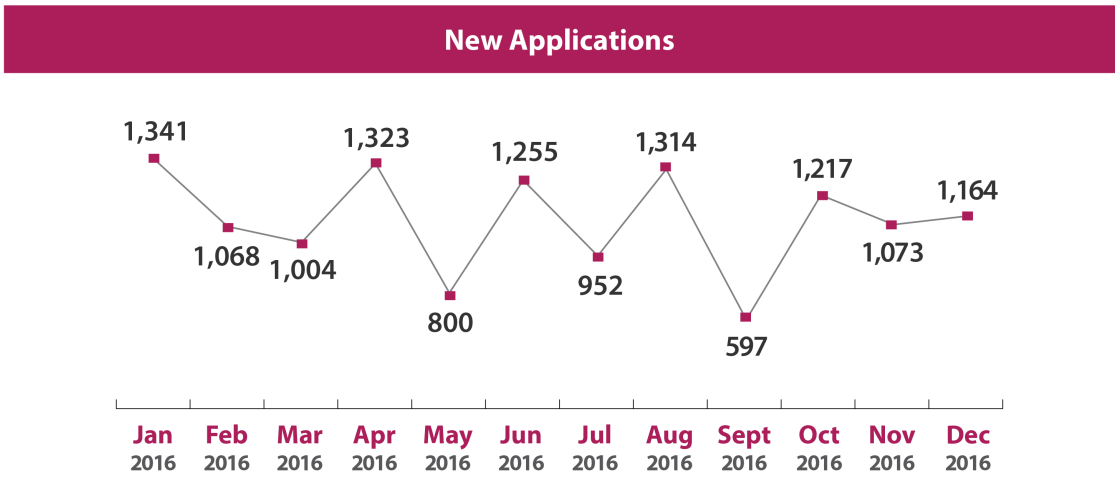
UTAH STATE OFFICE OF
REHABILITATION

December 2016 Performance Data: Disability Determination Services

The Social Security Administration (SSA) establishes and reviews the performance metrics and outcomes for the Utah Disability Determination Services (DDS). SSA general performance requirements for DDS includes tracking the number of applications DDS processes, the average number of determinations made per full-time employee, accuracy rates, and the processing times. DDS also performs quality and fraud control by conducting extensive internal reviews and submitting cases to SSA for external reviews.

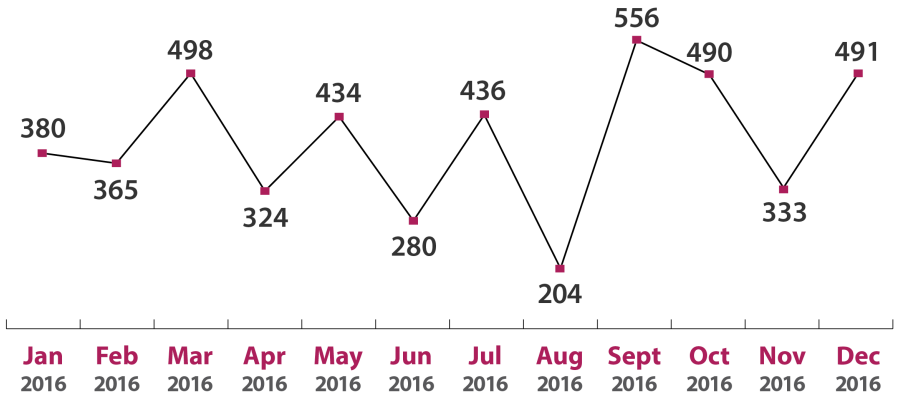
Applications

DDS processes approximately 20,000 cases per year to examine the eligibility of new applications to the SSA program, applications for claimants that did not quality for SSA benefits previously, and current claimants that are subject to periodic review.

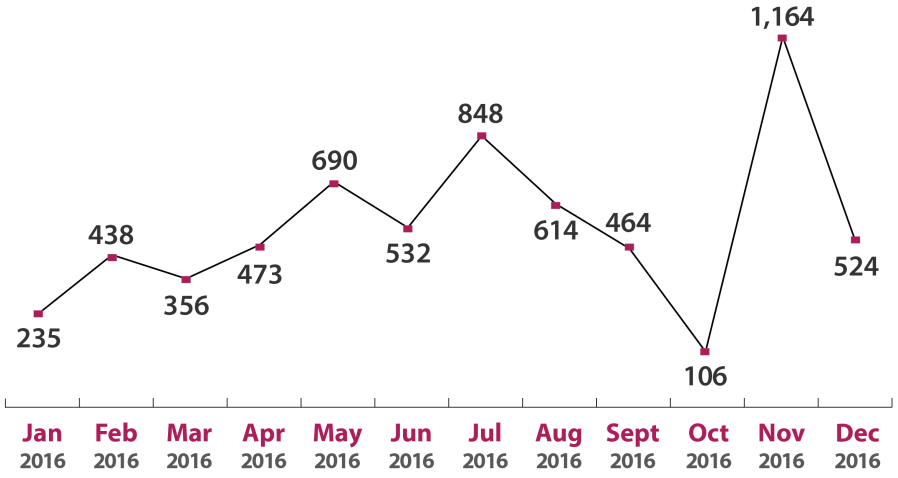


Applications (continued)

Application Reconsiderations



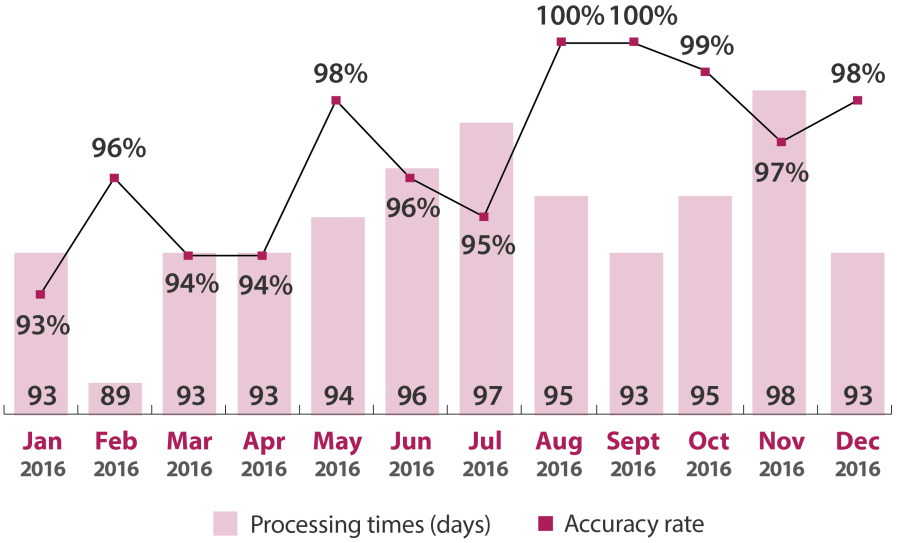
Ongoing Disability Reviews



Accuracy and Processing Times

SSA selects a random number of DDS claims and reviews for accuracy of the claimant's eligibility for SSA benefits. DDS will conduct an internal review of approximately 400 cases per month to ensure DDS is above SSA's goal of 97%.

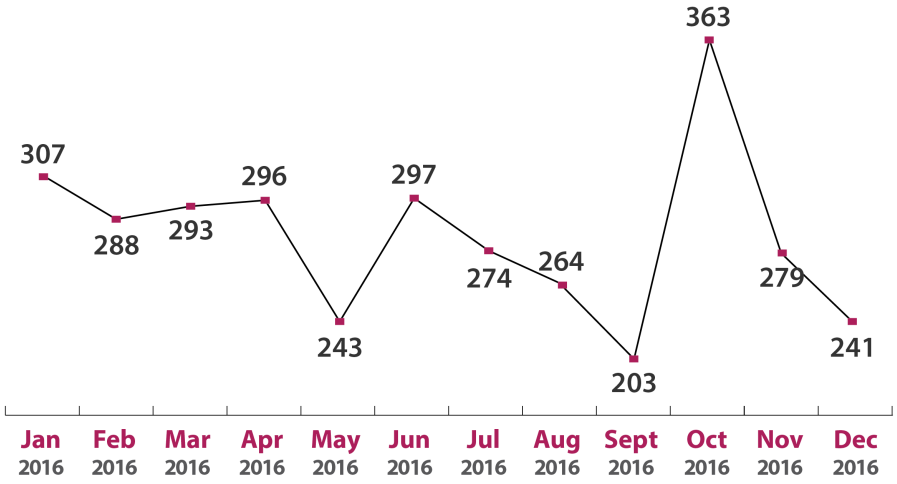
Accuracy and Processing Times



Determinations

SSA measures the average of determinations made per employee each fiscal year. DDS calculates this average by dividing all cases with a determination to the total amount of full-time employees for the fiscal year. This provides a snapshot of the number of cases DDS examiners produce on average per year.

Case Determination Made by Full-Time Employees



Fraud Prevention

DDS will submit requests for review to SSA for cases that appear potentially fraudulent. The referrals sent to SSA amount to a significant cost savings of monies used to support recipients of SSA benefits.

Fraud Prevention

Month	# of Referrals	# of Cases Opened by SSA	# of Cases Closed	Claims Denied or Ceased	Judicial Actions	SSA Savings*	Non=SSA Savings**	SSA Monies ***
Jun	22	15	16	16	0	$876,388	$959,122	0
Jul	20	19	19	16	0	$855,056	$949,112	0
Aug	32	11	16	16	0	$769,584	$1,096,342	0
Sept	16	0	16	16	0	$902,334	$939,102	0
Oct	20	0	16	15	0	$785,255	$933,388	0
Nov	18	0	17	16	0	$808,024	$1,053,466	0
Dec	19	-	14	16	0	$863,205	$917,664	$12,614
Total YTD	110	45	83	79	0	$5,859,846	$6,848,196	$12,614

* SSA savings is a projected calculation based on whether the claimant filed for DIB, SSI, or both

**Projected Medicare and/or Medicaid savings

*** SSA Monies include recoveries, restitution, fines, penalties, judgments, and settlements