# Progress in Developing the Disability Case Processing System as of February 2018
# A-14-17-50291

## Objective

To evaluate the Social Security Administration's (SSA) progress in developing and implementing its Disability Case Processing System (DCPS) as of February 2018.

## Background

SSA is developing DCPS as a common system for all State disability determination services (DDS). The Agency expects DCPS will simplify system support and maintenance, improve the speed and quality of the disability process, and reduce the overall growth rate of infrastructure costs.

SSA is using an Agile approach to develop DCPS. The Agency continually identifies functional requirements, which are expressed as user stories. Each user story is assigned a level of effort, called a story point. Velocity refers to the number of story points completed during an iteration, or "sprint." User stories that need to be addressed are considered the backlog.

In December 2016, SSA released its first working software to three DDSs, enabling them to process certain types of disability claims. Since the December 2016 DCPS release, SSA has deployed four more major releases that provided additional functionality.

## Results

In September 2017, we reported that SSA planned to deliver functionality to support all workloads—including continuing disability reviews and DDS disability hearings—by April 2018. Since then, SSA has discontinued rolling out DCPS to additional DDSs and re-prioritized its resources to focus on development. The Agency's new strategy concentrates on increasing the number of DCPS users at participating DDSs and the number of cases the system processes.

On January 27, 2018, SSA deployed another major release into production. The Agency reported this release added functionality to support most adult and child initial and reconsideration claims. As of February 28, 2018, 10 DDSs had processed 6,477 disability cases using DCPS. Based on SSA's cost estimates, as of February 2018, cumulative costs for the new DCPS project were about $80 million. This does not include SSA's costs to develop the prior version of DCPS.

As of February 2018, the Agency expected development would continue beyond October 2018. In addition, SSA had not determined when it would resume deploying DCPS to additional DDSs.

As of February 2018, SSA estimated its DCPS costs through Fiscal Year 2022 would be about $140 million. However, given the uncertainty of when SSA will finish developing DCPS and rolling it out to all DDSs, we could not determine whether the Agency's cost estimate was reasonable. Furthermore, until SSA completes DCPS development and implementation, DDSs will continue incurring costs to operate and maintain their existing systems.

As Chairman Johnson requested, we will continue monitoring the project and issue periodic reports on SSA's DCPS-related efforts. In our next review, we will gather feedback about the system from users in the participating DDSs.