Eliminate Our Hearings Backlog and Prevent Its Recurrence

- Hire more administrative law judges
- Streamline and automate case processing
- Increase video hearings

Preserve the Public's Trust in Our Programs

- Prevent waste, fraud, and abuse
- Protect personally identifiable information
- Minimize improper payments
- Use "green" solutions
- Simplify and streamline how we do our work

Improve the Speed and Quality of Our Disability Process

- Fast-track obvious allowances
- Update disability policies and procedures
- Roll-out an easy-to-use online disability application
- Enhance representative online services
- Offer online application status
- Simplify work incentive programs
- Increase use of electronic medical records

Improve Our Retiree and Other Core Services

- Roll-out an easy-to-use online retirement application
- Improve notices
- Enhance telephone service
- Improve field office reception areas
- Expand Enumeration-at-Entry
- Offer online Social Security Number replacement card applications

How America Benefits:

- No hearings backlog
- Faster disability decisions
- Convenient video hearings
- Accurate disability decisions
- Secure, easy-to-use online services 24/7
- Online retirement planning tools
- Easy-to-understand correspondence
- Better telephone service
- Fewer busy signals
- More self-service options

- Personal privacy protected
- Improved payment accuracy
- Improved protection of Trust Funds
- Better public understanding of the role of Social Security benefits
- Reduced energy consumption
- Courteous and knowledgeable employees
- Secure and robust systems to support workloads