

Agency Performance

Summary of FY 2005 Performance

The following summarizes the Social Security Administration's (SSA) achievements toward reaching its targets for the performance measures specified in its *Revised Final Performance Plan for Fiscal Year 2005*. In cases where end-of-year data are not available, estimated performance is shown along with an indication of when the final data will be available. Similarly, for those measures where end-of-year estimates were used in the last *Performance and Accountability Report (PAR)*, final data are displayed in the "trend" section of the particular measure. For milestones and new performance measures, there is a discussion section in place of a chart or trend section.

For the 31 measures for which end-of-year data were available, SSA met 22 of the goals, or 71 percent, and almost met an additional 3 goals or 10 percent – a total of 81 percent for these two categories. The Agency did not meet 6 of its goals, which represents 19 percent of the performance measures where actual data were available—the same percentage of goals not met in FY 2004. The term *almost met* refers to instances where SSA came within 95 percent of the goal. For goals stated in whole numbers, actual numbers have been rounded to the nearest whole number using the standard rounding convention of rounding up numbers that are .5 or higher and rounding down those that are .4 or less. In instances where the goal is shown as a decimal, the actual number is also reported as a decimal.




The performance data presented in this section are in accordance with the guidance provided by the Office of Management and Budget (OMB) Circular No. A-11 and A-136. The *Data Quality* discussion in the *Overview of Key Performance Indicators, Goals and Results* section (page 20) describes continuing efforts to strengthen the quality and timeliness of SSA's performance information in order to increase its value to SSA's management and interested parties. Agency managers routinely use this performance data to improve the quality of program management and to demonstrate accountability in achieving program results.

Status of FY 2005 Performance Measures by Goal and Objective

The tables on the following pages provide an overview of SSA's performance measures and show which goals or targets were met, almost met, or not met. The measures are organized under the objectives they support. The objectives are those specified in SSA's *Strategic Plan for FY 2003 – FY 2008* and the *Revised Final Performance Plan for Fiscal Year 2005*. The strategic plan is updated every 3 years, with a revised plan scheduled for release in the spring of 2006 or earlier.

Agency Performance Summary

Key:












-  **Target met**
-  **Target almost met (within 95 percent of the goal)**
-  **Target not met**
- N/A Not (yet) available**

KPI – Denotes one of the Agency’s 14 Key Performance Indicators

Strategic Goal 1: SERVICE

To deliver high quality, citizen-centered SERVICE

Strategic Objective 1.1: Make the right decision in the disability process as early as possible

Performance Indicator	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page#
1.1a KPI Number of initial disability claims processed by the Disability Determination Services (DDS)	2,677,000	2,617,231 ¹		67
1.1b KPI Maintain the number of initial disability claims pending in the DDS (at or below the FY 2005/2006 goal)	592,000	560,529		68
1.1c KPI Number of SSA hearings processed	525,000	519,359 ²		69
1.1d KPI Maintain the number of SSA hearings pending (at or below the FY 2005/2006 goal)	714,000	708,164		69
1.1e KPI Number of appellate actions processed	1,158,412	1,043,807		70
1.1f KPI Average processing time for initial disability claims	93 days	93 days		71
1.1g KPI Average processing time for hearings	442 days	415 days		72
1.1h KPI Reduce the average number of days needed to process hearings appeals	250 days	242 days		73
1.1i KPI DDS net accuracy rate (allowances and denials combined)	97%	96% <small>ESTIMATED</small>		74
1.1j KPI Disability hearings accuracy rate	90%	90% <small>ESTIMATED</small>		75
1.1k KPI Agency decisional accuracy (ADA) rate	97%	97% <small>ESTIMATED</small>		76

¹ The volume of initial disability claims received was lower than anticipated and DDSs were unable to maintain previous levels of productivity due to the transition to eDib.

² Resources were redirected to processing Medicare only hearings to expedite the transfer of that workload to The Centers for Medicare and Medicaid Services (CMS).

Summary of Results: SSA met or almost met all but one of the goals associated with this objective. Detailed information of these successes can be found in the sections pertaining to each performance measure. The primary reason the one goal was not met was due to the decrease in the number of reconsiderations and court remands received. Also, the number of initial claims received was lower than anticipated and resources were redirected to processing Medicare only hearings.

Strategic Objective 1.2: Increase employment for people with disabilities

Performance Indicator	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page#
1.2a Number of DI and SSI beneficiaries, with tickets assigned, who work (over CY 2003 baseline of 14,052)	19,673*	N/A ESTIMATED TO BE MET	↑	77
1.2b Number of SSI disabled beneficiaries earning at least \$100 per month	255,637 5%	240,465 ESTIMATED	↓	78

Summary of Results: SSA anticipates that it will meet one of the goals associated with this objective and not meet the remaining goal. The Ticket-to-Work program provides beneficiaries with disabilities expanded options for access to employment services, vocational rehabilitation services, and other support services to help them work and reach their employment goals. In 2005, SSA conducted numerous promotional activities to increase participation in the Ticket-to-Work through:

- Encouraging Employment Networks and prospective Employment Networks to assist disability beneficiaries in finding and holding jobs;
- Conducting outreach and marketing activities to educate the public about programs and services that facilitate entry into the workforce; and,
- Partnering with other public and private groups to remove employment barriers for people with disabilities.

*The calendar year (CY) 2003 baseline was initially established in February 2004 and the results did not reflect the full number of beneficiaries with tickets, who worked in CY 2003. The CY 2003 and CY 2004 totals obtained in June 2005 resulted in more accurate data for both CY 2003 and CY 2004. Further, they are based on nationwide implementation and reflect the assistance of Social Security’s Area Work Incentive Coordinators with outreach and marketing. By changing the report month from February to June of the following year, a more complete record of CY 2003 and CY 2004 wages posted to the Disability Claims File was obtained. This change will provide more accurate information for subsequent years. The change in the CY 2003 baseline affects the CY 2005 goal. See page 77 for additional information.

Strategic Objective 1.3: Improve service through technology

Performance Indicator	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page#
1.3a Retirement and Survivor Insurance (RSI) claims processed	3,458,000	3,762,977	↑	79
1.3b Optimize the speed in answering 800-number calls	330 seconds	296 seconds	↑	79
1.3c Optimize the 800-number Agent busy rate	10%	10%	↑	80
1.3d Increase the usage of electronic entitlement and supporting actions KPI	120% over FY '03 baseline	471.1%	↑	81
1.3e Increase the percent of employee reports (W-2 forms) filed electronically KPI	60%	66.%	↑	82

1.3f KPI	Percent of individuals who do business with SSA rating the overall service as “excellent,” “very good,” or “good”	83%	85%	↑	83
1.3g	Improve workload information using <i>Social Security Unified Measurement System (SUMS)</i>	46%	42%	↓	84

Summary of Results: SSA met six of the goals associated with this objective and did not meet one of the goals. The Agency continues to promote efficient use of the Internet for filing benefit applications and processing post-entitlement actions. SSA also continues to support the employer community in its efforts to convert to electronic wage report filing. Increased telephone network efficiency helped meet increased workload demands.

Strategic Goal 2: STEWARDSHIP

To ensure superior STEWARDSHIP of Social Security programs and resources

Strategic Objective 2.1: Prevent fraudulent and improper payments and improve debt management

Performance Indicator	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page#	
2.1a KPI	SSI non-disability redeterminations	1,696,000	1,724,875	↑	85
2.1b KPI	Periodic CDRs processed	1,384,000	1,515,477	↑	86
2.1c	Percent of SSI payments free of preventable overpayment (O/P) and underpayment (U/P)	94.9% (O/P) 98.8% (U/P)	93.6% (O/P) 98.7% (U/P) <i>ESTIMATED</i>	↔	87
2.1d	Percent of outstanding SSI debt in a collection arrangement	53%	53%	↑	88
2.1e	Percent of OASDI payments free of O/P and U/P	99.8% (O/P) 99.8% (U/P)	99.8% (O/P) 99.8% (U/P) <i>ESTIMATED</i>	↑	89
2.1f	Percent of outstanding OASDI debt in a collection arrangement	42%	42%	↑	90

Summary of Results: SSA met or almost met all of the goals associated with this objective. The timely processing of redeterminations and Continuing Disability Reviews (CDRs), which are used to detect improper payments, contributed to the Agency’s success in this area. Continued use of debt recovery tools allowed the Agency to collect substantial amounts of OASDI O/Ps.

Strategic Objective 2.2: Strengthen the integrity of the Social Security Number (SSN)

Performance Indicator	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page#	
2.2a	Percent of SSNs issued that are free of critical error	99.8%	99% <i>ESTIMATED</i>	↔	91
2.2b	Process 99 percent of SSN requests received	99%	Not available	↑*	93

* This goal has been considered “met” by virtue of a zero pending figure at the end of the fiscal year. Technically, the receipt of an SSN request is not counted until the request is processed. The goal will be converted to a numeric goal in FY 2006.

Summary of Results: SSA met one goal and almost met the other goal associated with this objective. The decrease in the current accuracy rate of SSNs issued free of critical error is due almost entirely to the change in the definition of critical error.

Strategic Objective 2.3: Increase the accuracy of earnings records

Performance Indicator	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page#
2.3a Process 99 percent of annual earnings items received	99%	100%	↑	93
2.3b Increase the percent of incoming earnings items removed from the earnings suspense file for a new tax year	5%	2%	↓	94

Summary of Results: SSA met one goal associated with this objective and did not meet the other goal. New editing and screening mechanisms related to electronic wage reporting is expected to decrease the number of new items going into the earnings suspense file.

Strategic Objective 2.4: Efficiently manage Agency finances and assets, and effectively link resources to performance outcomes

Performance Indicator	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page #
2.4a Increase Agency productivity by 2 percent annually on average	2%	2.7%	↑	95
2.4b Disability Determination Service (DDS) cases processed per workyear (PPWY) KPI	278	260 ³	↓	96
2.4c Number of SSA hearings cases processed per workyear (PPWY)	103	102	↔	97
2.4d Maintain zero outside infiltrations of SSA's programmatic mainframes	0	0	↑	98
2.4e Enhance efforts to improve financial performance using Managerial Cost Accountability System (MCAS)	15%	5%	↓	99
2.4f Receive an unqualified opinion on SSA's financial statements from the auditors	Receive unqualified opinion	yes	↑	100
2.4g Get to "green" on four of five President's Management Agenda (PMA) initiatives KPI	Maintain "Green" on four of five PMA initiatives	"Green" on three of five PMA initiatives	↓	100

Summary of Results: SSA met or almost met four of the goals associated with this objective and did not meet three of the goals. There were notable successes. For example, the Agency exceeded its productivity goal and maintained its record of zero outside infiltrations of its programmatic mainframes. In addition, SSA once again received an unqualified opinion on its financial statements.

³ SSA was not able to meet this goal due to training, the learning curve and transition to new business processes with the implementation of the new electronic disability (eDib) claims process.

Strategic Goal 3: SOLVENCY

To achieve sustainable SOLVENCY and ensure Social Security programs meet the needs of current and future generations

Strategic Objective 3.1: Through education and research efforts, support reforms to ensure sustainable Solvency and more responsive retirement and disability programs

Performance Indicator	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page#
3.1a KPI Provide support to the Administration and Congress in developing legislative proposals and implementing reforms to achieve sustainable solvency for Social Security	Milestone	Completed	↑	102
3.1b Measure the public's knowledge of Social Security programs and related issues, including long-range financing	Milestone	Discontinued	N/A	103
3.1c Issue annual SSA-initiated <i>Social Security Statements</i> to eligible individuals ages 25 and older	100%	100%	↑	103

Summary of Results: SSA met two of the goals associated with this objective. The Agency provided the Administration and Congress with a wide range of analyses on solvency issues and reform legislation.

Strategic Goal 4: STAFF

Strategically manage and align STAFF to support Social Security's mission

Strategic Objective 4: Recruit, develop, and retain a high-performing workforce

Performance Indicator	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page#
4.1a Minimize skill and knowledge gaps in mission-critical positions	Milestone	Completed	↑	104
4.1b Align employee performance with Agency mission and strategic goals	Milestone	Delayed	N/A	105

Summary of Results: SSA met one of the performance goals for this objective. In August 2005, SSA and the American Federation of Government Employees (AFGE) reached an agreement on a new 4-year National Agreement. Because of the complexity of the negotiated changes to the performance management process and related subjects for AFGE-covered employees, implementation of the provisions of the 2005 National Agreement regarding performance assessments is delayed until FY 2006.

Program Assessment Rating Tool (PART) Measures

Measure	FY 2005 Goal	FY 2005 Actual	Goal Met?	See Page#
Average processing time for initial disability claims	93 days	93 days	↑	71
Average processing time for hearings	442 days	415 days	↑	72
Disability Determination Service (DDS) net accuracy rate (allowances and denials combined)	97%	96% ESTIMATED	↗	74
Number of DI and SSI beneficiaries, with tickets assigned, who work (over CY 2003 baseline of 14,052)	19,673*	N/A ESTIMATED TO BE MET	↑	77
Percent of SSI payments free of preventable overpayments	94.9%	93.6% ESTIMATED	↗	87
Percent of SSI payments free of preventable underpayments	98.8%	98.7% ESTIMATED	↗	87
Disability Determination Services (DDS) cases processed per workyear (PPWY)	278	260	↓	96
Number of SSA hearings cases processed per workyear (PPWY)	103	102	↗	97
Percent of Supplemental Security Income (SSI) Aged claims processed by the time the first payment is due or within 14 days of the effective filing date	75%	88%	↑	106

[Note: Not a performance measure for the Annual Performance Plan (APP)]

*The CY 2003 baseline was initially obtained in February 2004 and the results did not reflect the full number of beneficiaries with tickets, who worked in CY 2003. The CY 2003 and CY 2004 totals obtained in June 2005 resulted in more accurate data for both CY 2003 and CY 2004. Further, they are based on nationwide implementation and reflect the assistance of Social Security's Area Work Incentive Coordinators with outreach and marketing. By changing the report month from February to June of the following year, a more complete record of CY 2003 and CY 2004 wages posted to the Disability Claims File was obtained. This change will provide more accurate information for subsequent years. The change in the CY 2003 baseline affects the CY 2005 goal.

Summary of Results: SSA met or almost met eight of the goals associated with the PART and did not meet one of the goals. There were notable successes in FY 2005. Detailed information on these successes can be found in the sections pertaining to each performance measure.