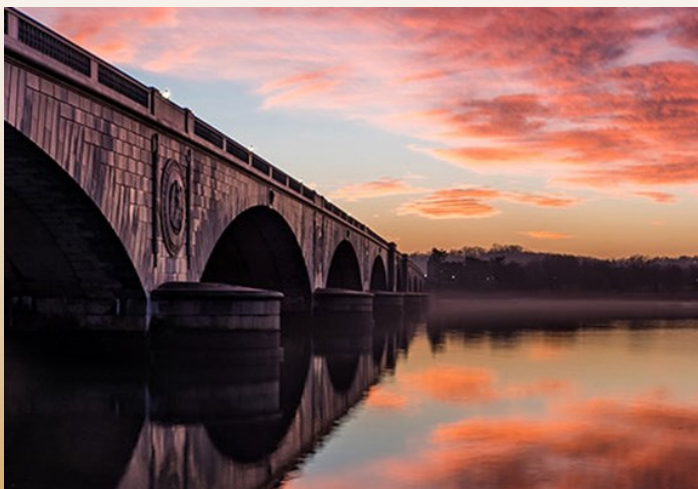




## Upcoming Events:

**August 11-15: NADE 2018**  
National Conference  
Holiday Inn Rosslyn Key  
Bridge (Arlington, VA)

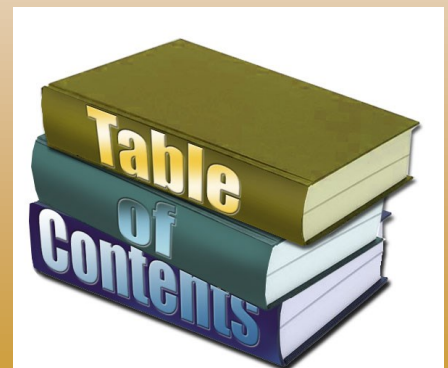
[http://www.nade2018.org/  
attend/register](http://www.nade2018.org/attend/register)



Please submit articles or questions  
about the advocate to  
[sara.b.winn@ssa.gov](mailto:sara.b.winn@ssa.gov)

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## NADE PRESIDENT

As I approach my final days as NADE President, I want to take a moment to reflect on this year and say how humbled I was to have had the opportunity to serve you this past year.

As a result of our successful Capitol Hill visits, NADE was invited to give testimony before the House Ways and Means Subcommittee for Social Security on July 25. Jeff Price, NADE Legislative Director and I traveled to Washington DC to participate in the hearing on Social Security Changes to the Disability Appeals Process. A copy of NADE's testimony can be found on the NADE website.



We realize many DDS's are being impacted by overwhelming attrition rates and we continue to advocate for hiring during our quarterly conference calls with ODD.

National Training Conference is just 2 weeks away, and I am eager to participate in this event. The conference committee has worked hard to ensure a variety of topics for all audiences. SSA representatives will also be speaking and available for your feedback during the week as well. Please make sure to thank the VADE chapter for their hard work to make this conference a huge success.

Lastly, I thank you for entrusting me this year to advocate on NADE's behalf. It has been a humbling experience and I look forward to working closely with Dr. Sharon Bland-Brady next year as she becomes the NADE President

Jennifer P

## *The NADE Nevada Chapter (A Perspective in Three Parts)*<sup>3</sup>

### **NVADE President, Laurie Blakely:**

To bring awareness to Donate Life Month the NV NADE chapter hosted a Donate Life luncheon with guest speaker Christina Hernandez, representing the Nevada Donor Network. Ms. Hernandez introduced the audience to one their volunteers who is also a heart transplant recipient. DDS employees had the opportunity to hear a firsthand account of this recipient's illness, procedure, and her experience meeting her donor's family. Donor registration information was made available to all staff, directly following the presentation.

Other welcomed guests for this event included fellow NADE members from the Oregon and Washington DDSs! In addition to taking part in this Donate Life event, our visitors had the opportunity to tour our office meet with staff.

### **NADE Pacific Region Director, Marjorie Garcia:**

It was an honor, and more than just a little exciting, to be one of the invitees of the Las Vegas DDS. This invitation was twice as nice because it provided me with an opportunity to recognize and congratulate this chapter on their extraordinary growth and accomplishments, while participating in their Donate Life event!

This chapter's regrowth started just over a year ago, as they actively recruited new members in anticipation of NADE's annual mid-year membership drive. Since then their membership has continued to grow in both their Las Vegas and Carson City offices.

I can only speculate on the reasons for their success, but feel sure it has something to do with the hospitality and the genuine sense of community that abounds at this office. It certainly made my experience a stress-free memorable one. Many thanks to those who allowed me to observe their work, and ask questions. This DDS represents NADE well. They openly shared DDS ideas and experiences, which are after all, hallmarks of NADE's mission and purpose.

### **Constitution and Bylaws Committee Chair, R Todd Deshong**

My visit to the Nevada, North Las Vegas DDS and NADE chapter was a wonderful and impressive time. It was great to have an opportunity to recognize this new chapter in a fairly new DDS office. The office was very lively and organized. The chapter had been active in recruiting. Those of us visiting were able to meet numerous DDS adjudicators and other staff.

The event was very well organized. The chapter provided a great and healthy lunch for us. The Carson City chapter also shared the event via a video feed between the training rooms. The presentation was a celebration of Donate Life Month, with one of the guests being a recipient of an organ. She provided her story and the role Social Security disability had played in it.

We were also able to discuss NADE and its relevant issues with numerous members of the staff. I was even able to meet the director and other important staff. In addition, our dear friend and former board member, Jennifer Nottingham, now works in this office. She transferred there from her previous post at the Montana DDS. She provides valuable support to the new chapter. The overall visit was wonderful and highly recommended.

# THADE Awards Annual Scholarship

By: Jeff Price

The Tar Heel Association of Disability Examiner (THADE) recently awarded its annual college scholarship to Miss Bekah Pounds, daughter of THADE member Jennifer Pounds. Bekah is a rising junior at The University of North Carolina in Chapel Hill where she is majoring in Psychology with a minor in Exercise Sports Science. This is the second time Bekah has won the award, having won previously in 2015.

THADE introduced its annual scholarship award in 1990 and the award has been presented annually since that time to the dependent child of a THADE member who is attending college, a professional conservatory or graduate school. Initially funded at \$500.00, the scholarship was increased to \$750.00 in 2007. The scholarship is funded entirely by the Chapter's fundraisers. To date, 26 different students have been recognized as recipients of the scholarship award, including four students who have won the award twice each.

The scholarship award is based on merit without consideration for the financial status of the applicant or the applicant's parents. A committee comprised of THADE members reviews each application and decide which applicant is most deserving. The award is presented to the winning applicant during the Chapter's festivities celebrating National Disability Professionals Week (NDPW).



# Stars that shine during the day!

5

By: Rom Kriauciunas, Ph.D.

A textbook definition of a feedback: Helpful information or criticism about prior action for an individual, communicated by another individual (or a group) who can use that information to adjust and improve current and future actions and behaviors.

Feedback and opportunities to use that feedback helps to improve and enhance. This information can be used to make better informed decisions. It also permits us to maintain and build communication with others. Various sources list reasons why feedback is important. One such source lists five:

- Feedback is always there. It is not limited to employee survey, performance appraisal, or training evaluation.

- Every time we speak to a person we communicate feedback.

- Feedback is effective listening.

- Feedback can motivate.

- Feedback can improve performance.

- Feedback is a tool for continued learning.

Feedback is one of the greatest gifts you can give and receive from someone. Someone said that feedback is like water for flowers. Without it they won't bloom. Another source listed more reasons why and how feedback is of great importance in our professional and private lives. It can help us grow. Feedback can be position and negative. I always should be constructive. It can give us a feeling of belonging and purpose. Humans value feeling appreciated and being a part of a community or team. William James noted that the deepest principle of human nature is the craving to be appreciated. It increases growth and happiness. Giving feedback can be just as beneficial as receiving it because it makes us think, reflect, and consider other views as well. It can unlock change and innovation. There would be no change or improvement if others did not provide feedback. This is true for business and relationships. It prevents us from being stuck and discouraged. Ken Blanchard noted that feedback is the breakfast of champions.

There is a long tradition of providing feedback in the form of awards. Military is well known for it. The US government also has civilian awards broken down by the entity issuing the awards. On top of it are awards issued by the Office of the President of the United States, followed by US Congress. Each governmental Department has its own awards program. Also, states and private enterprise have their award programs. In all of these programs there is a well-established procedures for nominating and selecting the awardees.

Then there is a whole segment of less institutionalized efforts where one human being provides feedback to another human being. Teachers do that a lot to their students by giving them a Star. In adult world winning a Star can mean that you have been acknowledged by your peers as being among the best. One source has expanded on the meaning of a STAR as follows:

A **S.T.A.R.** is anyone who demonstrated: **S**ervice (exceeds job expectations, communicates clearly, and courteously); **T**eamwork (strives to achieve excellence, shares effort); **A**ttitude (goes the extra mile, is positive, cheerful and caring); **R**eference (shows respect to all, listens to the needs of others). There is a whole industry manufacturing various forms of recognition, such as engraved plaques, recognition gifts, framed certificates, etc. One can order the Sesame Street Elmo "You're a Star" Recognition Award and many others. Elmo was a Muppet character, a furry red monster.

## STARS Ctd...

Now I want to describe one specific feedback arrangement that has been implemented at DDS in Michigan. According to David Ludington, Central Service Area Administrator in Lansing The Star Card Award provides an opportunity for staff to acknowledge a coworker for an assistance or effort. The award may be given at any time, in order to provide immediate recognition. The Star Card nomination forms are available in all office stockrooms. Who can be nominate? Any DDS employee or contractor can receive a Star Card award. There is no award selection committee. The originator of the award simply provides a completed Star Card to the employee or consultant. Who can nominate? Any DDS employee or contractor can provide a Star Card o another employee or consultant. When are nominations accepted? Anytime. What are the criteria for award? Criteria would include, but is not limited to acts of kindness providing assistance, teamwork on a project, covering in an absence. The actual Star Card, yellow, heavy paper, 5.5" x 8.5" in size, has a five-pointed star symbol, followed by **YOU ARE A STAR!** Below it is printed **Date:, To:, From:, and Reason:**, with spaces to be completed by the person initiating the award.

This Star Card Award has been around for at least a dozen years. It is estimated that hundreds of cards have been completed and presented to the recipients. There is no effort to keep track of them and analyze the content. Some recipients of the Star Card Award display the card in their cubicle. Others may keep it to themselves. Again, nobody knows the fate of these cards. When I complete a positive feedback card, I always make a copy of it for the recipient's manager.

I talked to a few of the recipients about the Star Card Awards. All of them indicated that the card was valued, appreciated and meaningful. The ones that have not received such feedback wondered why they did not get one.



# USE OF ELECTRONIC RECORDS EXPRESS & ELECTRONIC MEDICAL RECORD FOR DDS/SSA REPORT SUBMISSION

By: Claude Earl Fox, M.D, M.P.H, FAAP

During the last 10 years EMR ONE has employed a unique approach for the use of SSA Medical Evidence of Record (MEF) and the submission of internal medicine, pediatric and orthopedic consultative exams to DDS offices. We have partnered with a software firm, Cyramedx ( CMX), in the development of an electronic records express (ERE) 10 years ago that with SSAs approval, has interfaced with and in many ways mirrors the SSA ERE site. Beginning 7 years ago CMX and EMR ONE started the development of an electronic medical record (EMR) tailored for use by providers in performing DDS/SSA CEs. These tools, collectively the ERE and EMR now interface and have been in continuous use in 10 states for the last 5 years. In the last year, our staff have been jointly reviewing volume vendors who use an electronic medical record for the submission of CEs and have found that even in the largest companies most generally still use traditional dictation and transcription systems. The Vendors using our system believe the cloud-based, HIPPA compliant ERE/EMR system is vastly superior to traditional systems. EMR applications are more efficient and cost effective (often reducing report preparation costs by half) and can help the clinical providers submit timely reports that comply with the standards and information requested by state DDS offices for their respective CEs. An example of this would be that when requesting grading of muscle strength, our EMR exhibits to the provider the scale used by DDS in grading so the medical provider is using the same scale used by DDS. The final report submitted to DDS also contains this same scale so they can see the definitions used by our provider.

The EMR system is totally cloud based and can be run on any type of computer equipment whether windows or IOS based. Since it is cloud based, no programming or claimant information is retained on any local machines in any way and providers can only access the system through a unique user name and password and/or two-factor authentication as needed or password reset requirements that can be configured for any time interval (e.g. 30 days, 60 days, etc.)

Since information can be shared in real time, reports can generally be submitted within 24-48 hours of the exam and appear to DDS as a transcribed and typed report. Also the formatting of the EMR guides the provider in how to frame his or her comments and recommendations regarding functional limitations. Additional forms/information can be submitting with the report through the federal ERE site to augment the review process.

## ERE SUGGESTION CTD.....

The EMR ONE ERE scheduling application automatically pulls any CEs scheduled from the federal ERE site for providers and organizes them by provider, location of exam, date and time of the exam (also prepopulated automatically in the EMR) thus reducing staff time in scheduling providers. The system updates scheduled CEs daily and the provider with a user name and password can access at any time any CEs scheduled for them, however they cannot access any other part of the system and can only see the CEs scheduled for their use. When complete, reports can be transmitted either electronically to the state DDS office via the ERE site or can be sent in any other way requested including but not limited to fax.

Any volume vendors using this system now can be totally paperless unless information is requested by DDS in a different form. Your approved clinic staff can easily perform a QA review of the CEs after completion prior to submission to DDS or SSA. Also it can be determined on our ERE site which reports have or have not been partially completed to totally completed and which claimants were no shows for their exams. Any addition testing or forms can either be entered in the EMR or can be submitted separately through the ERE with or without our EMR. We believe the quality of these reports is better generally than transcribed reports since the EMR contains prompts and guidance to the provider to make sure the terms, definitions and content used are the same as used by DDS.

From a software architecture, the EMR is differentiated from other applications first by the fact that it is one of a kind DDS/SSA specific, commercially available application. Secondly, the flexibility of our software architecture allows reliable configuration of the user interface and modification of the report content as desired by individual vendors. Providers and vendors can easily determine the “flow” of their particular examination such that the software maps to the provider, not the opposite. Again, the codebase is highly scalable and can built to manage high volume across many endpoints.

In summary, we believe we have an electronic system that increases efficiency, speeds the time for CE submission, reduces follow up by state DDS offices for problem reports as well as reducing costs to the vendors, is easy to use for providers and helps guide them in how to format and submit their reports. For further information, contact Dr. Claude Earl Fox with EMR ONE, [claudefearlfox@aol.com](mailto:claudefearlfox@aol.com) or 443-838-1168.



## THADE NDPW

This year THADE members enjoyed practicing their detective skills on activities other than case processing! They received daily emails with an activity for them to practice those skills. The most popular activity of the week was “spot the differences”. Everyone who participated could enter to win a prize. We also drew daily door prizes with two winners per day. All winners were able to pick from a prize box that included gift cards, a Bluetooth speaker, lawn games, LED lanterns to help them search for clues, small games, and housewares.

On Monday June 18<sup>th</sup>, each THADE member received a treat bag that included different candies to celebrate their hard work and dedication to DDS. The treat bags included: Everlasting Gobstoppers to thank them for their everlasting hard work; NERDS because they are Notable, Enthusiastic, Responsible and Dynamic; Nutterbutters because there is no one Butter than THADE members; and finally Crunch bars because we always come through when it is “Crunch time”.

On Tuesday June 19<sup>th</sup>, members enjoyed an ice cream social. Everyone loved having their break with a cool summer snack. We played games like Clue and Guess Who so they could practice their detective skills!

On Wednesday June 20<sup>th</sup>, members participated in a scavenger hunt around our building. They followed clues to get from one location to another. Clues included visiting one of NADE’s past (3-time!) president, solving puzzles, and unscrambling words to find the next clue. It was a nice way to get to learn about NADE, THADE, and NC-DDS!

On Thursday June 21<sup>st</sup>, we concluded the week with a potluck luncheon. Everyone really enjoyed the chance to fellowship before our general membership meeting. We even had a retired THADE member in attendance. We concluded the afternoon with the installation of our new officers for next year. We also presented a THADE scholarship a very deserving college student whose parent is a THADE member.

It was a great week! Many members provided positive feedback about the activities and treats throughout the week. The NDPW Committee enjoyed planning activities that gave their fellow members a fun reprieve and showed appreciation for all their hard work and dedication to NC DDS.

## CADE NDPW

The Capitol Area Disability Examiner (CADE) Chapter was very busy during the National Disability Professional Week! Most days, employees could win prizes for their participation



We spent the week engaging the office in a host of fun activities!! Our week started with a round of famous spy and Social Security related trivia questions that went throughout the week! We also provided some mystery snacks to help analysts starve off their hunger while pushing through the final weeks of the quarter.



CADE also hosted a small scavenger hunt with the winner getting a prize! Thursday's event was "Get a Clue About Vision" hosted by one of our office MC's! Lastly, our week ended with our office competing in our office's rendition of Family Feud! Teams were formed with each supervisor and questions were answered in the typical Family Feud fashion.

**NAME A QDD/CAL  
CONDITION**



# WASHINGTON STATE NDPW

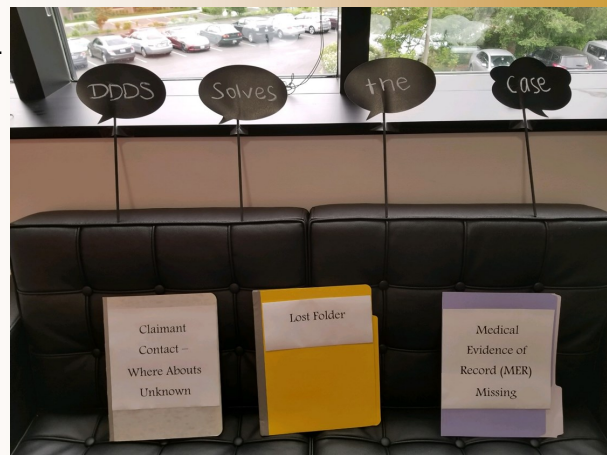
The Seattle, Washington WADERS celebrated NDPW with a scavenger hunt titled *DDS Solves the Case*. The initial clue list was included in an office wide email (see attachment #1).

The chapter came up with clues and objects defined. The objects came from our beloved DDS history to include "lost folder", missing MER, and claimant's whereabouts unknown (see attachment #2).

The chapter was also able to organize for a chapter photo (see attachment #3 & #3a). At the same time, we also assisted our local DDS with their Staff Appreciation activities by providing breakfast food items. At this event, we collected names in our office for the yearly membership scholarship. We were fortunate to gain two new members in the chapter.

The next week, the *DDS Solves the Case* concluded with several winners. The winners received gift cards to local vendors.

## DDS SOLVES THE CASE



*The instructions were that you could only win once, but when you found the clue, you will get a prize.*

## FEDERAL WAY OFFICE

There were 3 chances to win. There will be two folders to look for within the Federal Way office and one fill in the blanks clue:

- When you have a case with a----- ----- per DI 32548.010, and when there is no CEF CPD: you will need to determine if the folder reconstruction is necessary. If the CPD is unknown, you need to document the file with an SSA ---- form explaining why the CPD date is not established.  
(find the missing two words and figure out the SSA form. Notify SEAAAA when solved)
- This has many keys associated with it, yet does not lock.
- Sick of doing casework- just relax.



# MEMBERSHIP UPDATE

By: Melissa Williamson

Earlier this year, I wrote an article about growth. You took that article and brought it to life. We have had several chapters who have grown exponentially. When a chapter grows from 2 to 29, that is the result of the hard work put forth by someone who understands the NADE mission. When a chapter grows from 9 to 43, that's proof that someone has a passion for NADE and wants to share that passion with others. I applaud you all!

We continue to need people to spread the word about NADE. Spread the word of how NADE works directly with SSA to shape the disability program. To spread the word of how the conversations between NADE and SSA effects the work that we all do and the lives that we see each day when working disability claims. We need to continue to grow!

This year's renewal process did not go as smoothly as I had anticipated. However, it does continue to improve each year. To those who had issues with the renewal process, I do apologize for the inconvenience, but appreciate your patience. To those who renewed early and to those who renewed for multiple years, thank you. To those who have not renewed, I encourage you to do so today.

Let us continue to grow, not only in numbers, but in passion for NADE and our NADE mission.



**BECOME  
A MEMBER**

# INTENTION TO RUN FOR NATIONAL OFFICE



**SABRINA STERNSCHUSS-RD MID ATLANTIC**

I have been a Disability Examiner for 9 ½ years and have been with the Washington DC DDS for 4 years. I have been a member of NADE for 2 years and since joining, I have been very active within my chapter. The first year I was a member, I served as the CADE Social Chair and I was a member of the National Awards committee. I am currently the CADE president, and would like to become more active within the National Board.

**GINA SCHWARTZ-RD-GREAT PLAINS**

I have worked for the Montana DDS for 10 ½ years. I started as an adjudicator in September 2017. I later became a Senior Adjudicator and held this position for over 5 years. I am currently a Hearing Officer.

I have been a member of NADE for over 3 years. My first year I served as the MTNADE secretary. My second year I was President-Elect, and I am currently the President of our chapter. I attended last year's NADE training conference in Detroit and was voted in as the President of the Great Plains Region. I would like to become even more involved in NADE by becoming the Regional Director of the region.



**TRISH CHAPLIN-TREASURER**



I would like to announce my candidacy for election of the Treasurer position for 2018-19. I have been with my DDS in St. Louis for the last 16 years and have been an active NADE member for just as long. I am the current Great Plains Regional Director and interim Great Lakes Regional Director and have served as the Council for Chapter Presidents Chair. I have served as my local Treasurer for more years than I can count as well as Great Plains treasurer when the position was required. I have also served as the Missouri State President for 2 years as well as my local president. I have served as the NADE Awards committee Chair. Outside of NADE and the DDS, I have helped my partner with his businesses with QuickBooks and accounting over the past several years. I am dedicated to NADE, having been on the Board for several years in a few different positions, which I think puts me in a great position to be your next Treasurer. With an excellent mentor, I have the

recipe for success!! I would greatly appreciate your support for 2018-19 NADE Treasurer.

Thank you and I look forward to seeing you in Arlington!



### TO ORDER NADE MERCHANDISE, CONTACT:

Cynthia Thompson  
9801 N Kelley  
Oklahoma City, OK 73131  
Phone: 405.419.2532  
Fax: 405.419.2760  
[cynthia.thompson@ssa.gov](mailto:cynthia.thompson@ssa.gov)

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DELUXE LAPTOP BRIEFCASE  
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NADE LANYARDS \$6.00



NADE TRAVEL MUG  
\$11.00



EXECUTIVE PORTFOLIO  
WITH PAD AND PEN \$25.00

All proceeds to benefit NADE/Non-Dues Revenue  
<http://www.nade.org/join-nade/nade-merchandise/>

# CORPORATE MEMBERS

Visit <http://www.nade.org/about-nade/nade-corporate-members/> for information about becoming a corporate member.

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16

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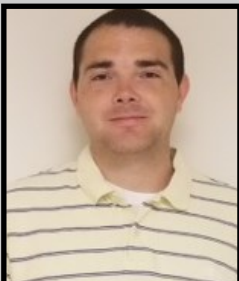
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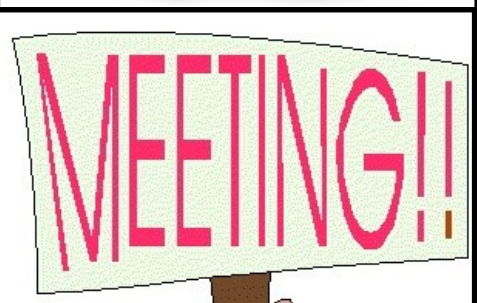
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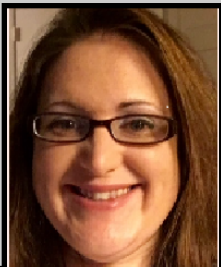
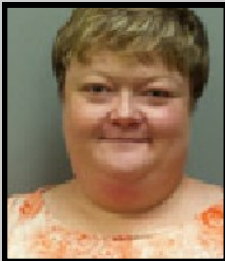

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**Meeting Minutes**