



Report Summary

Social Security Administration
Office of the Inspector General

Case Management Procedures at the Hearing Office in Creve Coeur, Missouri (Limited Distribution) (A-07-06-26060)

Our objective was to determine whether evidence existed to substantiate allegations related to inefficient case management procedures at the Creve Coeur, Missouri Hearing Office.

While the Creve Coeur Hearing Office consistently exceeded the annual goal established by the Social Security Administration (SSA) for the number of decisions to be issued, we found that case management procedures could be improved. We made five recommendations to SSA.

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