

Report Summary

Social Security Administration Office of the Inspector General

March 2012



Objective

To determine whether the Social Security Administration (SSA) provided adequate training resources to offices that made disability determinations.

Background

Training resources are critical to ensuring SSA and disability determination services employees

- possess the knowledge, skills, and abilities required to make disability determinations;
- efficiently find the information needed to make disability determinations and maintain SSA's high quality of service to the public;
- remain current with SSA's technical, system, and policy updates related to making disability determinations; and
- support succession planning through professional enhancement and development.

To view the full report, visit
<http://oig.ssa.gov/audits-and-investigations/audit-reports/A-01-11-21169>

Training at Offices that Make Disability Determinations (A-01-11-21169)

Our Findings

SSA provided training resources to offices that made disability determinations; however, we found that offices required additional support. While the offices were generally satisfied with SSA's training resources, they supplemented these resources by creating their own. Moreover, several offices created materials for the same training topics. Thus, SSA was funding these duplicative efforts. Additionally, offices indicated that training materials should replicate the production environment.

Our Recommendations

1. Promote communication among offices that make disability determinations to minimize duplicative efforts.
2. Ensure training materials incorporate all the applications adjudicators use regularly (such as eCAT, eView, and case processing systems).

SSA agreed with the recommendations.