

South Dakota DDS Customer Service Implementation Plan

Identification of critical areas to target
in a plan of continuous enhancement

FACTORS OF THE FUTURE

- Workload increases based on a maturing baby boomer generation.
- Customer awareness because of multi media, advocacy and third party interests
- Impairments are becoming more complex and seldom does a claimant carry just one diagnosis/disorder
- During the next 5 years Health Information Technology will change how medical records are stored and transferred.

Areas of focus

- **Public Awareness**

- Proactive approach to public education
- Advocacy awareness

- **Customer Service**

- Timely and accurate decision making
- Maintain a process of keeping the customer informed

Public Awareness

- The SD DDS will take a proactive approach in providing other state agencies, medical community and legal community with information about the disability application process and the disability process itself.
- The SD DDS will work closely with advocacy groups to assure that these organizations have a clear understanding of how they can work with our agency in order to provide timely disability decisions
- The DDS recognizes the value of claimant empowerment

Public Awareness Strategies

- The DDS will continue to be involved with present established groups and will establish a list of current ongoing presentations
- DDS will coordinate with the SSA public affairs specialist for SD and work jointly on disability presentations.
- The DDS will work to expand our education of the medical community, become involved with education of the legal community and work with USD in incorporating SSA disability into present professional school curriculums.

Public Awareness Strategies Con't

- The DDS will prepare a generic presentation that can be tailored to a specific group and will assure that any presentation made provides the same information to different groups
- The DDS will establish a comprehensive education plan incorporating all of the above items.

Customer Service

- The SD DDS is committed to providing timely determinations which are accurate based upon the criteria established by SSA
- The DDS will work with the claimant in assuring that the claimant is kept informed of the claims process and given the opportunity to be actively involved with their disability claim

Customer Service Strategies

- The DDS will initiate a process of providing claimants with an introductory letter explaining the claims process and how the claimant can assist the agency in obtaining the needed evidence to adjudicate the claim.
- The DDS will promote the electronic transfer of evidence assuring the most timely means of obtaining the necessary evidence to adjudicate the disability claim.

Customer Service Strategies con't

- One of the critical needs of the SD DDS is an increase in medical providers willing to perform examinations for our agency. The DDS will established a goal to improve on the timeliness, quality and convenience of these examinations.
- The DDS will explore the possibilities of establishing an agency resource specialist to assist claimants with questions, status and completion of forms.

Customer Service Strategies con't

- 60 % of disability claims involve determinations based upon vocational factors. The DDS will explore means of providing increased vocational expertise to the agency staff.
- The DDS will provide to all of its staff customer service training on an annual basis.