

ATTACHMENT F4:

Additional
References/Citations/Acknowledgements



Social Security Administration

ASSOCIATE COMMISSIONER'S CITATION

IS HEREBY AWARDED TO

INDIANA DDB
PSYCHOLOGICAL
CONSULTANT REVIEW
TEAM

JAMES GANGE, PH.D.
B. RANDAL HORTON, PH.D.
FRED KLADDER, PH.D.
JOELLE LARSEN, PH.D.
KEN NEVILLE, PH.D.
JOSEPH PRESSNER, PH.D.
WILLIAM SHIPLEY, PH.D.
DONNA UNVERSAW, PH.D.

In recognition of extraordinary public service by embracing the electronic disability process and providing assistance to disabled claimants throughout the Chicago Region.

Fredy H. Russell

ASSOCIATE COMMISSIONER
OFFICE OF DISABILITY DETERMINATIONS

APRIL 2008

IDDC Training Survey Comments

Initial Training

- "...really enjoyed Psych week, Overall training was pretty cool."
- "The psych lecture was more beneficial to me because the psych doctors took the time out of their busy schedules to teach us. They even sat with us one on one and explained to us why something was wrong if it was. They explained things to us pretty well."
- "The psych was the most beneficial."
- "Mental week was beneficial due to the one-on-one attention with the medical staff."
- "Psy lecture was very interesting, but overall a great experience."
- Q: "What aspect of the training program was most beneficial to you? Why?" A: "The Psych doctors going over everything with us and helping us and telling us how we should do psych cases." A: "Mental week was really great and beneficial due to the one-on-one time with the medical team."
- Q: "What was your favorite training lecture, and why?" A: "Mental health. Of interest. I wish we had completed as many practice cases in general training as we did for mental health. The practice would have been helpful." A: "I enjoyed mental training the best because we worked on several examples to help learn material."
- Q: "What was your favorite part of the training program? Why?" A: "Psych week. I thought the doctors were very thorough in their training, but also very approachable."

DC Training

- "Also just like initial mental training, we were able to work on practice cases at our own pace (with deadline) then speak one-on-one with psych staff thus getting personal feedback which to me was very helpful when completing our live cases."
- "I thought Dr. Clark filling out the CDE was great – really provided the trainees with a good example of how to do their case work. "
- "I felt more comfortable asking questions from the lecturers during the psych portion than in any other portion."
- "Dr. Horton and Dr. Clark had the most concise and helpful portion of the entire training. When they finished their portion I felt like I understood things that I would be encountering with psych conditions in children and I actually understood how to complete the CDE."

INDIANA DISABILITY DETERMINATION
BUREAU

TEAM AWARD

AWARDED TO

IDDC

*For demonstrating a consistent ability to make a positive and
significant impact across different departments while fostering the*

DDB Operating Principles of the A-TEAM.

Awarded this 22nd day of September, 2016

Rachel L. Lane

Rachel L. Lane
Deputy Director, State Administrator
Indiana Disability Determination Bureau

Patricia A. Carew-Ceesay

7826 Penobscot Drive, Apartment B
Indianapolis, IN 46239

June 13, 2017

To Whom It May Concern

It is with great pleasure that I provide a professional reference for the Indiana Disability Determination Consultants (IDDC). I am the retired Director of the Indiana Disability Determination Bureau (IDDB, Bureau). I served as the Director of the Bureau from June 12, 1995 through December 31, 2015.

During my tenure IDDC provided Psychological Case Assessments and Reviews for the Indiana Disability Determination Bureau for over eighteen years, (from July 1996 through December 31, 2015). The IDDC Consultants provided exceptional, accurate, timely, and cost effective services throughout this entire period.

IDDC's Noteworthy Contributions and Accomplishments:

- In addition to their services for Psychological Case Assessments and Reviews, the IDDC Consultants trained their own staff and newly hired psychological consultants and provided the Disability Adjudication Psychological Training for IDDB's Disability Adjudicator Trainees.
- The Disability Adjudicator Training provided to IDDB's staff saved the Bureau approximately \$17,096 over the four-year period from 2007 through 2011.
 - IDDC developed and delivered training on the Mental Body System and other topics that would have been done internally or contracted to an external vendor.
 - IDDC provided ongoing feedback, guidance and coaching to IDDB staff on an as needed case-by-case basis.
- IDDC maintained a long-standing case review accuracy rate of 99% or better throughout the 18+ years under my administration.
- The 99%+ accuracy rate consistently exceeded expectations of the Social Security Administration.
- IDDC Consultants consistently completed their psychological assessments and case reviews on the same day or within 24 hours, well within the 48-hour turnaround time required by the Indiana Disability Determination Bureau.
 - These timely and accurate assessments contributed towards the IDDB being the number one Disability Determination Service in the nation for 12+ consecutive years as shown by the lowest processing times, highest productivity and highest case accuracy.
- The IDDC added and trained new psychological consultants as required by the Indiana IDDB's workloads.
- IDDC Consultants generated over \$300,000 in revenue for the IDDB through the "sub-contracting" of determination services for the states of Illinois, Minnesota and Michigan (as paid through the re-direct of federal funds).
- IDDC Consultants provided assessments for Illinois, Minnesota and Michigan for several years.

IDDC's Noteworthy Awards and Accomplishments:

The IDDC Consultants received the following awards and recognition:

- IDDC was awarded the Social Security Administration's "Associate Commissioner Citation" by the Office of Disability Determinations Associate Commissioner Ruby Burrell for "...outstanding contributions to the government which occur within the he Social Security Administration".
- Recognition from other State Disability Determination Services in Illinois, Minnesota and Michigan.

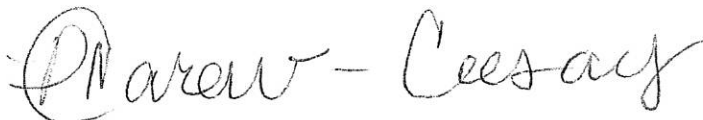
Lastly, I would like to add my personal impression of the professionalism of IDDC as a corporation as well of the individual Consultants within the corporation. During the 18+ years that they were under contract with the Indiana Disability Determination Bureau the IDDC Consultants worked in close partnership with DDB in a very professional and responsive manner. IDDC Consultants assisted the Bureau in accomplishing its mission of providing timely and accurate disability decisions for the citizens of Indiana.

Of note, due to their significant management skills, IDDC Consultants worked with DDB to provide "continuous improvements" in their services to the DDB and Indiana citizens as exhibited by:

- IDDC's establishment of protocols for reviewing Consultative Examiner (CE) Panelists before they were added to DDB's CE Panel;
- IDDC developed a refined and systematic process for periodic reviews and feedback of Consultative Examinations that Psychiatric CE Panelists provided on disability claims.
- IDDC provided hours of face-to-face instruction to CE Panelists based upon needs identified in their reviews of CEs provided by CE Panelists.
- IDDC worked with DDB to establish the Mental Body System portion of an Interactive Online Training Program used to train DDB's new Disability Adjudicators.

DDB's partners at the Chicago Regional Office of the Social Security Administration were always impressed by the professionalism and willingness of IDDC to work with the Indiana DDB and the Social Security Administration to provide timely and accurate disability decisions for Indiana citizens and for the citizens in the states of Illinois, Minnesota, and Michigan that they assisted for several years.

Sincerely Yours,

A handwritten signature in cursive script that reads "Patricia A. Carew-Ceesay". The signature is written in dark ink and is positioned above the typed name.

Patricia A. Carew-Ceesay
Retired Director
Indiana Disability Determination Bureau
(June 12, 1995 through December 31, 2015)



July 6, 2017

Indiana Disability Determination Consultants
10702 Elm Ridge Court
Indianapolis, IN 46236

To Whom It May Concern:

I have been the Assistant Director for Medical Services at the Minnesota Disability Determination Services (DDS) since late 2012. Since that time, the MN DDS has received assistance completing medical reviews from the Indiana Disability Determination Consultants (IDDC). It is my understanding that the MN DDS has worked successfully with IDDC for nearly eleven years. The MN DDS has experienced an insufficient number of psychologists to perform reviews on claims for the Social Security Administration. With facilitation from the Indiana Disability Determination Bureau, a very smooth business process was created to enable the Minnesota DDS to receive assistance completing records reviews and assessments from the IDDC. With the continued assistance from the IDCC, the time our claims must wait for review of medical records has been significantly alleviated. This greatly improves the efficiency of examiner claim adjudications.

The IDDC has performed thousands of claim reviews some containing multiple psychological conditions. The prompt actions and reviews conducted by the Consultants with IDDC have improved our customer service by rendering final determinations in a more timely fashion. The Consultants with IDDC are well trained and experienced. Social Security Law and Regulations require random sampling of completed disability claims to ensure accurate determinations. The work received from IDDC is within the accuracy parameters established by SSA. While our DDS has been successful in recruiting additional psychologists on site, we have continued to utilize assistance from IDDC during the times when our Contractors have outside work which reduces their availability. They are very responsive to follow-ups on claim actions and maintain a positive working relationship with our Medical Services staff. We have no desire to discontinue this successful collaboration. Additionally, SSA is very supportive of maximizing the medical expert resources across state borders.

If you have further questions concerning this letter, kindly contact me.

Regards,

A handwritten signature in cursive script that reads "Milla Kokotovich".

Milla Kokotovich, Asst. Dir. for Medical Services
Minnesota Disability Determination Services
651 259-7781

MINNESOTA DISABILITY DETERMINATION SERVICES
DEPARTMENT OF EMPLOYMENT AND ECONOMIC DEVELOPMENT
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AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER



STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DISABILITY DETERMINATION SERVICE
DETROIT SERVICE AREA

RICK SNYDER
GOVERNOR

NICK LYON
DIRECTOR

July 6, 2017

To Whom It May Concern:

It is my absolute pleasure to recommend the Indiana Disability Determination Consultants (IDDC) continue to perform contractual psychological assessments for the State of Indiana Disability Determination Service.

The Indiana Disability Determination Consultants (IDDC) knowledge of the Social Security Disability Process and expertise in evaluating disability claims has been a huge support to the State of Michigan Disability Determination Service.

The Indiana Disability Determination Consultants (IDDC) has collaborated with both the State of Indiana and Michigan Medical Services Units, over the span of a couple of years to provide assistance with claim assessments when needed. The IDDC produces quality work, timely assessments and accurate disability decisions.

Without a doubt, I confidently recommend the Indiana Disability Determination Consultants remain on your team and be offered an upcoming contract. I know that the IDDC will remain a beneficial addition to your organization.

Please feel free to contact me should you like to discuss Indiana Disability Determination Consultants further. I would be happy to expand on my recommendation.

Sincerely,

Michelle White

Medical Services Unit Manager
Disability Determination Services-DSA
313-456-6952
Michelle.E.White@ssa.gov

CC: Joelle Larsen, Ph.D
Charles Jones, State of Michigan DDS Director
Otis Kern, Area Administrator Detroit Service Area