



DISABILITY RETIREMENT PROCESS UPDATE

Barbara M. A. Hannah
Chief Counsel

Disability Retirement Unit (2018)

- Transitioned to Legal Services September/November 2018
 - Backlog of files.
 - Processing time – average time – 16 months (11/2018-4/2019).
 - Understaffed, due in part to vacancies and long term leaves.

Disability Retirement Unit (2019)

Current Staffing

- Disability Supervisor
- Disability Retirement Specialists (3)
- Office Specialists (2)
- Reclassification - Senior Disability Retirement Specialist.
(Approved in budget.)
- New position - Disability Retirement Benefits Technician. (Job description being finalized.)

Disability Retirement Unit (2019) Updates to the Process

1. Processing Time – average - 12 Months (Reduced by 25%) (5/2019 -10/2019).
2. Order Kaiser Records directly from the provider. (Significant cost savings).
3. Office Specialists – Cleared backlog of files.
4. Consultation time – 30 minutes (updated checklist).
5. Disability Supervisor holds weekly staff meetings.
6. Updated Disability Retirement Application.
7. Medical records are ordered when Application is accepted for processing.