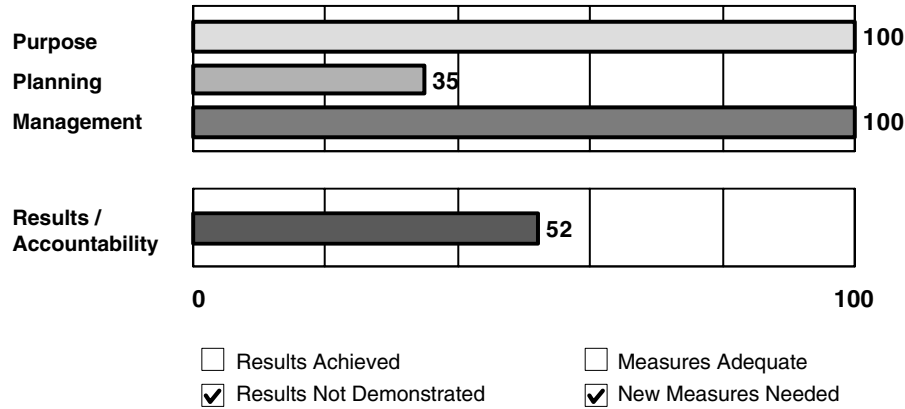


Program: *Federal Employees Retirement Program*

Agency: *Office of Personnel Management*

Bureau: *Office of Personnel Management, activities*



Key Performance Measures

Year Target Actual

Key Performance Measure	Year	Target	Actual
Long-term Measure: Measures under development			
Annual Measure: Retirement claims payment accuracy (as a percentage of claims paid)	2001	93%	93.6%
	2002	93%	92%
	2003	94%	
	2004	96%	
Annual Measure: Unit cost for processing retirement claims	2001	\$85.00	\$83.71
	2002	\$100.00*	\$89.53**
	2003	\$98.00	
	2004	\$89.00	

*New unified efficiency measure. Prior to 2002, performance metrics for the current program and modernization effort did not use the same inputs.
 **Actual performance for current program only.

Rating: *Results Not Demonstrated*

Program Type: *Direct Federal*

Program Summary:

The purpose of the federal civilian retirement program is to provide income for federal workers and their families after they retire.

The assessment found the program currently has no long-term goals that relate to identifying and evaluating the role the pension benefit plays in recruiting and retaining a desirable workforce. Additional findings include:

1. The purpose of the program is clear. Retirement plans are an integral part of an employee compensation package; employment-based retirement plans cover well over one-half of all wage and salary workers.
2. The defined-benefit component of the program is extremely well managed and administered, and annual performance measures, though deficient, are used to improve delivery of program products and services.
3. Because the program does not routinely collect information to measure the effectiveness of program design, it cannot demonstrate what impact it has on the federal workforce.

To address these findings, the agency will:

1. Develop measures and conduct program evaluations to assess how compensation and benefits offerings enable the government, as an employer, to attract and keep a high-quality workforce.
2. Establish ambitious long-term measures that reflect the purpose of the program.
3. Develop more aggressive annual performance goals to better emphasize continual improvement.

Program Funding Level (in millions of dollars)

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
48,970	50,991	52,599