# The Social Security Administration's Cost and Schedule Estimates for the Disability Case Processing System A-14-18-50742

## Objectives

To determine the (1) extent to which participating disability determination services (DDS) used the Disability Case Processing System (DCPS) to process their workloads and (2) reasonableness of the Social Security Administration's (SSA) cost and schedule estimates for its DCPS.

## Background

SSA is developing DCPS as a common case processing system for the DDSs. The Agency expects DCPS to simplify system support and maintenance, improve the speed and quality of the disability process, and reduce the growth rate of infrastructure costs.

SSA is using an incremental approach to develop and deploy DCPS. In December 2016, the Agency released its first working software to three DDSs, enabling them to process certain disability cases in the new system. Since then, the Agency has developed and implemented new releases that have provided additional functionality and has made the system available to users in 31 DDSs.

## Results

In September 2019, SSA made DCPS available to 31 participating DDSs, that, on average, used DCPS to process approximately 7 percent of their workload. DDS Administrators reported gaps in functionality prevented them from increasing their use of DCPS. SSA's goal is for the DDSs to transition from their existing case processing systems 9 to 12 months after the DDS deploys DCPS or between July and October 2020, whichever is later. In March 2019, SSA reported to Congress that product development would be completed in September 2019, as scheduled on the DCPS Road Map. SSA plans to continue developing DCPS beyond November 2019, and it is unknown when DCPS will provide the functionality needed for a DDS to completely stop using its existing case processing system.

In September 2019, SSA estimated its DCPS costs through Fiscal Year 2022 would be approximately $178 million. However, the Agency still needs to develop functionality and implement DCPS in the remaining 21 DDSs. We could not conclude that SSA's cost and schedule estimates for developing and implementing DCPS were reasonable because SSA had not determined when DDSs will have the functionality to process all their workloads in DCPS. Further, until DCPS has the functionality DDSs need to process all their workloads, the DDSs will need to continue using their existing systems, which—according to the Agency—cost approximately $31 million annually to operate and maintain.