

Division of Disability Determinations – July 2009

ACCOMPLISHMENTS

- The most productive disability determination service in the region and the most productive of the biggest four in the country (CA, TX, NY and FL) – success acknowledged by SSA in both our region and nationally.
- Coordinated the purchasing process with SSA funding for adding a generator for the Orlando area office as part of the COOP and BCP planning; Orlando is the backup site in the event Tallahassee communications system site is down. This allows us to continue to run our phone system state wide and allows for an alternative site for short or long term mainframe relocation to power electronic claims functionality if required.
- Created 370 new positions (classification actions) for federal fiscal years 2008/2009 and 2009/2010. Will have filled 190 of them by August 7, 2009 as requested and funded by SSA and will fill remaining after the SSA FFY 2009-2010 budget is approved.
- Through the division's recognition program (94) employees were recognized for their exceptional service to the disabled citizens of Florida. This included SSA's Regional Commissioner and People Responsibly Influencing Decisional Excellence (PRIDE) program and the state's Davis Productivity and DDD's internal awards programs. In addition, the state DDD was acknowledged as a whole for its superior service by the SSA commissioner.
- Successful implementation of VOIP million dollar enterprise phone system for the division which includes networking six cities, nine buildings, and 1000+ users. System will pay for itself in less than 5 years by reducing or eliminating long distance phone charges. This replaced a cluster of patch worked and antiquated phone systems that frequently failed – negatively impacting our service to citizens.
- Through the ongoing promotion of electronic submission of evidence from treating sources, hospitals and schools the division currently receives 98% of the Consultative Exam reports and 68% of Medical Evidence of Records electronically.

GOALS FOR THE UPCOMING YEAR

- Revise all medical consultant contracts to ensure clarity for ease of understanding, as well as proper and correct enforcement of contract standards.
- Continue to explore use of technology and other tools to maximize efficiencies of limited staff in environment where disability applications are increasing at a pace exceeding that of the nation. And to continue growth in obtaining and use of systems tools through SSA to enhance case processing efficiencies in determinations, training delivery and fiscal processes.
- Finish maximizing existing office space in DDD buildings to increase number of staff cubicles. We will pursue the possibility of a new lease for Jacksonville area office to accommodate approximately 40 additional staff. Current space is insufficient in size and fails to meet current fire code.

- The Florida DDD expects to be a leader in the region in bringing case processing at all levels (initial, reconsideration, continuing disability review and hearings) into a fully electronic process (e.g. eliminating hybrid paper/electronic claims).
- Florida has volunteered to be the regional test state and training leader for the SSA national eCAT process which is a guided sequential evaluation electronic tool that assists in the consistent adjudication of claims using the national SSA rules and regulations embedded as part of the tool.
- Conferences to be determined by SSA sometime in this next federal FY. The region is having a People Responsibly Influencing Decisional Excellence (PRIDE) meeting in Jackson, MS in August 2009 to discuss regional SSA direction / administration directives.
- Continuing to meet or exceed SSA goals for case processing, timeliness, quality and costs. (FFY 2009-10 begins October 2009 and new goals are not yet released)
- Hiring and training of approx 180 new disability adjudicators during Federal FY 2009-10.