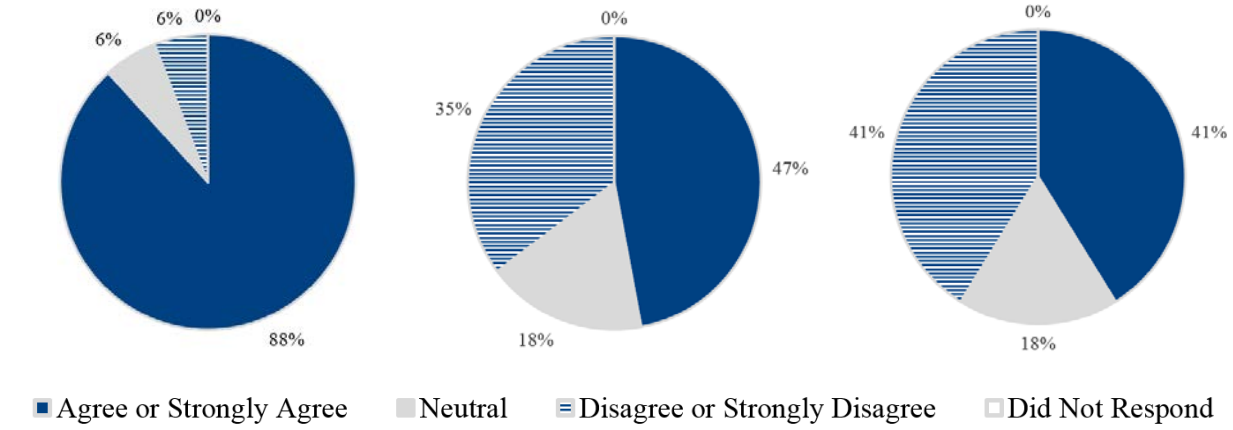


DCPS Existing System

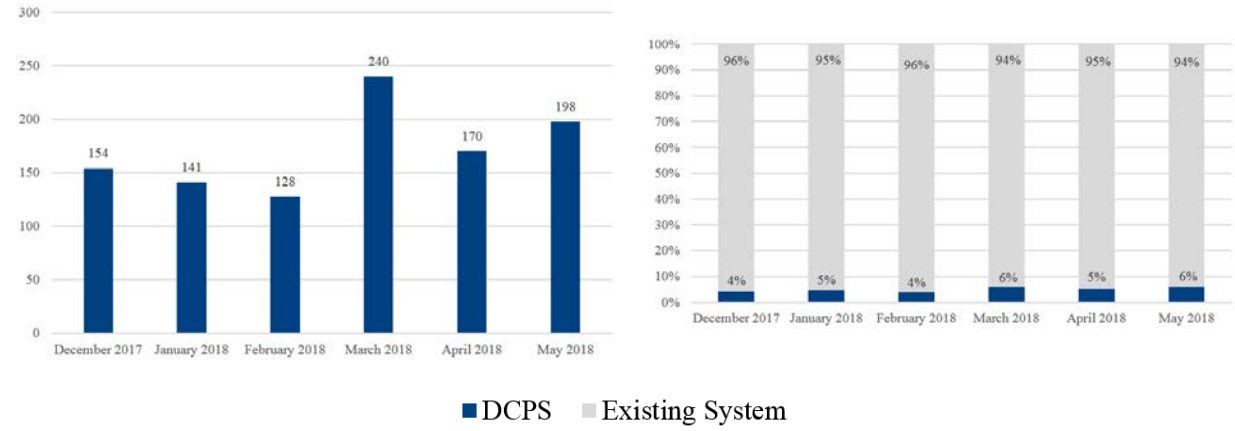
Iowa

- ✓ **Existing System:** MicroPact's iLevy System (also referred to as IronData/St. Louis)
- ✓ **Fiscal Year 2017 Caseload:** 41,491
- ✓ **First Used DCPS:** April 2017
- ✓ **Total Cases Completed in DCPS Since First Use:** 1,421
- ✓ **Number of Survey Responses:** 17

"I am able to successfully complete my work in DCPS."	"Overall, I find DCPS easy to use and user-friendly."	"Overall, I am satisfied with DCPS."



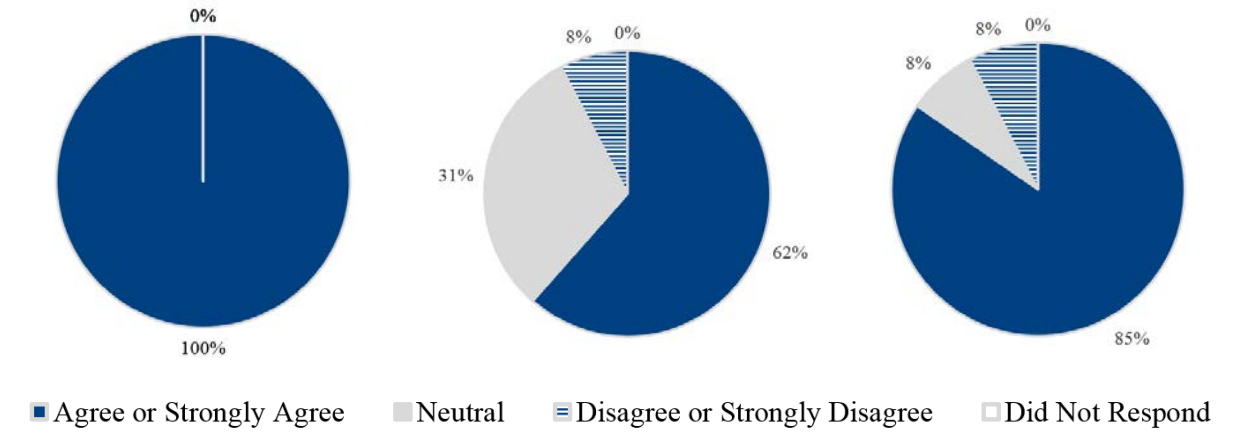
Cases Completed in DCPS	Percent of Cases



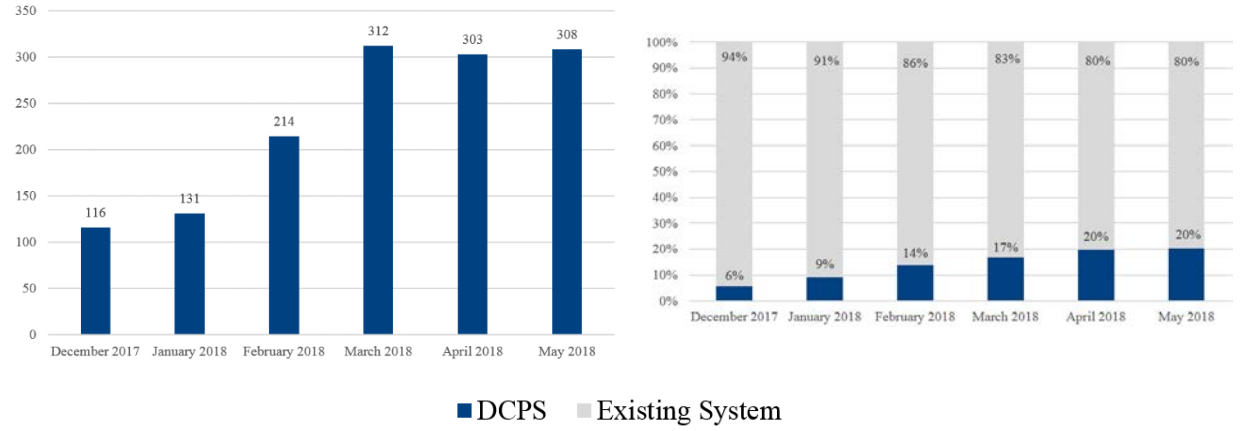
Maine

- ✓ **Existing System:** MicroPact's Versa System (also referred to as IronData/Toronto)
- ✓ **Fiscal Year 2017 Caseload:** 20,880
- ✓ **First Used DCPS:** December 2016
- ✓ **Total Cases Completed in DCPS Since First Use:** 1,834
- ✓ **Number of Survey Responses:** 13

"I am able to successfully complete my work in DCPS."	"Overall, I find DCPS easy to use and user-friendly."	"Overall, I am satisfied with DCPS."



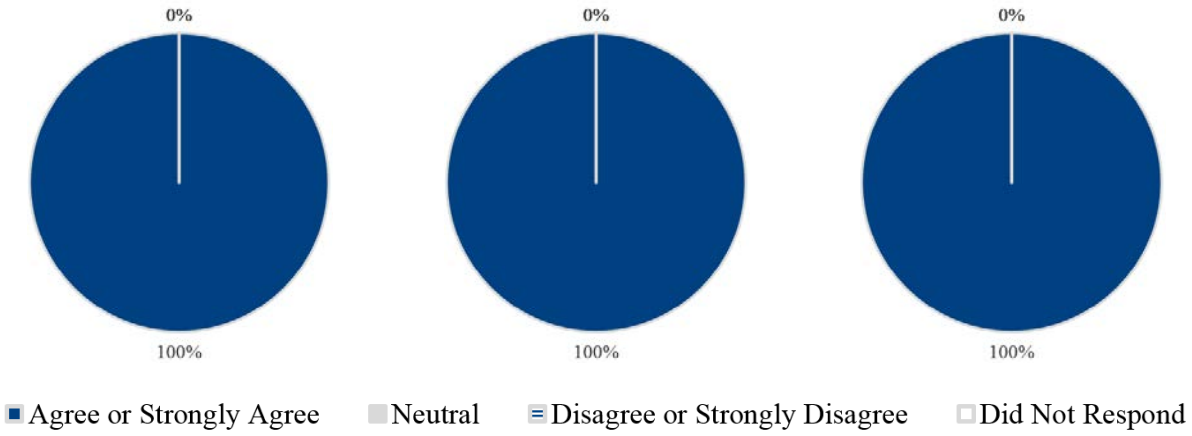
Cases Completed in DCPS	Percent of Cases



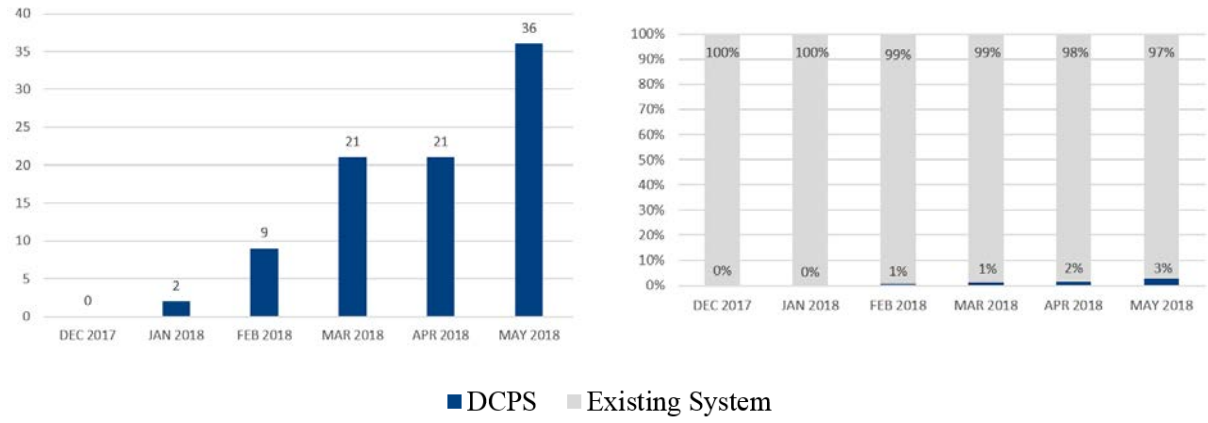
Nebraska

- ✓ **Existing System:** Cornhusker
- ✓ **Fiscal Year 2017 Caseload:** 17,898
- ✓ **First Used DCPS:** August 2017
- ✓ **Total Cases Completed in DCPS Since First Use:** 96
- ✓ **Number of Survey Responses:** 1

"I am able to successfully complete my work in DCPS."	"Overall, I find DCPS easy to use and user-friendly."	"Overall, I am satisfied with DCPS."



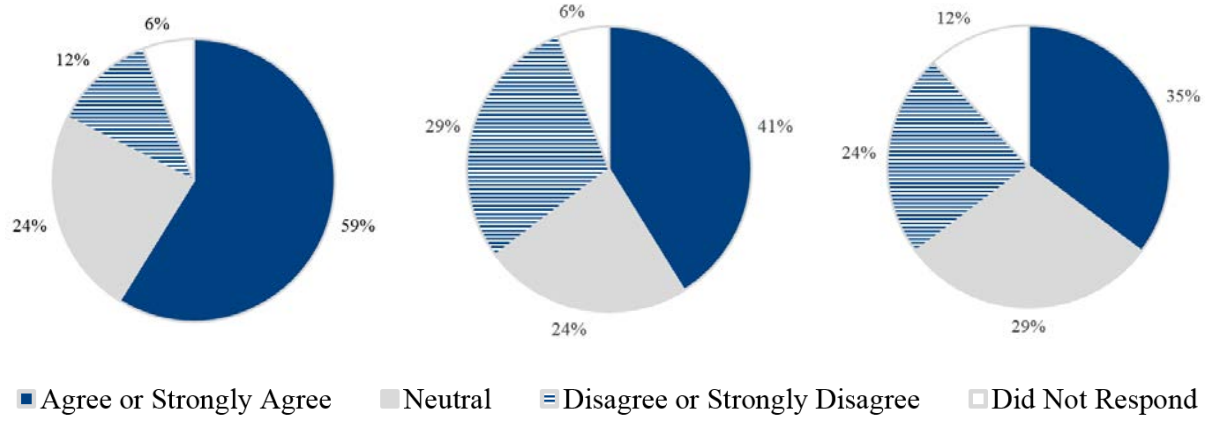
Cases Completed in DCPS	Percent of Cases



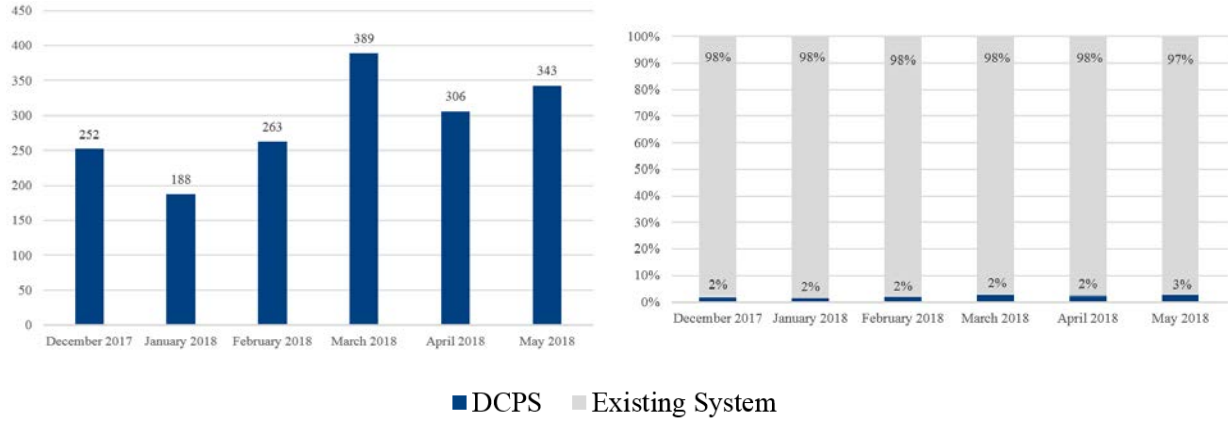
Ohio

- ✓ **Existing System:** MicroPact's iLevy System (also referred to as IronData/St. Louis)
- ✓ **Fiscal Year 2017 Caseload:** 181,288
- ✓ **First Used DCPS:** December 2016
- ✓ **Total Cases Completed in DCPS Since First Use:** 2,580
- ✓ **Number of Survey Responses:** 17

"I am able to successfully complete my work in DCPS."	"Overall, I find DCPS easy to use and user-friendly."	"Overall, I am satisfied with DCPS."



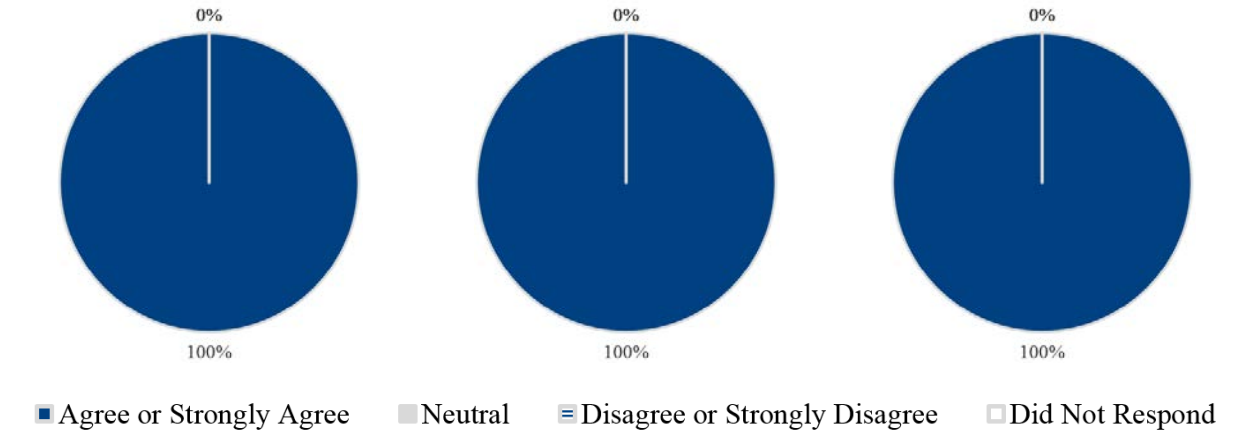
Cases Completed in DCPS	Percent of Cases



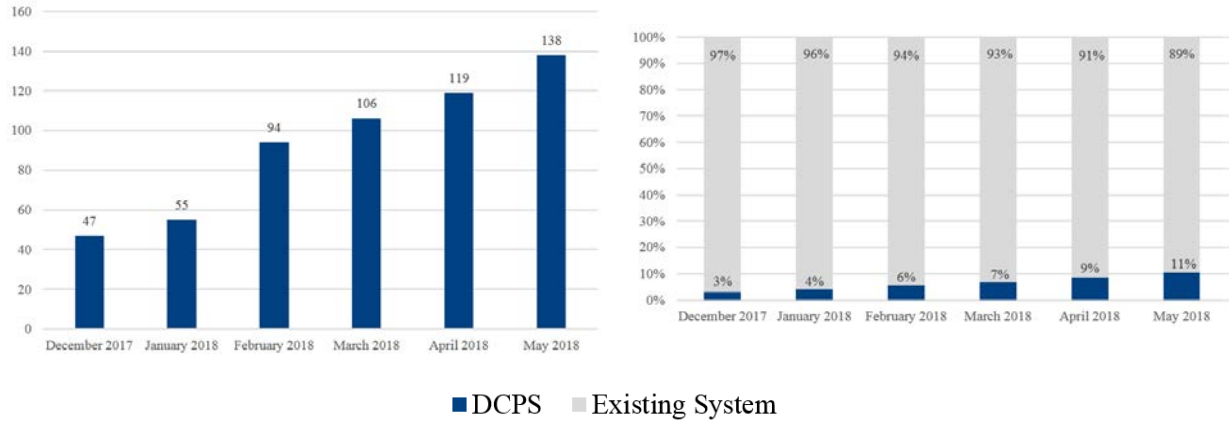
Rhode Island

- ✓ **Existing System:** MicroPact's iLevy System (also referred to as IronData/St. Louis)
- ✓ **Fiscal Year 2017 Caseload:** 18,633
- ✓ **First Used DCPS:** April 2017
- ✓ **Total Cases Completed in DCPS Since First Use:** 750
- ✓ **Number of Survey Responses:** 5

"I am able to successfully complete my work in DCPS."	"Overall, I find DCPS easy to use and user-friendly."	"Overall, I am satisfied with DCPS."



Cases Completed in DCPS	Percent of Cases



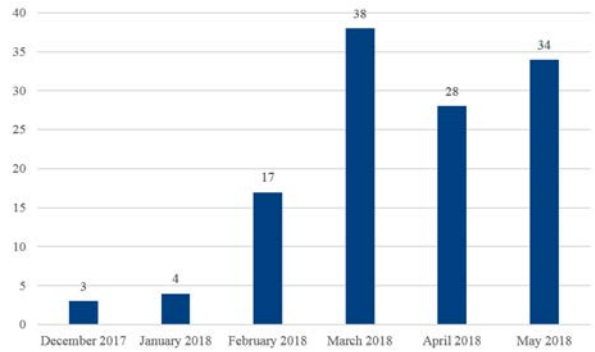
South Dakota

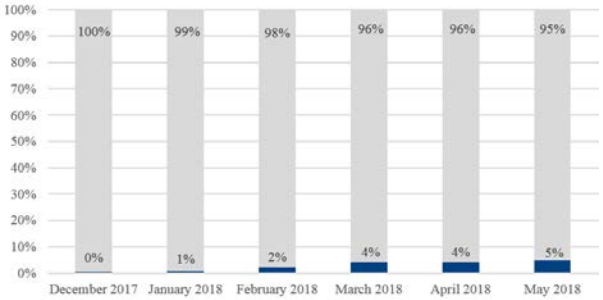
- ✓ **Existing System:** MicroPact's iLevy System (also referred to as IronData/St. Louis)
- ✓ **Fiscal Year 2017 Caseload:** 8,774
- ✓ **First Used DCPS:** August 2017
- ✓ **Total Cases Completed in DCPS Since First Use:** 140
- ✓ **Number of Survey Responses:** 0 (The DDS chose not participate in our survey.)

"I am able to successfully complete my work in DCPS."	"Overall, I find DCPS easy to use and user-friendly."	"Overall, I am satisfied with DCPS."
Not Available	Not Available	Not Available

Agree or Strongly Agree Neutral Disagree or Strongly Disagree Did Not Respond

Cases Completed in DCPS	Percent of Cases



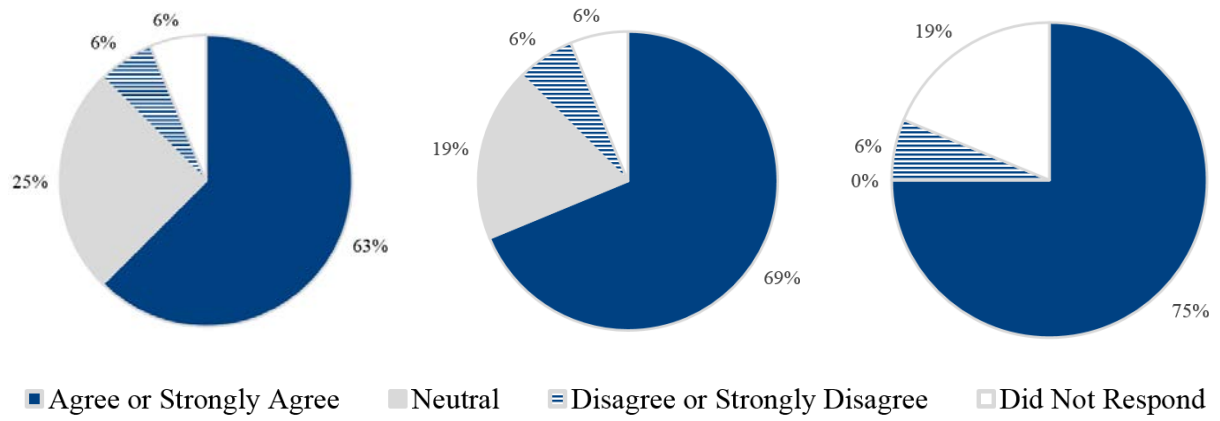


DCPS Existing System

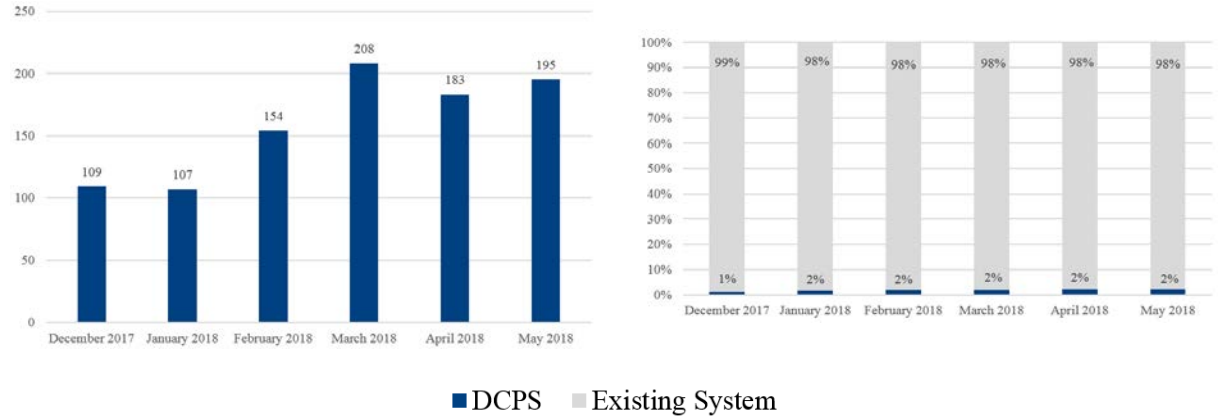
Virginia

- ✓ **Existing System:** MicroPact's iLevy System (also referred to as IronData/St. Louis)
- ✓ **Fiscal Year 2017 Caseload:** 93,076
- ✓ **First Used DCPS:** April 2017
- ✓ **Total Cases Completed in DCPS Since First Use:** 1,436
- ✓ **Number of Survey Responses:** 16

"I am able to successfully complete my work in DCPS."	"Overall, I find DCPS easy to use and user-friendly."	"Overall, I am satisfied with DCPS."



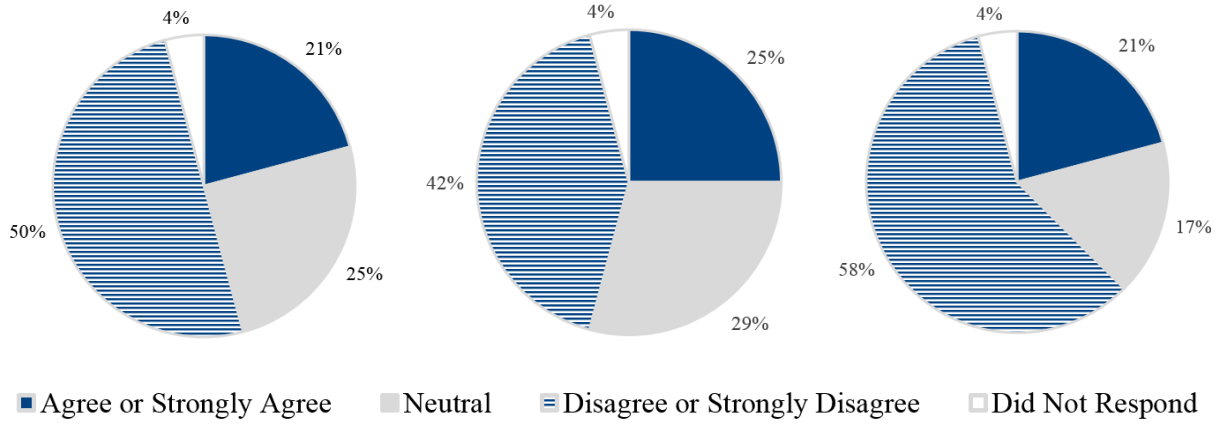
Cases Completed in DCPS	Percent of Cases



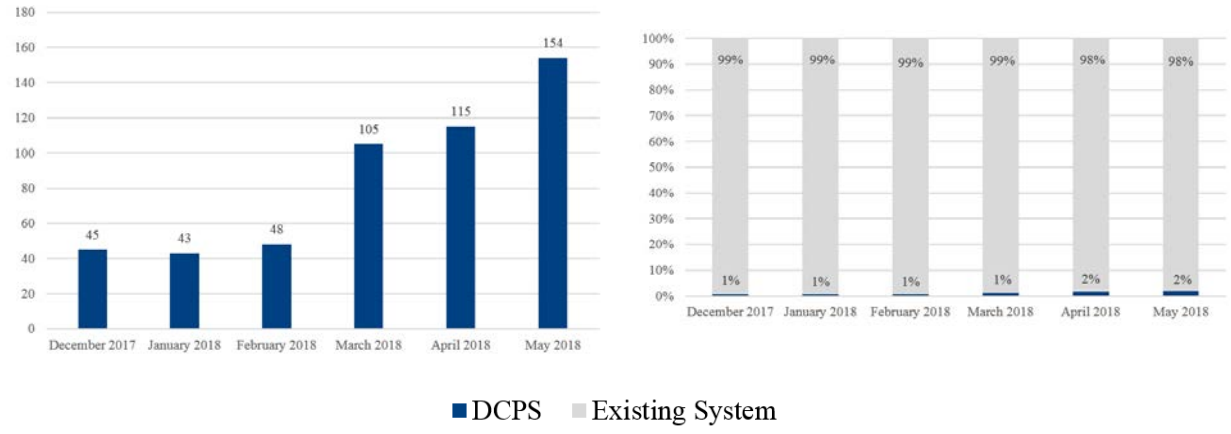
Washington

- ✓ **Existing System:** MicroPact's iLevy System (also referred to as IronData/St. Louis)
- ✓ **Fiscal Year 2017 Caseload:** 83,781
- ✓ **First Used DCPS:** August 2017
- ✓ **Total Cases Completed in DCPS Since First Use:** 602
- ✓ **Number of Survey Responses:** 24

"I am able to successfully complete my work in DCPS."	"Overall, I find DCPS easy to use and user-friendly."	"Overall, I am satisfied with DCPS."



Cases Completed in DCPS	Percent of Cases



Appendix F – AGENCY COMMENTS

SOCIAL SECURITY

MEMORANDUM

Date: July 26, 2018 Refer To: S1J-3

To: Rona Lawson
Assistant Inspector General for Audit

Stephanie Hall

From: Stephanie Hall
Acting Deputy Chief of Staff

Subject: Office of the Inspector General Draft Congressional Response Report, "Use of the Disability Case Processing System as of May 2018" (A-14-18-50631) -- INFORMATION

Thank you for the opportunity to review the draft report. We are pleased to hear that you found the majority of users are satisfied with the current Disability Case Processing System (DCPS). We will continue our efforts to develop DCPS and work with the disability user community to demonstrate the advantages of the system.

Please let me know if we can be of further assistance. You may direct staff inquiries to Trae Sommer at (410) 965-9102.

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