

## Part II: Summary of FY 2005 Annual Performance Plan (APP) and Revised Final FY 2004 APP

Our 5-year service delivery plan, published in the Agency Strategic Plan (ASP) for FY 2003-2008, sets the course on which this APP for FY 2005 and FY 2004 is based. The ASP reflects our priorities to give the American people the service they deserve, improve program integrity through sound fiscal stewardship, ensure the program’s financial solvency for future generations, and maintain the quality staff SSA needs to meet the first three goals. This APP sets performance targets for FY 2004 and FY 2005 and channels our efforts to help us achieve intermediate goals that ultimately result in reaching our long-term ASP goals.

The Office of Management and Budget (OMB) has established a system of effectiveness ratings to be performed on a percentage of Federal programs. OMB, with advice from the President’s Management Council’s subgroup on Budget Performance and Integration and input from Federal agencies, developed the Program Assessment Rating Tool (PART). The PART is a diagnostic tool used to examine different aspects of program performance to identify the strengths and weaknesses of a given Federal program. The Disability Insurance (DI) and Supplemental Security Income (SSI) Aged programs were selected for the initial assessment period and the results were published in the FY 2004 President’s budget. The same two programs were reevaluated and the results are published in the FY 2005 President’s budget.

The chart below is a complete summary of performance goals in the FY 2005 APP and Revised Final FY 2004 APP. PART measures are shown in *italics*.

### Summary Chart: FY 2005 APP and Revised Final FY 2004 APP

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

##### *1. Strategic Objective: Make the right decision in the disability process as early as possible*

<b>Output Measures</b>	<b>FY 2004 Projection</b>	<b>FY 2005 Projection</b>	<b>Appendix Reference</b>
Number of initial disability claims processed by DDS	2,485,000	2,457,000	Page i
Number of SSA hearings processed*	538,000	596,000	Page i
Number of appellate actions processed	996,500	995,400	Page i
<b>Outcome Measures</b>	<b>FY 2004 Goal</b>	<b>FY 2005 Goal</b>	
<i>Average processing time for initial disability claims</i>	<i>97 days</i>	<i>97 days</i>	Page i
Number of initial disability claims pending	582,000	582,000	Page i
<i>Disability Determination Service (DDS) net accuracy rate (allowances and denials combined)</i>	<i>97%</i>	<i>97%</i>	Page ii
<i>Average processing time for hearings</i>	<i>377 days</i>	<i>344 days</i>	Page ii
Number of SSA hearings pending**	586,000	550,000	Page ii
Hearings decision accuracy rate	90%	90%	Page iii
Average processing time for decisions on appeals of hearings	275 days	250 days	Page iii

\* 50,000 Medicare hearings were excluded from the number of hearings processed.

\*\* 57,000 Medicare hearings were excluded from the number of hearings pending for FY 2004 and 58,000 excluded from the hearings pending for FY 2005.

**2. Strategic Objective: Increase employment for people with disabilities**

<b>Outcome Measures</b>	<b>FY 2004 Goal</b>	<b>FY 2005 Goal</b>	<b>Appendix Reference</b>
Percent increase in the number of DI and SSI beneficiaries, with tickets assigned, who work (Over FY 2003 baseline of 2,726)	20% (3,271)	40% (3,816)	Page iv
Percent increase in the number of SSI disabled beneficiaries earning at least \$100 per month (Over prior year--FY 2003 actual performance baseline of 231,870)	5% (243,464)	5% (255,637)	Page iv

**3. Strategic Objective: Improve service through technology**

<b>Output Measures</b>	<b>FY 2004 Projection</b>	<b>FY 2005 Projection</b>	<b>Appendix Reference</b>
Retirement and Survivor Insurance (RSI) claims processed	3,285,000	3,305,000	Page iv
800-number calls handled	52,000,000	52,200,000	Page iv
<b>Outcome Measures</b>	<b>FY 2004 Goal</b>	<b>FY 2005 Goal</b>	
Usage of electronic entitlement and supporting actions	50% growth over FY 2002 baseline (218,932) - 328,398	75% growth over FY 2002 baseline (218,932) - 383,131	Page iv
Percent of employee reports (W-2s) filed electronically	55%	60%	Page v
Percent of people who do business with SSA rating the overall service as “excellent,” “very good,” or “good”	83%	83%	Page v
Percent of callers who successfully access the 800-number within 5 minutes of their first call	94%	N/A	Page vi
Percent of callers who get through to the 800-number on their first attempt	87%	N/A	Page vi
800-number average speed of answer (seconds)	N/A	240	Page vi
800-number Agent busy rate	N/A	8%	Page vii

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

**4. Strategic Objective: Prevent fraudulent and improper payments and improve debt management**

<b>Output Measures</b>	<b>FY 2004 Projection</b>	<b>FY 2005 Projection</b>	<b>Appendix Reference</b>
SSI non-disability redeterminations	2,210,000	2,210,000	Page vii
Periodic continuing disability reviews (CDR) processed	1,537,000	1,569,000	Page vii
<b>Outcome Measures</b>	<b>FY 2004 Goal</b>	<b>FY 2005 Goal</b>	
<i>Percent SSI payments free of preventable overpayments (O/P) and underpayments(U/P)</i>	<i>95.4% O/P 98.8% U/P</i>	<i>95.4% O/P 98.8% U/P</i>	<i>Page vii</i>
Percent of outstanding SSI debt in a collection arrangement	55%	55%	Page viii
Percent of Old-Age, Survivors and Disability Insurance (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	Page viii
Percent of outstanding OASDI debt in a collection arrangement	38%	38%	Page ix

**5. Strategic Objective: Strengthen the integrity of the Social Security Number (SSN)**

<b>Output Measure</b>	<b>FY 2004 Projection</b>	<b>FY 2005 Projection</b>	<b>Appendix Reference</b>
SSN requests processed	17,500,000	17,500,000	Page ix
<b>Outcome Measure</b>	<b>FY 2004 Goal</b>	<b>FY 2005 Goal</b>	
Percent of SSNs issued that are free of critical error	99.8%	99.8%	Page ix

**6. Strategic Objective: Increase the accuracy of earnings records**

<b>Output Measure</b>	<b>FY 2004 Projection</b>	<b>FY 2005 Projection</b>	<b>Appendix Reference</b>
Annual earnings items processed	262,500,000	267,200,000	Page x
<b>Outcome Measures</b>	<b>FY 2004 Goal</b>	<b>FY 2005 Goal</b>	
Reduction in the size of the earnings suspense file	27.6 million	TBD	Page x
Percent of incoming earnings items removed from the suspense file at the end of the annual earnings posting cycle	5%	TBD	Page x

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

<b>Outcome Measures</b>	<b>FY 2004 Goal</b>	<b>FY 2005 Goal</b>	<b>Appendix Reference</b>
Percent improvement in Agency productivity	2%	2%	Page xi
<i>DDS cases processed per workyear (PPWY)</i>	272	274	Page xi
<i>Number of SSA hearings cases processed per workyear (PPWY)</i>	105	107	Page xi
<i>SSI Aged claims processed per workyear (PPWY)</i>	530	530	Page xii
Milestones in effort to get to “green” in Competitive Sourcing	Develop a “green” plan for Competitive Sourcing and implement a “yellow” plan for Competitive Sourcing	Implement a “green” plan for Competitive Sourcing	Page xii
Maintain zero outside infiltrations of SSA’s programmatic mainframes	0	0	Page xiii
Efforts to improve financial performance	SUMS/MCAS milestones*	SUMS/MCAS targets*	Page xiii
Receive an unqualified opinion on SSA’s financial statements from the auditors	FY 2004 and FY 2005: Receive an unqualified opinion		Page xiv
“Get to green” on all five President’s Management Agenda (PMA) items	FY 2004 and FY 2005: Achieve an overall status rating of “green” on four of five PMA items		Page xiv

\* See Appendix A, pages xiii -xiv for details on the milestones and targets.

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

*8. Strategic Objective: Through education and research efforts, support reforms to ensure sustainable solvency and more responsive retirement and disability programs*

Outcome Measures	FY 2004 and FY 2005 Goal		Appendix Reference
Provide support to the Administration and Congress in developing legislative proposals to achieve sustainable solvency for Social Security and implementing reform legislation	Conduct analysis on key issues related to implementing Social Security reforms		Page xv
	FY 2004 Goal	FY 2005 Goal	
Percent of adult Americans knowledgeable about Social Security programs and related issues, including long-range financing	N/A – SSA is analyzing data to determine new targets	TBD	Page xv

**D. Strategic Goal: To strategically manage and align Staff to support SSA’s mission**

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

Outcome Measures	FY 2004 Goal	FY 2005 Goal	Appendix Reference
Improve the new hire retention rate	84.9%	85.2%	Page xv
Milestones in developing new performance management systems	Implement a new system for GS-15 employees	Formulate a new system for GS-14 and below employees	Page xvi
Number of job enrichment opportunities (includes headquarters component and regional development programs)	3% of workforce	3% of workforce	Page xvi
Make available the equivalent of 40 hours of training annually to all employees	Average of 40 hours training per employee	Average of 40 hours training per employee	Page xvi

**Program Assessment Rating Tool (PART) Measures**

<b>Measures</b>	<b>FY 2004</b>	<b>FY 2005</b>
Average processing time for initial disability claims (DI and SSI)	97 days	97 days
Average processing time for hearings	377 days	344 days
Disability Determination Service (DDS) cases processed per workyear (PPWY)	272	274
Number of SSA hearings cases processed per workyear (PPWY)	105	107
DDS net accuracy rate (allowances and denials combined)	97%	97%
Percent of SSI Aged claims processed by the time the first payment is due or within 14 days of the effective filing date	75%	75%
Percent SSI payments free of preventable overpayments (O/P) and underpayments (U/P)	95.4% O/P 98.8% U/P	95.4% O/P 98.8% U/P
SSI Aged claims processed per workyear (PPWY)	530	530