

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.