



A Day In the Life of an SSA CS

Agenda

- Introductions
- Daily Schedule
- Workloads
- Assignment of Workloads
- Reaching the Mountaintop-T2/T16 Technical Expert
- DDS Assistance Requests (ARs) for the Field Office
- FO Questions For DDS

Introductions

Roshawn Barnes-Downtown Denver District Manager, DRSSMA President

Curtis Jones-Littleton Assistant District Manager, DRSSMA Vice-President

Daily Schedule

- While every office is different most offices have a rotating schedule where EEs rotate between IC and FEI (lobby, phones) days with down days for PE workloads.
- CRs understand that schedules and needs can change based on:
 - AD HOC workloads
 - Phone and FEI needs
 - Staffing concerns (call outs)
 - Pressing workloads from Area Office
 - Policy changes



Workloads

- CRs work can be divided into 3 main categories:
 - Initial Claims (IC):
 - RSHI (Retirement, Survivors, Medicare)
 - Do not require medical review (exceptions DWB, DAC, ETC...)
 - DIB
 - Require Medical review
 - SSI IC
 - Require Medical review

Post Entitlement Workloads/ FEI

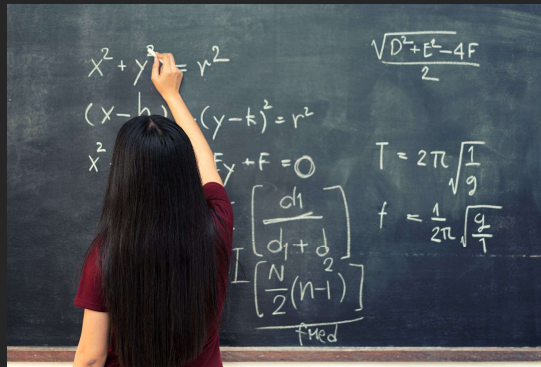
- Post entitlement work (PE):
 - Changes to current entitlement
 - Medical CDRs
 - Work CDRs
 - Payee management
 - Medicare issues
 - Public affair/Congressional issues
- Front-end interviewing (FEI)
 - Assisting walk-in, appts and phone calls



Workload Assignment

How does the office divide and assign the workload?

- WAC
- Title
- Workloads by Rotation
- Alpha
- Schedule





The Technical Expert

- Consistency beats intensity.
- This position is very challenging due to changing policies and procedures, dynamic human interactions, multiple workloads, targets.
- Leadership Skills



DDS Assistance Requests

- Whereabouts unknown
- Serial filers
- Incorrect documents
- Lack of knowledge from CLMTs
- Development of AOD/POD





FO Questions For DDS

- Beside work development what can we at the FO do to provide DDS with a better product?
- How does the FOs documentation of CLMTs “appearance” play into decisions
- How does DDS determine that a CLMT “Needs a payee”
- 827s
 - What make DDS sent them back to FO?
 - Good for 6 months? 1 year?
- Attorney issues!
 - Soliciting for 1696s
 - FOs do not solicit for 1696s
- Ticket to work
- Actions requests
 - What can FO do better?
- Building rapport with DDS employees – how can we better communicate?



Thank you

Roshawn Barnes and Curtis Jones