GPRA Performance Results

Summary of Achievement - FY 2003 Performance Goals

A summary of the Agency's achievements in the Government Performance and Results Act (GPRA) performance goals is highlighted in the following charts. Chart 1 provides a breakout of the final Fiscal Year 2003 data the Agency has received. To date, SSA has final data for 37 (or 82 percent) of its 45 performance indicators. Chart shows that for those 37 indicators for which data was available, SSA met 28 of the goals, or 75 percent, and almost met an additional 4 goals or 11 percent – for a total of 86 percent for these two categories. The Agency did not meet 5 of its goals, representing 14 percent of the available performance indicators. Looking at the Key Performance Indicators (KPI) in Chart 3, the Agency did even better, meeting 13 of its 17 goals, or 76 percent and almost meeting another 3 goals or 18 percent – for a total of 94 percent for these two categories. There was only one KPI that the Agency did not meet, representing 6 percent of the key indicators. (See discussion of KPIs beginning on page 29.)

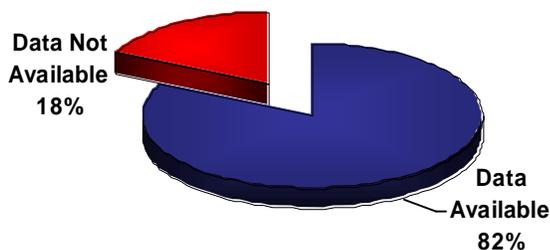**Chart 1**
All Performance Indicators

Data Not Available 18%

Data Available 82%

Chart 2
All Performance Indicators - Data Available

Not Met 14%
Almost Met 11%
86%
Met 75%

Chart 3
Key Performance Indicators

Not Met 6%
Almost Met 18%
94%
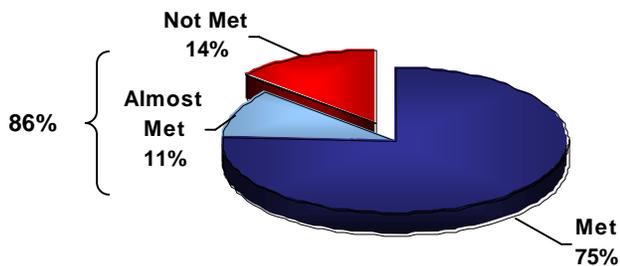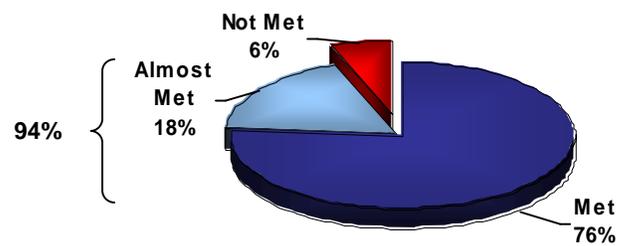Met 76%

The performance data presented in this report are complete and reliable as outlined in guidance provided by the Office of Management and Budget (OMB). The Data Quality discussion in the Performance Goals and Results section of "Management's Discussion and Analysis" (page 55) describes continuing efforts to strengthen the quality and timeliness of SSA's performance information to increase its value to both SSA's management and stakeholders. Some measures will not have FY 2003 final data in time for the publication of the FY 2003 PAR. SSA's managers routinely use this performance data to improve the quality of program management and to demonstrate accountability in achieving program results. The results achieved for each FY 2003 goal are either discussed in this report or will be included in the FY 2004 Performance and Accountability Report (PAR).

SSA'S ACHIEVEMENT OF FY 2003 PERFORMANCE TARGETS BY GOAL AND OBJECTIVE

The purpose of this table is to provide a quick overview of which goals were "met," or "not met". The table also indicates where the Agency came close to meeting a goal or where there was a strong positive trend toward meeting that goal. The table also indicates for which goals the Agency does not yet have data available, and therefore, can not report on at this time. The indicators are organized under the objectives they support; each objective has one or more performance indicator. A summary is included for each objective, which rolls up the performance for the indicators that support it. The sub-set of indicators that are KPIs is also identified.

Following the summary table are individual discussions for each of SSA's non-KPI performance indicators. As in past years, if final FY 2002 performance data was not available in time for the FY 2002 PAR, it is included here along with the FY 2003 discussion. If available, data definitions and data sources are also included for each indicator. For the KPIs, there is a reference to the page number of the detailed discussion for that indicator.

Strategic Goal A: To deliver high quality, citizen-centered service

KPI — denotes that an indicator is one of the Agency's 17 Key Performance Indicator	Performance Summary
Target Measure: ⬆ **Met** ⬈ **Almost met or Significant Progress** ⬇ **Not Met** N/A **Data Not Yet Available**	

Objective 1: Make the right decision in the disability process as early as possible

Indicator	Target Measure	Results
1.1 Number of initial disability claims processed (See p. 33) **KPI** **Goal:** 2,498,000 **Actual:** 2,526,020	⬆	**Results for this Objective:** SSA met, or nearly met, all of the goals associated with this objective. The goals were met in large part due to an increased emphasis the Agency placed on the initial claims process which resulted in a substantial decrease in the average processing time for initial disability claims, as well as for the average processing time for hearings. The two goals that were narrowly missed included the number of hearings pending and the number of hearings processed. SSA's continued inability to hire Administrative Law Judges because of the *Azdell* litigation played a large role in the Agency's inability to meet these goals. Because of recent developments in the Azdell case, SSA now plans to hire a limited number of judges as soon as OPM makes the register available.
1.2 Number of hearings processed (See p. 33) **KPI** **Goal:** 602,000 **Actual:** 571,928	⬈	
1.3 Average processing time for initial disability claims (See p. 34) **KPI** **Goal:** 104 days **Actual:** 97.1	⬆	
1.4 Average processing time for hearings (See p. 34) **KPI** **Goal:** 352 days **Actual:** 344	⬆	
1.5 Number of initial disability claims pending (See p. 35) **KPI** **Goal:** 593,000 **Actual:** 581,929	⬆	
1.6 Number of hearings pending (See p. 36) **KPI** **Goal:** 587,000 **Actual:** 591,562	⬈	
1.7 Number of appellate actions processed **Goal:** 950,500 **Actual:** 1,019,815	⬆	
1.8 DDS net accuracy rate (allowances and denials combined) (Available 2/2004) **Goal:** 97% **Actual:** Not Available	N/A	
1.9 Hearings decision accuracy rate (Available 9/2005) **Goal:** 89% **Actual:** Not Available	N/A	
1.10 Average processing time for decisions on appeals of hearings **Goal:** 300 days **Actual:** 294 days	⬆	

	Objective 2: Increase employment for people with disabilities		
2.1	Percent increase in the number of DI and SSI beneficiaries, with tickets assigned, who work	⬇	**Results for this Objective:** SSA did not meet this objective. The data to establish the baseline will not be available until spring 2004. SSA fully expects to establish a baseline in FY 2004.
	Goal: Establish Baseline	**Actual:** Not Completed		
2.2	Percent increase in the number of SSI disabled beneficiaries earning at least $100 per month	$^N/_A$	
	Goal: 269,109	**Actual:** 232,654 thru July		

	Objective 3: Improve Service with Technology		
3.1	Percent of retirement claims initiated via the Internet (See p. 38)	⬇	**Results for this Objective:** SSA met most of its goals for this objective. The Agency continues to build relationships with the employer community resulting in the large increase in the percent of employee reports filed electronically. While SSA fell short of its targeted number of calls handled (because fewer calls were placed than anticipated), the percent of callers getting through on their first attempt or within 5 minutes of their first call both exceeded the Agency's goals. SSA also plans an aggressive campaign to market its new website and promote electronic filing of retirement claims.
KPI	**Goal:** 7.1 - 8.1%	**Actual:** 6.1%	
3.2	Percent of employee reports (W-2s) filed electronically (See p. 39)	⬆	
KPI	**Goal:** 48%	**Actual:** 53.4%	
3.3	Percent of people who do business with SSA rating the overall service as "excellent," "very good," or "good" (See p. 40)	⬆	
KPI	**Goal:** 82.9%	**Actual:** 84.9%	
3.4	Retirement and Survivors Insurance (RSI) claims processed	⬆	
	Goal: 3,229,000	**Actual:** 3,238,871	
3.5	800-number calls handled [1]	⬇	
	Goal: 55,000,000	**Actual:** 53,700,000	
3.6	Percent of callers who successfully access the 800-number within 5 minutes of their first call	⬆	
	Goal: 94%	**Actual:** 96.7%	
3.7	Percent of callers who get through to 800-number on first attempt	⬆	
	Goal: 87%	**Actual:** 95.9%	

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[1] The Agency goal for this indicator was based on a projected number of calls that did not materialize. See page 77 for additional discussion on the number of calls handled.

Strategic Goal B: To ensure superior Stewardship of Social Security programs and resources

Objective 4: Prevent fraudulent and erroneous payments and improve debt management

4.1	SSI non-disability redeterminations (See p. 43)	↗	**Results for this Objective:** SSA met, or nearly met, all of its goals for this objective. Through effective use of debt recovery tools, SSA was able to recover substantial amounts of SSI and OASDI debt. Issues with contractor services that produce redetermination mailers near the end of FY 2003 kept SSA from meeting its goal. The Agency did process well over 100,000 more redeterminations than it did during the previous year. The Agency also met its targeted goal for the number of CDRs processed.
KPI	**Goal:** 2,455,000 **Actual:** 2,449,674		
4.2	Continuing Disability Reviews (CDR) processed (See p. 44)	⬆	
KPI	**Goal:** 1,129,000 **Actual:** 1,371,255		
4.3	Percent outstanding SSI debt in collection arrangement (See p. 44)	⬆	
KPI	**Goal:** 55% **Actual:** 55%		
4.4	Percent outstanding OASDI debt in collection arrangement (See p. 45)	⬆	
KPI	**Goal:** 38% **Actual:** 39.8%		
4.5	Percent SSI payments free of preventable error (overpayments and underpayments) (Available 6/30/2004)	ᴺ/ₐ	
	Goal: 95.4% (Overpayments) 98.8% (Underpayments) **Actual:** N/A		
4.6	SSI overpayment and underpayment accuracy rate (including both preventable and unpreventable error) (Available 06/30/2004)	ᴺ/ₐ	
	Goal: 93% (Overpayments) 98.8% (Underpayments) **Actual:** N/A		
4.7	Percent OASDI payments free of overpayments and underpayments (Available 06/30/2004)	ᴺ/ₐ	
	Goal: 99.8% (Overpayments) 99.8% (Underpayments) **Actual:** N/A		

Objective 5: Strengthen the integrity of the SSN

5.1	SSN requests processed	⬆	**Results for this Objective:** SSA met its goal for the number of SSN requests processed.
	Goal: 16,000,000 **Actual:** 17,523,560		
5.2	Percent of SSNs issued that are free of critical error (Available 09/30/2004)	ᴺ/ₐ	
	Goal: 99.8% **Actual:** N/A		

Objective 6: Increase the accuracy of earnings records

6.1	Annual earnings items processed [2]	↗	**Results for this Objective:** SSA did not meet its goals for this objective. While the Agency did not meet its current year goal for the reduction in the suspense file, SSA expects to meet its overall goal of removing 30 million items by the end of FY 2004.
	Goal: 260,000,000 **Actual:** 257,188,087		
6.2	Reduction in the size of the earnings suspense file	⬇	
	Goal: 18,000,000 **Actual:** 2,400,000		
6.3	Percent of incoming earnings items removed from the suspense file at the end of the annual earnings posting cycle (Available 11/15/2003)	ᴺ/ₐ	
	Goal: 2% **Actual:** N/A		

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[2] The Agency goal for this indicator was based on a projected number of earnings items that did not materialize. See page 83 for additional discussion on the number of earnings items processed.

Objective 7: Efficiently manage Agency finances and assets, and effectively link resources to performance outcomes			
7.1 Disability Determination Service (DDS) cases processed per workyear (PPWY) (See p. 49)		⬆	**Results for this Objective:** SSA met 7 of the 8 goals for this objective. Productivity was strong across SSA with an overall increase of 2.1 percent in addition to the Agency meeting its goals for both DDS and Hearings cases processed per workyear. The Agency also met its goal of achieving a "green" for "progress" on all its PMA initiatives. Additionally, SSA can report receiving an unqualified opinion on its financial statements and maintaining its record of allowing zero outside infiltrations of its programmatic mainframes. While SSA did not meet the 15 percent competitive sourcing goal, the Agency has made significant progress in establishing the necessary infrastructure to initiate competitive sourcing activities.
KPI **Goal:** 264	**Actual:** 270.4		
7.2 "Get to green" on all PMA initiatives (See p. 50)		⬆	
KPI **Goal:** 100% "green" for "Progress"	**Actual:** 100% "green" for "Progress"		
7.3 Percent improvement in productivity		⬆	
Goal: 2%	**Actual:** 2.1%		
7.4 Number of SSA hearings cases processed per workyear (PPWY)		⬆	
Goal: 101	**Actual:** 102.7		
7.5 Percent of commercial positions competed or converted		⬇	
Goal: 15%	**Actual:** 0.4%		
7.6 Maintain zero outside infiltrations of SSA's programmatic mainframes		⬆	
Goal: 0 infiltrations	**Actual:** 0 infiltrations		
7.7 Milestone measures for Managerial Cost Accountability		⬆	
Goal: Milestones	**Actual:** Completed		
7.8 Receive an unqualified opinion on SSA's financial statements from the auditors		⬆	
Goal: 100%	**Actual:** 100%		

Strategic Goal C: To achieve sustainable solvency and ensure Social Security programs meet the needs of current and future generations

Objective 8: Through education and research efforts, support reforms to ensure sustainable solvency and more responsive retirement and disability programs			
8.1 Provide support to Administration and Congress in developing legislative proposals to achieve sustainable solvency for Social Security and implementing reform legislation (See p. 51)		⬆	**Results for this Objective:** SSA met its goals for this objective. SSA provided the Congress and Administration officials with a wide range of analyses on solvency issues. Additionally, the Agency obtained the necessary data to establish a baseline for understanding the public's knowledge of Social Security's programs.
KPI **Goal:** Milestone	**Actual:** Completed		
8.2 Percent of adult Americans knowledgeable about Social Security programs and related issues, including long-range financing		⬆	
Goal: Establish Baseline	**Actual:** Completed		

Strategic Goal D: To strategically manage and align Staff to support SSA's mission

Objective 9: Recruit, develop, and retain a high-performing workforce

9.1 Percent increase in the new hire retention rate (See p. 53)	⬆	**Results for this Objective:** SSA met or exceeded all performance goals for this objective. The Agency far surpassed its new hire retention rate goal in FY 2003 and implemented its new Senior Executive Service performance plan. SSA also created job enrichment opportunities for 4.2 percent of its workforce and provided the equivalent of 68 hours of training for its employees.
KPI **Goal:** 84.6% **Actual:** 86.4%		
9.2 Milestones in developing new performance management systems	⬆	
Goal: Implement SES Plan **Actual:** SES plan implemented October 1, 2002		
9.3 Number of job enrichment opportunities (includes headquarters, component and regional development programs)	⬆	
Goal: 3% **Actual:** 4.2%		
9.4 Provide the equivalent of 40 hours of training annually to all employees	⬆	
Goal: 40 hours **Actual:** 68 hours		

Program Assessment Rating Tool (PART) Measures

Average processing time for initial disability claims (DI and SSI)	⬆	
Goal: 104 days **Actual:** 97.1 days		
Average processing time for hearings	⬆	
Goal: 352 days **Actual:** 344 days		
Disability Determination Services (DDS) cases processed per workyear (PPWY)	⬆	**Results for the PART measures:** SSA met all of its goals as they relate to the Program Assessment Rating Tool. The Agency's increased emphasis on the initial claims process resulted in a substantial decrease in the average processing time for initial disability claims, as well as for the average processing time for hearings which helped SSA meet these goals.
Goal: 264 **Actual:** 270.4		
Number of SSA hearings cases processed per workyear (PPWY)	⬆	
Goal: 101 **Actual:** 102.7		
DDS net accuracy rate (allowances and denials combined) (Available 02/2004)	N/A	
Goal: 97% **Actual:** Not Available		
Percent of SSI aged claims processed by the time the first payment is due or within 14 days of the effective filing date	⬆	
Goal: 75% **Actual:** 83%		
SSI overpayment and underpayment accuracy rate (including both preventable and unpreventable error) (Available 06/30/2004)	N/A	
Goal: 93% (overpayments) 98.8% (underpayments) **Actual:** Not Available		
SSI Aged claims processed per workyear (PPWY)	⬆	
Goal: 497 **Actual:** 556		