

# **Disability Determination Services Strategic Plan**

Mission:

**We are committed to providing accurate, impartial, and timely disability decisions for South Dakota citizens.**

Strategic Goals:

## **Customer Service**

**“Customer service is the manner in which we interact with our customers and one another.”**

**GOAL:** Provide and promote exceptional service to those that we serve as well as to each other.

Focus on good communication, quality and timeliness of responses and decisions.

**Strategy:** Effectively communicate to our customers. Improve internal service meetings, team building, and workgroups. Treat others with dignity and respect.

## **Public Awareness**

**Goal:** Enhance public awareness and an understanding of the disability determination process and reduce misconceptions.

**Strategy:** Afford opportunities for education through presentations and interactions with the public, medical community, and others associated with the disability programs.

## **Quality Assurance**

**Goal:** To have a system to detect and correct errors, promote quality throughout the claim process and encourage an environment of learning, improvement, accuracy, and timeliness of disability determinations.

**Strategy:** Impart, promote and support the ongoing development of staff and vendors.

## **Efficiencies**

**Goal:** Realize and implement streamlined business processes.

**Strategy:** Continuous review of current business process practices to determine and devise best practices and systems enhancements.

Revised: June 30, 2011