



**STATE OF VERMONT**  
JOINT FISCAL OFFICE

**MEMORANDUM**

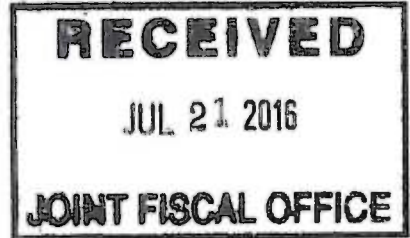
To: Joint Fiscal Committee members  
From: Daniel Dickerson, Fiscal Analyst  
Date: July 22, 2016  
Subject: Expedited Review - Position Request #2837

Enclosed please find one (1) item that the Joint Fiscal Office has received from the administration. **Expedited review has been requested for this position. I will reach out to individuals by Friday, July 29, 2016 for a decision unless I have heard from you prior to that time.**

**JFO #2837** – One (1) limited-service position within the VT Dept. of Children and Families – Disabilities Determination Services (DDS). **The Department is requesting expedited review for this position** (see attached memo from the DDS Director). The position will be titled Administrative Services Coordinator III and will manage and monitor performance-based contracts with physicians, who are now required to assess and sign-off on disability determinations as per the Congressional Bipartisan Budget Act of 2015. The position is funded through May 30, 2020 with ongoing funding from the Social Security Administration. Three positions were previously approved under the same funding umbrella in early May (JFO #2816). [JFO received 7/21/16]

Please review the enclosed materials and notify the Joint Fiscal Office (Daniel Dickerson at (802) 828-2472; [ddickerson@leg.state.vt.us](mailto:ddickerson@leg.state.vt.us)) if you have questions or would like an item held for legislative review.

JFO 2837



STATE OF VERMONT  
Joint Fiscal Committee Review  
Limited Service - Grant Funded  
Position Request Form

This form is to be used by agencies and departments when additional grant funded positions are being requested. Review and approval by the Department of Human Resources must be obtained prior to review by the Department of Finance and Management. The Department of Finance will forward requests to the Joint Fiscal Office for JFC review. A Request for Classification Review Form (RFR) and an updated organizational chart showing to whom the new position(s) would report must be attached to this form. Please attach additional pages as necessary to provide enough detail.

Agency/Department: AHS/DCF/DDS Date: 5/2/16

Name and Phone (of the person completing this request): Trudy Lyon-Hart, DDS Director, 241-2475

Request is for:

- Positions funded and attached to a new grant.
- Positions funded and attached to an existing grant approved by JFO # N/A

1. Name of Granting Agency, Title of Grant, Grant Funding Detail (attach grant documents):

Social Security Disability Determination - CFDA # 96.001. See attached letters from SSA.

2. List below titles, number of positions in each title, program area, and limited service end date (information should be based on grant award and should match information provided on the RFR) position(s) will be established only after JFC final approval:

<u>Title* of Position(s) Requested</u>	<u># of Positions</u>	<u>Division/Program</u>	<u>Grant Funding Period/Anticipated End Date</u>
Administrative Svcs Coordinator III	1	DDS	4 years minimum 5/30/2016-5/30/2020

\*Final determination of title and pay grade to be made by the Department of Human Resources Classification Division upon submission and review of Request for Classification Review.

3. Justification for this request as an essential grant program need:

Per the attached letter, the SSA expects DDS to immediately recruit and hire this position. This position is critical to provide administrative support for an increased workload due to changes in federal law. This position will be 100% federally funded. This funding includes not only salaries, but benefits (the state's contributions), and all related direct and indirect costs associated with the position.

I certify that this information is correct and that necessary funding, space and equipment for the above position(s) are available (required by 32 VSA Sec. 5(b)). SL 5/20/16

[Signature] PO 5-27-16 5/9/16  
Signature of Agency or Department Head Date

[Signature] 7/1/16  
Approved/Denied by Department of Human Resources Date

[Signature] 7/18/16  
Approved/Denied by Finance and Management Date

[Signature] 07/17/16  
Approved/Denied by Secretary of Administration Date

Comments:

JUL - 6 2016  
JUN - 2 2016



Department for Children and Families  
Disability Determination Services  
93 Pilgrim Park Road Suite 6  
Waterbury, Vermont 05676  
[www.dcf.state.vt.us/dds/dds2.shtml](http://www.dcf.state.vt.us/dds/dds2.shtml)

(phone) 802-241-2463  
(toll free) 800-734-2463  
(fax) 802-241-2492  
(tdd) 800-253-0195

*Agency of Human Services*

## DEPARTMENTAL MEMORANDUM

### VERMONT DISABILITY DETERMINATION SERVICES

To: Joint Fiscal Committee, Vermont State Legislature

From: Trudy Lyon-Hart, Director, Disability Determination Services

Re: Request to Expedite this DDS Limited Service Position Request

Date: May 2, 2016

Social Security has just authorized an additional DDS position (see attached letter dated 4/29/16). To take advantage of this funding, the DDS is required to have the new staff person hired and in the position by September 30, 2016. This is a very tight time-frame for hiring, given that the position will have to be formally classified, and that if the new position is filled with an internal DDS candidate, the hiring deadline will then apply to any backfill hiring. If all of this cannot be completed by the deadline, the DDS will lose the funding, and will be less able to manage the increased workload from Social Security in the coming year. This will result in delayed case processing, significantly longer wait times for disability applicants, and poorer program integrity (serious delays before stopping benefits when a person is no longer disabled).

This position is critical to implementing a change in federal law (Bipartisan Budget Act of 2015), which requires that all disability determinations be assessed and signed by a medical professional. Since many determinations have not required medical review for the past two decades, the DDS is contracting with more physicians for this service. The DDS must also find ways to add this medical review step while doing everything possible to minimize the increase in case processing time and avoid higher caseloads that can lower our quality of service. Another part of the Act requires the DDS to perform more vetting of providers of medical evidence in disability cases. Social Security, in partnership with the DDS, has determined that this new administrative position is essential for the DDS to carry out the new law. It is needed to manage and monitor performance-based contracts for a higher number of medical consultants and to extend the capabilities of other DDS professional and managerial positions. It is vital to the DDS's ability to maintain high quality service to a very vulnerable client population under the new law.

TLH:tlh



## SOCIAL SECURITY

Regional Office  
19<sup>th</sup> Floor - John F. Kennedy Federal Building  
Boston, Massachusetts 02203

April 29, 2016

Ms. Trudy Lyon-Hart, Director  
Disability Determination Services  
93 Pilgrim Park Road, Suite 6  
Waterbury, VT 05676

Dear Ms. Lyon-Hart:

This letter authorizes you to hire 1 additional employee for the Vermont DDS. With the 3 hires that were authorized in my letter dated January 19, 2016, your hiring total is now 4 for Fiscal Year 2016.

SSA Central Office has set very strict conditions to this hiring authority. Please begin your state personnel hiring process immediately with the target of having your new hires on duty as soon as possible. Their commitment must be made no later than September 30, 2016.

Experience with the DDS hiring process in Vermont gives us confidence that you will be able to meet this tight timeline.

The expenses associated with filling these positions are 100% federally funded, as are all salary and benefits associated with the position. The funds for these positions will be included in your Fiscal Year 2016 budget allocation. If you have any questions or need additional information please let me know.

Sincerely,

*Steve DeLosh*

Steve DeLosh

Disability Program Administrator

Cc: Jennifer Knowlen  
Jack McCormick



## SOCIAL SECURITY

Regional Office  
19<sup>th</sup> Floor - John F. Kennedy Federal Building  
Boston, Massachusetts 02203

February 16, 2016

Ms. Trudy Lyon-Hart, Director  
Disability Determination Services  
93 Pilgrim Park Road, Suite 6  
Waterbury, VT 05676

Dear Ms. Lyon-Hart:

I'm writing this letter to clarify our authority to direct you to hire three additional positions for the Vermont DDS.

Sections 221 (a) and 1633 of the Social Act as amended provide that disability determinations will be made by the State. SSA pays 100 percent of necessary costs incurred by the State performing this function. We provide funds to you based on your submitted estimates. You determine your funding needs when you calculate necessary expenses to accomplish the mission of the Agency. Further, we are mandated by the Code of Federal Regulations 404.1626, to "give the State funds, in advance or by way of reimbursement, for necessary costs in making disability decisions". As such, we are obliged by law to cover all of the expenses you incur.

The Agency places responsibility on the State as well. In addition to making timely and accurate disability determinations, the State must provide qualified personnel. Since we have made the determination that the Agency will be handling an increased workload in the coming years we are requesting that you make these additional hires.

Please also consider that these additional hires will assist you in making accurate and timely determinations for the citizens of Vermont. Both for those who are disabled and those who you determine to be no longer disabled.

If you have any questions or need additional information please let me know.

Sincerely,  
*Steve DeLosh*  
Steve DeLosh  
Disability Program Administrator



## SOCIAL SECURITY

Regional Office  
19<sup>th</sup> Floor - John F. Kennedy Federal Building  
Boston, Massachusetts 02203

January 19, 2016

Ms. Trudy Lyon-Hart, Director  
Disability Determination Services  
93 Pilgrim Park Road, Suite 6  
Waterbury, VT 05676

Dear Ms. Lyon-Hart:

This letter authorizes you to hire 3 employees for the Vermont DDS.

SSA Central Office has set very strict conditions to this hiring authority. Please begin your state personnel hiring process immediately with the target of having your new hires on duty as soon as possible. Their commitment must be made no later than September 30, 2016.

Experience with the DDS hiring process in Vermont gives us confidence that you will be able to meet this tight timeline.

The expenses associated with filling these positions are 100% federally funded, as are all salary and benefits associated with the position. The funds for these positions will be included in your Fiscal Year 2016 budget allocation. If you have any questions or need additional information please let me know.

Sincerely,  
*Steve DeLosh*  
Steve DeLosh  
Disability Program Administrator

Cc: Jennifer Knowlen

## Request for Classification Review Position Description Form A

For Department of Personnel Use Only

Notice of Action # _____		Date Received (Stamp)
Action Taken: _____		
New Job Title _____		
Current Class Code _____	New Class Code _____	
Current Pay Grade _____	New Pay Grade _____	
Current Mgt Level _____ B/U _____ OT Cat. _____ EEO Cat. _____ FLSA _____		
New Mgt Level _____ B/U _____ OT Cat. _____ EEO Cat. _____ FLSA _____		
Classification Analyst _____	Date _____	Effective Date: _____
Comments: _____		Date Processed: _____
Willis Rating/Components:	Knowledge & Skills: _____	Mental Demands: _____
	Working Conditions: _____	Accountability: _____
	Total: _____	

### Incumbent Information:

Employee Name:  Employee Number:   
Position Number:  Current Job/Class Title:   
Agency/Department/Unit:  Work Station:  Zip Code:   
Supervisor's Name, Title, and Phone Number:   
How should the notification to the employee be sent:  employee's work location  or  other address, please provide mailing address:

### New Position/Vacant Position Information:

New Position Authorization:  Request Job/Class Title: Administrative Services Coordinator II or III  
Position Type:  Permanent or  Limited / Funding Source:  Core,  Partnership, or  Sponsored  
Vacant Position Number:  Current Job/Class Title:   
Agency/Department/Unit: AHS/DCF/DDS Work Station: 93 Pilgrim Park Rd, Suite 6, Waterbury, VT  
Zip Code: 05676  
Supervisor's Name, Title and Phone Number: Lisa Champney, Financial Administrator III, 241-2466

### Type of Request:

- Management:** A management request to review the classification of an existing position, class, or create a new job class.
- Employee:** An employee's request to review the classification of his/her current position.

## 1. Job Duties

This is the *most critical* part of the form. Describe the activities and duties required in your job, **noting changes (new duties, duties no longer required, etc.) since the last review.** Place them in order of importance, beginning with the single most important activity or responsibility required in your job. The importance of the duties and expected end results should be clear, including the tolerance that may be permitted for error. Describe each job duty or activity as follows:

- **What it is:** The nature of the activity.
- **How you do it:** The steps you go through to perform the activity. Be specific so the reader can understand the steps.
- **Why it is done:** What you are attempting to accomplish and the end result of the activity.

For example a Tax Examiner might respond as follows: **(What)** *Audits tax returns and/or taxpayer records.* **(How)** *By developing investigation strategy; reviewing materials submitted; when appropriate interviewing people, other than the taxpayer, who have information about the taxpayer's business or residency.* **(Why)** *To determine actual tax liabilities.*

This position will be responsible for coordinating administrative functions for the DDS Management Team. It will include (but is not limited to) the following:

1. Medical Consultant Time and Performance Tracking for approximately 18 part-time contractual doctors and psychologists. This includes drafting performance based contracts, tracking each doctor's hours worked, the number and types of medical assessments completed, and accuracy rates, according to external and internal quality review. This position will ensure doctors' accurate time reporting in VTHR and will input Personnel Action Request forms for changes in pay rate, based on performance. This position will determine each doctor's production level (minutes per completed assessment, weighted according to the type of assessment done). This position will manage all the doctors' individual part-time schedules (which all vary week to week and day to day) to enable staff to always know when each doctor will be available and to ensure there is always adequate medical consultant coverage for the office

2. Supporting the DDS Management Team so as to extend the professional capacity of the managers and supervisors. This includes

- o Developing and maintaining management/supervisory file systems (electronic and paper) for confidential filing (for performance evaluations, disciplinary actions, recruitment, RFRs, training records, and a multitude of management information documents)
- o Maintaining and improving electronic system of policy and procedures for the DDS staff
- o Scheduling MT meetings, managing calendars, coordinating use of conference rooms
- o Developing meeting agendas and taking meeting minutes
- o Tracking staff training
- o Supporting all DDS recruitment and hiring processes (writing/submitted print and online ads, scheduling interviews, managing correspondence, applicant paperwork, and inquiries..

3. Managing public records, FOIA requests and documentation



4. Public communications, such as writing DCF News articles from DDS, answering public inquiries about the program and/or referring inquiries to appropriate management or program experts as needed. Responding to customer service complaints, and ensuring good quality, timely communications and accurate tracking of all complaints with the DCF Commissioner's Office, AHS, etc. Managing bulk mailings to recruit medical providers, tracking survey responses, and sending program information to potential consultative examination providers, tracking and following up on the contract process.
5. Managing supplies – tracking use, overseeing ordering; getting forms printed, etc.
6. Supporting performance management in the office by ensuring that supervisors complete evaluations timely, maintaining the office record and sending copies to DHR.
7. Entering PARs for the office
8. Providing back up and administrative support to DDS fiscal and provider relations staff
9. May supervise other administrative, technical and case processing staff

## 2. Key Contacts

This question deals with the personal contacts and interactions that occur in this job. Provide brief typical examples indicating your primary contacts (not an exhaustive or all-inclusive list of contacts) other than those persons to whom you report or who report to you. If you work as part of a team, or if your primary contacts are with other agencies or groups outside State government describe those interactions, and what your role is. For example: you may *collaborate, monitor, guide, or facilitate change*.

DDS management and supervisors, DDS professional and support staff, DCF Commissioner's Office staff, DCF Business Office staff, DHR, Social Security Regional Office program staff and SSA Field Office staff, doctors, psychologists, and others in the medical community. With internal DDS contacts, will be providing needed support, information from data analysis, and communicating as needed so as to be able to respond on behalf of the DDS management to external requests for information.

## 3. Are there licensing, registration, or certification requirements; or special or unusual skills necessary to perform this job?

Include any special licenses, registrations, certifications, skills; (such as counseling, engineering, computer programming, graphic design, strategic planning, keyboarding) including skills with specific equipment, tools, technology, etc. (such as mainframe computers, power tools, trucks, road equipment, specific software packages). Be specific, if you must be able to drive a commercial vehicle, or must know Visual Basic, indicate so.

Requires high level of discretion and confidentiality with sensitive information, considerable knowledge of spreadsheets, word processing, filing systems, ability to provide high level professional customer service with high attention to detail, ability to follow complex federal and state policies and procedures.

#### 4. Do you supervise?

In this question "supervise" means if you direct the work of others where you are held **directly** responsible for assigning work; performance ratings; training; reward and discipline or effectively recommend such action; and other personnel matters. List the names, titles, and position numbers of the classified employees reporting to you:

TBD. Will likely supervise some of the staff currently under the Financial Administrator.

#### 5. In what way does your supervisor provide you with work assignments and review your work?

This question deals with how you are supervised. Explain how you receive work assignments, how priorities are determined, and how your work is reviewed. There are a wide variety of ways a job can be supervised, so there may not be just one answer to this question. For example, some aspects of your work may be reviewed on a regular basis and in others you may operate within general guidelines with much independence in determining how you accomplish tasks.

Once trained, will be quite independent in determining work assignments (offering to carry out tasks or projects as they are envisioned during management team meetings, deciding priorities based on the position's knowledge of deadlines and what is needed to represent the DDS in the best possible way to state and federal partners, clients, attorneys, and the public. Depending on the project, various members of the DDS Management Team will oversee aspects of the work of this position, as coordinated by the Financial Administrator (direct supervisor).

#### 6. Mental Effort

This section addresses the mental demands associated with this job. Describe the most mentally challenging part of your job or the most difficult typical problems you are expected to solve. Be sure to give a specific response and describe the situation(s) by example.

- For example, a purchasing clerk might respond: *In pricing purchase orders, I frequently must find the cost of materials not listed in the pricing guides. This involves locating vendors or other sources of pricing information for a great variety of materials.*
- Or, a systems developer might say: *Understanding the ways in which a database or program will be used, and what the users must accomplish and then developing a system to meet their needs, often with limited time and resources.*

This position requires understanding very complex performance management data for the medical consultants and for the DDS overall - federal requirements that must be met, what it takes for the DDS Office to meet them, and how this position can best facilitate success. It involves meeting very tight deadlines (sometimes ridiculously tight deadlines, that we have no control over), and facilitating so that the office can meet some very challenging workload and quality goals (high volume, high detail work that must be done quickly, accurately, and cost-efficiently, all at the same time.

#### 7. Accountability

This section evaluates the job's expected results. In weighing the importance of results, consideration should be given to responsibility for the safety and well-being of people, protection of confidential information and protection of resources.

What is needed here is information not already presented about the job's scope of responsibility. What is the job's most significant influence upon the organization, or in what way does the job contribute to the organization's mission?

Provide annualized dollar figures if it makes sense to do so, explaining what the amount(s) represent.

For example:

- A social worker might respond: *To promote permanence for children through coordination and delivery of services;*
- A financial officer might state: *Overseeing preparation and ongoing management of division budget: \$2M Operating/Personal Services, \$1.5M Federal Grants.*

This position will manage medical consultant contracts totalling over \$900,000 a year. It will provide critical support for the management of the DDS and the required workload it must complete each year to earn its annual federal funding of over \$6,000,000.

### 8. Working Conditions

The intent of this question is to describe any adverse conditions that are routine and expected in your job. It is not to identify special situations such as overcrowded conditions or understaffing.

- a) What significant mental stress are you exposed to? All jobs contain some amount of stress. If your job stands out as having a significant degree of mental or emotional pressure or tension associated with it, this should be described.

Type	How Much of the Time?
Tight deadlines, challenging goals, multiple competing priorities and the necessity of maintaining professionalism regardless of the stress or provocation from clients, other staff, doctors, etc.	90%
Enlisting cooperation from medical consultants who themselves have other commitments besides their DDS work, to get them to give us more time, or to do cases faster, to ensure cases are processed timely and our vulnerable clients get served promptly. Prompt medical assessment is also critical for adjudicative staff's ability to manage their caseloads and provide the best service, so co-workers may add to pressure.	20%

- b) What hazards, special conditions or discomfort are you exposed to? (Clarification of terms: **hazards** include such things as potential accidents, illness, chronic health conditions or other harm. Typical examples might involve exposure to dangerous persons, including potentially violent customers and clients, fumes, toxic waste, contaminated materials, vehicle accident, disease, cuts, falls, etc.; and **discomfort** includes exposure to such things as cold, dirt, dust, rain or snow, heat, etc.)

Type	How Much of the Time?
Occasional contact with angry, threatening or suicidal clients	5%


c) What weights do you lift; how much do they weigh and how much time per day/week do you spend lifting?

Type	How Heavy?	How Much of the Time?
Paper files	5 #	Once in a while

d) What working positions (sitting, standing, bending, reaching) or types of effort (hiking, walking, driving) are required?

Type	How Much of the Time?
Sitting	85%

**Additional Information:**

Carefully review your job description responses so far. If there is anything that you feel is important in understanding your job that you haven't clearly described, use this space for that purpose. Perhaps your job has some unique aspects or characteristics that weren't brought out by your answers to the previous questions. In this space, add any additional comments that you feel will add to a clear understanding of the requirements of your job.

--

Employee's Signature (required): Vacant Date: 5/4/16

**Supervisor's Section:**

Carefully review this completed job description, but **do not** alter or eliminate any portion of the original response. Please answer the questions listed below.

1. What do you consider the most important duties of this job and why?

Oversight of medical provider performance and higher level support of the DDS management team.

2. What do you consider the most important knowledge, skills, and abilities of an employee in this job (not necessarily the qualifications of the present employee) and why?

The position needs to be able to exercise creative, "out-of-the-box" thinking to find ways to enable the DDS management to ensure that the office meets its challenging federal goals and workload targets. It requires the ability to think like a manager and also simultaneously keep track of the many smaller details that are crucial to success.

Without supervisory authority over the doctors, this position must convince these high level professionals to do things they may not feel like doing (work more hours, rearrange their schedule, provide fuller explanations in their assessments, etc.).

3. Comment on the accuracy and completeness of the responses by the employee. List below any missing items and/or differences where appropriate.

Complete and accurate

4. Suggested Title and/or Pay Grade:

Administrative Services Coordinator II or III - TBD by Classification.

Supervisor's Signature (required):

*Sue Champion* Date: 5/4/14

**Personnel Administrator's Section:**

Please complete any missing information on the front page of this form before submitting it for review.

Are there other changes to this position, for example: Change of supervisor, GUC, work station?

Yes  No If yes, please provide detailed information.

Attachments:

- Organizational charts are **required** and must indicate where the position reports.  
 Draft job specification is **required** for proposed new job classes.

Will this change affect other positions within the organization? If so, describe how, (for example, have duties been shifted within the unit requiring review of other positions; or are there other issues relevant to the classification review process).

Will eventually involve reassignment of supervision of some support staff positions currently under the Financial Administrator to this position.

Suggested Title and/or Pay Grade:

*Cathy Lane as stated*

Personnel Administrator's Signature (required):

*[Handwritten signature]*

Date: *5/5/16*

**Appointing Authority's Section:**

Please review this completed job description but **do not alter** or eliminate any of the entries. Add any clarifying information and/or additional comments (if necessary) in the space below.

[Empty box for comments]

Suggested Title and/or Pay Grade:

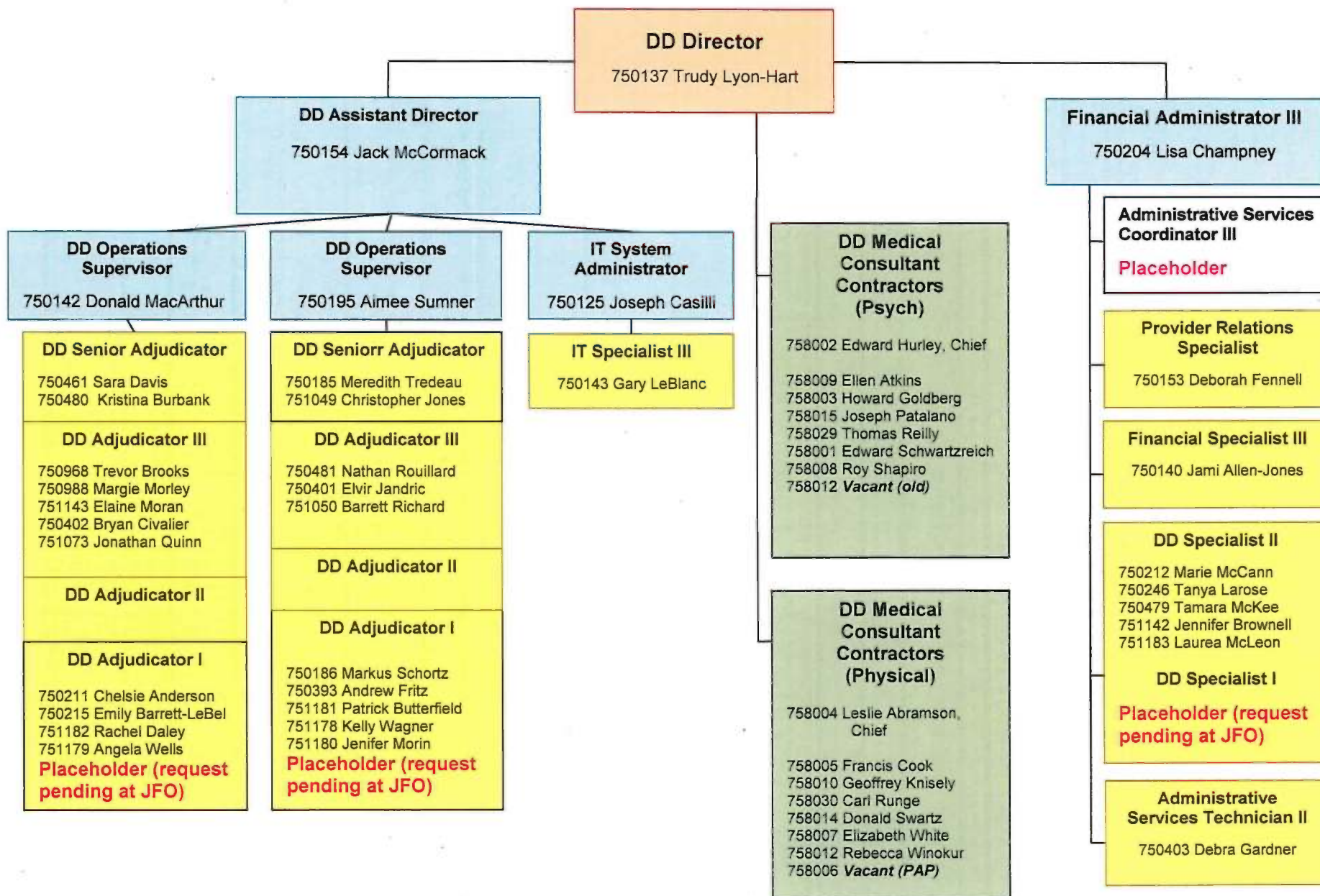
*as assigned*

*[Handwritten signature]*

Appointing Authority or Authorized Representative Signature (required)

*5.5.16*  
Date

# VERMONT DISABILITY DETERMINATION SERVICES



<u>Start Date</u>		<u>Current Step</u>	<u>Hourly rate</u>	<u>Weekly rate</u>	<u>Bi-Weekly rate</u>
7/1/2016	JMA	PG 23, step 4	25.27	1010.80	2,021.60

\$52,561.60 Salary  
36,260.24 Benefits  
**\$88,821.84**

	<b>FICA @ 7.324%</b>	<b>Retire @ 17.11%</b>	<b>Health</b>	<b>Life @ (0.31%)</b>	<b>Dental</b>	<b>EAP</b>	<b>LTD</b>	
7/1-6/30	3,849.61	8993.29	21,878.48	162.94	1,346.28	29.64	0	<b>36,260.24</b>