

## CONCLUSION

Social Security is at a crossroads. As Congress and the Government Accountability Office have noted, we are in a fragile state. If we are to preserve our position as a world-class service provider, we must change the way we do business over the next 5 years. This plan charts our course to achieve our vision of providing the highest standards of considerate and thoughtful service for generations to come.

To meet our challenges, we will maintain a strong level of performance in our core workload areas while focusing on: eliminating our hearings backlog and preventing its recurrence; improving the speed and quality of our disability process; improving our retiree and other core services; and preserving the public's trust in our programs. There is no "magic bullet" to resolve all our challenges. Consequently, our strategy will pursue a wide array of process, policy, systems, regulatory, and legislative improvements. We are confident that with the necessary resources, we can achieve our goals. With the support of the President, Congress, and our stakeholders, we will continue to successfully serve America for the 21<sup>st</sup> century and beyond.

