

Discontinued or Modified Performance Measures from the FY 2003 Annual Performance Plan

The Revised Final FY 2003 Annual Performance Plan (APP) aligns with the new FY 2003 – 2008 Agency Strategic Plan released March 31, 2003, and its four strategic goals:

- To deliver high-quality, citizen-centered service;
- To ensure superior stewardship of Social Security programs and resources;
- To achieve sustainable solvency and change Social Security programs to meet the needs of current and future generations; and
- To strategically manage and align staff to support SSA’s mission.

The Revised Final FY 2003 APP is streamlined and focused on Agency challenges. While this plan contains fewer performance measures than the original FY 2003 APP, we remain committed to delivering at least the same level of service in those areas that are no longer tracked by external performance measures. The chart below lists performance measures that were discontinued or modified in the Revised FY 2003 APP and provides the reason(s) for the change.

1. Percent of people who do business with SSA rating the overall service as “excellent”	These measures were discontinued. Current performance indicators in support of the newly released strategic plan are more focused and out-come oriented.
2. Percent of employers rating SSA’s overall service during interactions with SSA as “excellent”, “good”, or “very good”	
3. Percent of employers rating SSA’s overall service as “excellent”	
4. Percent of 800 number calls handled accurately – payment	
5. Percent of 800 number calls handled accurately – service	
6. Percent of public with appointment waiting 10 minutes or less	
7. Percent of public’s interaction with SSA, including citizen-initiated services available either electronically via the Internet or through automated telephone service	This measure was replaced with: 1) the percent of retirement claims initiated on the Internet for FY 03; and 2) the percent usage growth of electronic entitlement and supporting actions beginning FY 04.
8. Activities to establish the capability for the public interacting with SSA on the Internet to communicate with an SSA employee while online	This measure was discontinued. Current performance indicators related to service in support of the newly released strategic plan are more focused and outcome-based.

9. Percent of states with which SSA has electronic access to human services and unemployment information	These measures were discontinued. Current performance indicators related to service in support of the newly released strategic plan are more focused and outcome-based. Current strategies are targeted to support E-Vital, a government-wide e-government initiative.
10. Percent of states with which SSA has electronic access to vital statistics and other material information	
11. Milestones/deliverables demonstrating progress in increasing electronic access to information held by other federal agencies, financial institutions and medical providers	
12. Percent of OASI claims processed by the time the first regular payment is due or within 14 days from the effective filing date, if later	These measures were discontinued. Current performance indicators related to service in support of the newly released strategic plan are more focused and outcome-based.
13. Percent of SSI aged claims processed by the first payment is due or within 14 days of the effective filing date, if later	
14. Implement the activities necessary to have the software and infrastructure in place for paperless processing of RSI and SSI Aged claims	This was a milestone measure that was dropped from external reporting. Milestones are discussed in the Means and Strategies for strategic objectives.
15. Percent of initial disability claims decisions issued within 120 days	This measure was discontinued in favor of average processing time which is the best single indicator of performance overall.
16. DDS allowance performance accuracy	These measures were discontinued and replaced with DDS net accuracy rate (allowances and denials combined) because it is the best indicator of performance overall.
17. DDS net allowance performance accuracy	
18. DDS denial performance accuracy	
19. DDS net denial performance accuracy	
20. Implement activities necessary to have the software and infrastructure in place for electronic processing of disability claims	This was a milestone measure that was dropped from external reporting. Milestones are discussed in the Means and Strategies for strategic objectives.
21. Percent of hearings decisions issued within 180 days from the date the request is filed	These measures were discontinued. Current performance indicators related to service in support of the newly released strategic plan are more focused and outcome-based.
22. Implement activities necessary to have the software and infrastructure in place for electronic processing of hearings and appeals	
23. Percent of decisions on appeals of hearings issued by the Appeals Council within 105 days of the appeals filing date	
24. Number of decisions on appeals of hearings issued per workyear	

25. Activities to implement the Ticket-to-Work and Self-Sufficiency Program and other employment strategies	Activities in this milestone measure are incorporated in the Means and Strategies for the strategic objective to increase the number of people with disabilities who achieve employment.
26. OASDI Postentitlement automation rate	These measures were replaced with a new measure: Percent usage growth of electronic entitlement and supporting actions.
27. SSI Postentitlement automation rate	
28. Percent of original and replacement SSN cards issued within 5 days of receiving all necessary documentation	This measure was discontinued. Current performance indicators related to service in support of the newly released strategic plan are more focused and outcome-based.
29. Percent of SSN issued accurately	Replaced with the measure: Percent of SSNs issued that are free of critical error
30. Percent of OASDI payment outlays free of overpayments and underpayments (based on non-medical factors of eligibility)	Replaced with the measure: Percent of OASDI payments free of overpayments and underpayments
31. Percent of multi-year CDR plan completed through FY 2002	This measure was discontinued as the CDR plan was completed in FY 2002. The Agency remains committed to keep current with CDR processing.
32. Percent of CDRs completed when due and selectable beginning in FY 2003	This measure was discontinued. Current performance indicators related to stewardship in support of the newly released strategic plan are more focused and outcome-based. The Agency remains committed to keep current with CDR processing.
33. Percent of wage items posted to individuals' records by September 30	These measures were replaced with 2 outcome oriented measures to reduce the size of the Earnings Suspense File.
34. Percent of earnings posted correctly	
35. Outstanding OASDI debt not in a collection arrangement (excluding due process)	These measures were re-worded to focus on the percent of outstanding debt in a collection arrangement.
36. Outstanding SSI debt not in a collection arrangement (excluding due process)	
37. Number of investigations conducted (i.e., closed)	These 4 measures were dropped to streamline the APP and because the Inspector General monitors these workloads internally.
38. OASDI dollar amounts reported from investigative activities	
39. SSI dollar amounts reported from investigative activities	
40. Number of judicial actions reported	

41. Percent of public who are knowledgeable about Social Security issues	Replaced with the measure: Percent of adult Americans knowledgeable about Social Security programs and related issues, including long-range financing.
42. Percent of individuals issued SSA-initiated Social Security Statements as required by law	This measure was discontinued. Current performance indicators related to service in support of the newly released strategic plan are more focused and outcome-based.
43. Increase the retention rate of new hires	Replaced with the measure: Percent improvement in the retention rate
44. Continue to implement the SSA Future Workforce Plan	These measures were discontinued. Current performance indicators in support of the newly released strategic plan are more focused and outcome-based.
45. Develop, test and implement desktop video nationally	
46. Percent of offices with direct access to Interactive Video Teleconferencing	
47. Number of job enrichment opportunities in formal management development programs	Replaced with the measure: Number of job enrichment opportunities (includes headquarters components and regional development programs)
48. Define competencies for technical training and career development and make them available for employee use	These measures were discontinued. Current performance indicators in support of the newly released strategic plan are more focused and outcome-based.
49. Percent of employees who are satisfied with overall physical environment, i.e., it is professional, accessible, safe and secure	
50. Identification, development and utilization of appropriate barometer measures for assessing the effectiveness of OASDI programs	
51. Preparation of analyses and reports on demographic, economic, and international trends and their effects on OASDI programs	
52. Preparation of research and policy analyses necessary to assist the Administration and Congress in developing proposals to reform and modernize the OASDI programs	Replaced with Provide support to the Administration and Congress in developing legislative proposals to achieve sustainable solvency for Social Security and implementing reform legislation

53. Identification, development and utilization of barometer measures for assessing effectiveness of the SSI program	These measures were discontinued. Current performance indicators in support of the newly released strategic plan are more focused and outcome-based.
54. Preparation of a report and completion of data collection on the National Survey of SSI Children and Families	
55. Preparation of a research design to develop techniques for validating medical listings	
56. Preparation of reports on results of the National Study on Health Activity	
57. Preparation of analyses on alternative return-to-work strategies	
58. Percent of users assigning a high rating to the quality of SSA's research and analysis products in terms of accuracy, reliability, comprehensiveness, and responsiveness	
59. Percent of major statistical products that are timely	

Additionally, three budgeted workloads were deleted from the APP:

- SSI aged claims processed – this is a very small workload that we continue to monitor internally. There are three other measures listed in Part V of the report that are being used to monitor SSI aged program management;
- Representative payee actions – this measure was dropped because it was not a useful measure; however, we continue to monitor this workload internally; and
- Overpayment actions – this measure was dropped because it was not a useful measure, however, we continue to monitor this workload internally.