

Clinical Case Development Outreach Process

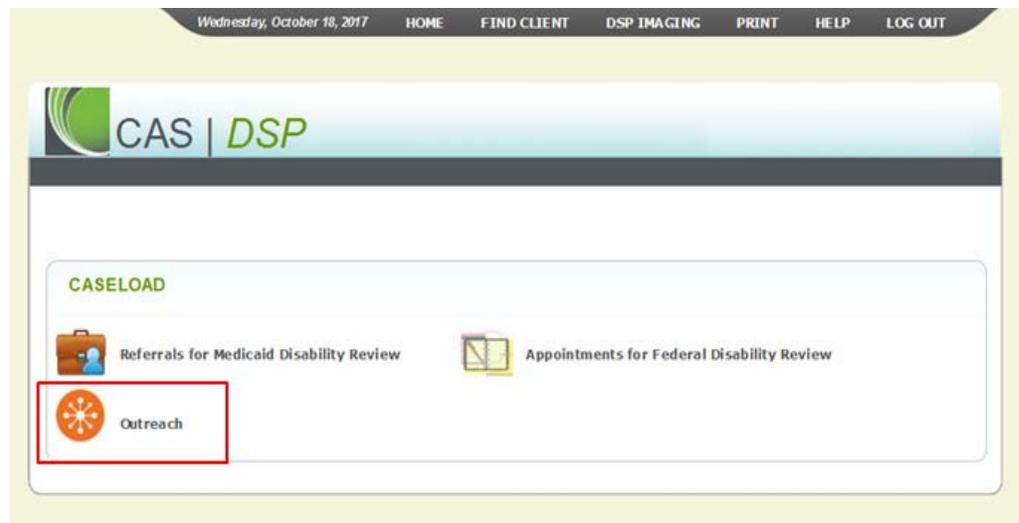
<p>Date: December 5, 2017</p>	<p><i>A Disability Services Program Procedure</i></p>
<p>Purpose</p>	<p>The Disability Services Program (DSP) is introducing new case development procedures in an effort to increase the award rate of Social Security Income (SSI)/Social Security Disability Income (SSDI) appeals through improved case development for hearings. DSP phased-out the Six Month Review appointment, and in its place, implemented the Clinical Case Development Outreach process.</p>
<p>Clinical Case Developer Outreach</p>	<p>Clinical Case Developers (CCDs) will perform outreach to clients every three months from the filing of an appeal until a hearing date is scheduled. At the beginning of each ninety-day cycle the CCD makes every effort to contact the client within fifteen days of the cycle's initiation. The CCD must make at least three separate contact attempts if prior contact attempts are unsuccessful.</p> <p>Outreach must be escalating when the initial phone contact is unsuccessful. Escalating outreach includes contacts by telephone, email, and mail, as well as contacts to collaterals and treatment providers. All outreach attempts must be documented in the client's case record in the DSP system.</p> <p>During outreach, the CCD updates the client's medical records and ensures that there is sufficient information for DSP to represent the client adequately in the Administrative Law Judge (ALJ) hearing. The CCD asks the client about new symptoms, changes in existing condition(s), and how the condition(s) impacts her/his activities of daily living. The CCD requests any information that may strengthen her/his SSI/SSDI appeal case and informs the client that any documentation can be sent to DSP by fax, e-mail, mail, or in-person. The CCD offers and provides assistance with obtaining documents if needed.</p> <p>Outreach is considered successful if the CCD is able to contact the client and update the case with current status including medical treatment, treatment sources, medication, diagnoses, and any changes in contact information. If the CCD can neither contact the client nor obtain requisite information to update the case record, outreach is considered unsuccessful.</p>

All outcomes require supervisory sign-off. If a client has an unsuccessful outreach outcome for two consecutive cycles, the supervisor decides whether a face-to-face appointment should be scheduled. Face-to-face appointments are mandatory for Wellness Comprehensive Assessment, Rehabilitation and Employment (WeCARE) clients.

Office appointments for mandatory clients are scheduled through the New York City Work, Accountability, and You (NYCWAY) system. Non-mandatory clients are scheduled for appointments through the DSP system. Supervisors determine when and if an appointment is scheduled.

DSP System Enhancements

To accommodate the CCD Outreach process, a queue (shown below) is available in the DSP System that enables tracking and documenting of the outreach process. Upon filing an appeal, the DSP System tracks outreach cycles, outreach contact attempts, and outreach outcomes.



A client's case will appear on the Outreach queue of the assigned CCD or HASA Case Developer who last worked with the case. The CCD will have a fifteen day period from the date the case is assigned to make at least three contact attempts and post an outreach outcome. The outreach cycle is considered complete upon posting an outreach outcome. After fifteen days, if no outcome is posted, the case will turn red, as exemplified by the following screenshot. The case will remain on the queue until an outcome is posted.



HOME PENDING COMPLETED

PENDING OUTREACH

DSP#	Client Name	Appeal Date	Outreach Cycles	Outreach Start Date	Days in Outreach	Number of Attempts	Last Attempt Date	Outreach Method	Outreach Result
		10/08/2015	1	10/05/2017	14	1	10/18/2017	Phone	Line busy
		12/17/2015	1	09/07/2017	42	0			
		06/14/2016	1	09/07/2017	42	0			

If no outcome is posted after ninety days, the system auto-closes this cycle with an Unsuccessful Outreach outcome. The case moves from the Pending worklist to the Completed worklist on the CCD's queue. The Unsuccessful Outreach outcome also forces a Supervisory Sign-off, and the case will then appear on the supervisor's queue. Once the supervisor signs-off on the case this cycle is complete.

After ninety days a new outreach cycle automatically begins.