

## HOW WE EVALUATE OUR PROGRAMS

We conduct independent evaluations of our programs to determine if they are effective. We continue to build on our collection of program data, research, and analyses to identify our program strengths and weaknesses. We use information from program evaluations to develop strategies to address the major challenges we face and to improve the day-to-day administration of our programs. We complete many of our evaluations annually, while others may be one-time efforts. The following chart lists some of our significant evaluations, a description of these evaluations, and the timeframes for completion.

Evaluation	Description	Completed
<i>Annual Employee Survey/Federal Human Capital Survey</i>	Provides an assessment of employee perspectives of organizational performance across several major human capital areas; including recruitment, development, performance culture, leadership, job satisfaction, and personal work experiences	Annually
<i>Congressional Report on the Evaluation of the Ticket to Work Program and Adequacy of Incentives</i>	Evaluates the progress of activities and the success of the <i>Ticket to Work</i> program and any recommendations for program modifications	Biennially in December
<i>Disability Initial Claims and Appeals Satisfaction Surveys</i>	Surveys individuals filing for disability benefits at the initial and appeal levels to obtain a “report card” on satisfaction with the initial application and hearings processes	Annually
<i>Enumeration Review</i>	Reviews the enumeration process to determine the quality of Social Security Number issuance	Annually
<i>Evaluation of Changing Benefit Structures</i>	Evaluates the distributional impact of changing Supplemental Security Income payments and Old-Age, Survivors, and Disability Insurance benefits	Ongoing
<i>Federal Information Security Management Act Report to the Office of Management and Budget</i>	Reports the status of our information security program	Annually
<i>Human Capital Accountability Plan</i>	Provides us with a system by which we can monitor and evaluate the results of our human capital strategies, policies, and programs, as well as our adherence to merit system principles	Annually

Evaluation	Description	Completed
<i>Internet Services Satisfaction Surveys</i>	Surveys satisfaction related to new or expanded Internet services made available to the public or other issues related to Internet service delivery	Contingent on agency information needs
<i>Retirement, Survivors, and Disability Insurance Stewardship Review</i>	Reports on dollar accuracy of payment outlays	Annually
<i>Retirement Wave Report</i>	Projects likely employee retirement rates in mission-critical occupations and in our components	Annually
<i>Safeguard Procedures Report/Activity Report</i>	Reports to the Internal Revenue Service (IRS) on security procedures in place for our systems using or storing IRS data	Annually
<i>Service Satisfaction Survey</i>	Surveys overall public satisfaction with our service	Annually in September
<i>Supplemental Security Income Annual Report</i>	Reports on the status of the Supplemental Security Income program	Annually in May
<i>Strategic Leadership Succession Plan</i>	Identifies how our succession management strategies for the recruitment, selection, and development of leaders will be implemented and evaluated	Annually
<i>Supplemental Security Income Stewardship Report</i>	Reports on dollar accuracy of payment outlays	Annually
<i>Telephone Services Satisfaction Surveys</i>	Surveys satisfaction related to improvements in telephone service made available to the public through our National 800 Number or in local field offices	Contingent on agency information needs
<i>Trustees Report</i>	Presents the current and projected financial status of the Old-Age, Survivors, and Disability Insurance Trust Funds	Annually in April