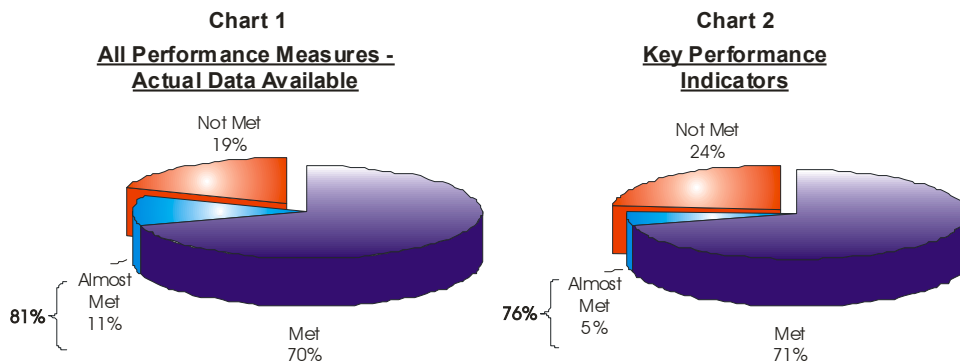


GPRA Performance Results

Summary of Achievement - FY 2004 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. Several performance measures do not have actual end-of-year data available. In these instances, the Agency has indicated when the final data will be available. The Agency has developed end-of-year estimates to report in the interim for these measures. Where end-of-year estimates are used, the FY 2004 PAR clearly indicates that they are "estimates" and that the actual performance data will be reported in the FY 2005 PAR. Chart 1 shows that for the 37 measures for which actual end-of-year data was available, SSA met 26 of the goals, or 70 percent, and almost met an additional 4 goals or 11 percent – for a total of 81 percent for these two categories. The Agency did not meet 7 of its goals, representing 19 percent of the performance measures where actual data was available. Looking at the Key Performance Indicators (KPI) in Chart 2, the Agency met 12 of its 17 goals, or 71 percent, and almost met one goal or 5 percent – for a total of 76 percent for these two categories. There were 4 KPIs that the Agency did not meet, representing 24 percent of the key performance indicators.



The performance data presented in this report are in accordance with the 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 66) describes continuing efforts to strengthen the quality and timeliness of SSA's performance information to increase its value to SSA's management and interested parties. SSA's managers routinely use this performance data to improve the quality of program management and to demonstrate accountability in achieving program results. Some measures will not have FY 2004 final data in time for the publication of the FY 2004 Performance and Accountability Report (PAR). The results achieved for each FY 2004 goal are either discussed in this report or will be included in the FY 2005 PAR.



STATUS OF FY 2004 PERFORMANCE MEASURES BY GOAL AND OBJECTIVE








This table provides an overview of all performance measures and shows which goals were "met," or "not met." The table also indicates where the Agency almost met a goal (i.e., within 95 percent of the goal). The measures are organized under the objectives they support; each objective has one or more performance measures. A summary is included for each objective, which gives a comprehensive overview of the performance for the measures that support it. The sub-set of measures that have been selected as Agency Key Performance Indicators (KPI) are also identified. There is a page number reference for a detailed discussion of that performance measure.

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

<p>KPI — denotes that the measure is one of the Agency’s 17 Key Performance Indicators</p>	
<p style="text-align: center;">Target Measure:</p> <p> Met Almost met (i.e., within 95 percent of the goal) Not Met </p>	Performance Summary
Objective 1: Make the right decision in the disability process as early as possible	
<p>1.1 Number of initial disability claims processed by DDS (See p. 45)</p> <p>KPI Goal: 2,485,000 Actual: 2,574,848</p>	
<p>1.2 Number of SSA hearings processed (See p. 46)</p> <p>KPI Goal: 538,000 Actual: 497,379</p>	
<p>1.3 Average processing time for initial disability claims (See p. 47)</p> <p>KPI Goal: 97 days Actual: 95 days</p>	
<p>1.4 Average processing time for hearings (See p. 48)</p> <p>KPI Goal: 377 days Actual: 391 days</p>	
<p>1.5 Number of initial disability claims pending (See p. 49)</p> <p>KPI Goal: 582,000 Actual: 624,658</p>	
<p>1.6 Number of SSA hearings pending (See p. 50)</p> <p>KPI Goal: 586,000 Actual: 635,601</p>	
<p>1.7 Number of appellate actions processed (See p. 90)</p> <p>Goal: 996,500 Actual: 1,019,007</p>	
<p>1.8 DDS net accuracy rate (allowances and denials combined) (See p. 91)</p> <p>Goal: 97% Estimate: 96.5%</p>	
<p>1.9 Hearings decision accuracy rate (See p. 92)</p> <p>Goal: 90% Estimate: 90%</p>	
<p>1.10 Average processing time for decisions on appeals of hearings (See p. 93)</p> <p>Goal: 275 days Actual: 251</p>	
<p>Results for this Objective: SSA met or almost met seven of these goals. Detailed information on these successes can be found in the sections pertaining to each performance measure.</p> <p>SSA did not meet three of these goals. Two of the goals (1.2 and 1.6) that were not met are tied to SSA’s inability to hire Administrative Law Judges because of the <i>Azdell</i>* litigation. Plans for addressing Agency shortcomings in these areas can be found in the sections pertaining to each performance measure.</p>	







* In 1997, two applicants for ALJ positions filed an appeal with the Merit Systems Protection Board (MSPB). This case, *Azdell v. Office of Personnel Management (OPM)*, challenged the veterans preference formula that OPM was using to score the ALJ examination. In April 1999, the MSPB issued an initial decision finding that the scoring system did violate the Veterans Preference Act. Beginning in April 1999, SSA was no longer able to hire ALJs. This inability continued through various appeals and legal actions until September 2001, when the MSPB allowed SSA to hire 126 new ALJs in FY 2002.

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 (See p. 94)		Results for this Objective: SSA does not expect to meet the goal for measure 2.2. The Ticket-to-Work program will eventually have a significant effect on the attainment of this objective, but it may take several years to see the full effect. Additional plans for addressing Agency shortcomings in this area can be found in the section pertaining to the performance measure.
	Goal: 20% Estimate: 20%		
2.2	Percent increase in the number of SSI disabled beneficiaries earning at least \$100 per month (see p. 95)		
	Goal: 5% Estimate: -1.8%		



Objective 3: Improve Service with Technology			
3.1	Usage of electronic entitlement and supporting actions (See p. 52)		Results for this Objective: SSA met all of the goals associated with this objective. The Agency continues to promote efficient use of the Internet to conduct business through filing of applications and postentitlement actions. The Agency also continues to support the employer community in its efforts to convert to electronic filing of wage reports. Increased telephone network efficiency helped meet increased workload demands. Detailed information on Agency successes can be found in the sections pertaining to each performance measure.
KPI	Goal: 328,398 (50% growth over FY 2002 baseline) Actual: 611,266 (179.2% growth over FY 2002 baseline)		
3.2	Percent of employee reports (W-2s) filed electronically (See p. 53)		
KPI	Goal: 55% Actual: 60%		
3.3	Percent of people who do business with SSA rating the overall service as “excellent,” “very good,” or “good” (See p. 54)		
KPI	Goal: 83% Actual: 84.2%		
3.4	Retirement and Survivors Insurance (RSI) claims processed (See p. 96)		
	Goal: 3,285,000 Actual: 3,399,471		
3.5	800-number calls handled (See p. 97)		
	Goal: 52,000,000 Actual: 53,200,000		
3.6	Percent of callers who successfully access the 800-number within 5 minutes of their first call (See p. 98)		
	Goal: 94% Actual: 95.6%		
3.7	Percent of callers who get through to 800-number on first attempt (See p. 98)		
	Goal: 87% Actual: 94.2%		




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. 55)			<p>Results for this Objective: SSA met or almost met all the goals associated with this objective. The timely processing of redeterminations and 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 debt. Detailed information on Agency successes can be found in the sections pertaining to each performance measure.</p>
KPI	Goal: 2,210,000	Actual: 2,278,566		
4.2	Periodic Continuing Disability Reviews (CDR) processed (See p. 56)			
KPI	Goal: 1,537,000	Actual: 1,604,680		
4.3	Percent of outstanding OASDI debt in collection arrangement (See p. 57)			
KPI	Goal: 38%	Actual: 42.2%		
4.4	Percent of outstanding SSI debt in collection arrangement (See p. 100)			
	Goal: 55%	Actual: 53.5 (May – September)		
4.5	Percent of SSI payments free of preventable overpayments and underpayments (See p. 101)			
	Goal: 95.4% (Overpayments) 98.8% (Underpayments)	Estimate: 93.9% (Overpayments) 98.8% (Underpayments)		
4.6	Percent of OASDI payments free of overpayments and underpayments (See p. 102)			
	Goal: 99.8% (Overpayments) 99.8% (Underpayments)	Estimate: 99.8% (Overpayments) 99.8% (Underpayments)		

Objective 5: Strengthen the integrity of the SSN

5.1	SSN requests processed (See p. 104)			<p>Results for this Objective: SSA met both the goals associated with this objective. Detailed information on Agency successes can be found in the sections pertaining to each performance measure.</p>
	Goal: 17,500,000	Actual: 17,791,880		
5.2	Percent of SSNs issued that are free of critical error (See p. 105)			
	Goal: 99.8%	Estimate: 99.8%		


Objective 6: Increase the accuracy of earnings records			
6.1	Annual earnings items processed (See p. 106)		<p>Results for this Objective: SSA almost met one of the goals but did not meet the other two goals associated with this objective. The number of annual earnings items processed is dependent on the number of earnings items reported.</p> <p>The Agency's ability to reduce the size of the earnings suspense file was dependent upon computer program enhancements. Delays in implementing these enhancements contributed to the Agency not meeting this goal. Detailed information on how SSA plans to meet this goal can be found in the section pertaining to each performance measure.</p>
	<p>Goal: 262,500,000</p> <p>Actual: 251,853,503</p>		
6.2	Reduction in the size of the earnings suspense file (See p. 107)		
	<p>Goal: 27,600,000</p> <p>Actual: 7,896,263</p>		
6.3	Percent of incoming earnings items removed from the suspense file at the end of the annual earnings posting cycle (See p. 108)		
	<p>Goal: 5%</p> <p>Actual: 2.07%</p>		

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. 58)			<p>Results for this Objective: The Agency met or almost met seven of the nine goals. There were notable successes. For example, all productivity targets were met. The Agency also maintained its record of zero outside infiltrations of its programmatic mainframes. Detailed information on Agency successes in this area can be found in the sections pertaining to each performance measure.</p>
KPI	Goal: 272	Actual: 272.6		
7.2	“Get to green” on all five PMA initiatives (See p. 59)			
KPI	Goal: Achieve an overall status rating of “green” on four of five PMA initiatives	Actual: Achieved an overall status rating of “green” on three of five PMA initiatives		
7.3	Percent improvement in Agency productivity (See p. 109)			
	Goal: 2%	Actual: 2.2%		
7.4	Number of SSA hearings cases processed per workyear (PPWY) (See p. 110)			
	Goal: 105	Actual: 100.2		
7.5	Milestones to get to “green” in competitive sourcing (See p. 111)			
	Goal: Develop a “yellow” plan	Actual: “Yellow” plan completed		
7.6	Maintain zero outside infiltrations of SSA’s programmatic mainframes (See p. 112)			
	Goal: 0 infiltrations	Actual: 0 infiltrations		
7.7	Efforts to improve financial performance (See p. 113)			
	Goal: SUMS/MCAS Milestones	Actual: Not all milestones completed		
7.8	Receive an unqualified opinion on SSA’s financial statements from the auditors (See p. 115)			
	Goal: Receive an unqualified opinion	Actual: Received an unqualified opinion		
7.9	SSI Aged claims processed per workyear (PPWY) (See p. 115)			
	Goal: 530	Actual: 560		





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 the Administration and Congress in developing legislative proposals to achieve sustainable solvency for Social Security and implementing reform legislation (See p. 61)		Results for this Objective: SSA met the one goal that was measured. The Agency provided the Administration and Congress with a wide range of analyses on solvency issues and reform legislation.
KPI	Goal: Milestone		
8.2	Percent of adult Americans knowledgeable about Social Security programs and related issues, including long-range financing (See p. 116)	N/A	SSA will conduct an annual survey of the American public in late FY 2004, and the results will be available in early FY 2005. Findings will be used to establish a baseline of knowledge so that the Agency can develop an appropriate measure and goal.
	Goal: Not Established		

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	Improve the new hire retention rate (See p. 64)		Results for this Objective: SSA met all the performance goals. The Agency exceeded the new hire retention rate and implemented its GS-15 performance plan. SSA substantially exceeded the goal for job enrichment opportunities and made 47.8 hours of training available to all employees.
KPI	Goal: 84.9%		
9.2	Milestones in developing new performance management systems (See p. 65)		Detailed information on Agency success in this area can be found in the sections pertaining to these performance measures.
KPI	Goal: Implement GS-15 Plan		
9.3	Number of job enrichment opportunities (includes Headquarters, component and regional development programs) (See p. 117)		
	Goal: 3% of workforce		
9.4	Make available the equivalent of 40 hours of training annually to all employees (See p. 118)		
	Goal: 40 hours		

Program Assessment Rating Tool (PART) Measures			
Average processing time for initial disability claims (See p. 47)		↑	<p>Results for the PART measures: SSA met or almost met all of the PART measures. There were notable successes in FY 2004. Detailed information on these successes can be found in the sections pertaining to each performance measure.</p> <p>The two hearing measures that were not fully met are tied to SSA's inability to hire Administrative Law Judges because of the <i>Azdell</i>* litigation. Additional plans for addressing Agency shortcomings in these areas can be found in the sections pertaining to each performance measure.</p>
Goal: 97 days	Actual: 95 days		
Average processing time for hearings (See p. 48)		↗	
Goal: 377 days	Actual: 391 days		
Disability Determination Services (DDS) cases processed per workyear (PPWY) (See p. 58)		↑	
Goal: 272	Actual: 272.6		
DDS net accuracy rate (allowances and denials combined) (See p. 91)		↗	
Goal: 97%	Estimate: 96.4%		
Percent of SSI payments free of preventable overpayments and underpayments (See p. 101)		↗	
Goal: 95.4% (Overpayments) 98.8% (Underpayments)	Estimate: 93.9% (Overpayments) 98.8% (Underpayments)		
Number of SSA hearings cases processed per workyear (PPWY) (See p. 110)		↗	
Goal: 105	Actual: 100.2		
SSI Aged claims processed per workyear (PPWY) (see p. 115)		↑	
Goal: 530	Actual: 560		
Percent of SSI Aged claims processed by the time the first payment is due or within 14 days of the effective filing date (See p. 120)		↑	
Goal: 75%	Actual: 84.1%		

* In 1997, two applicants for ALJ positions filed an appeal with the Merit Systems Protection Board (MSPB). This case, *Azdell v. Office of Personnel Management (OPM)*, challenged the veterans preference formula that OPM was using to score the ALJ examination. In April 1999, the MSPB issued an initial decision finding that the scoring system did violate the Veterans Preference Act. Beginning in April 1999, SSA was no longer able to hire ALJs. This inability continued through various appeals and legal actions until September 2001, when the MSPB allowed SSA to hire 126 new ALJs in FY 2002.