Appendix A: Data Sources

(Unaudited — See accompanying Independent Auditor's Report)

SHRP Annual Performance Goal 1

Indicator	Source	Frequency of Collection	Method of Verification
1. FWFA regulation timeliness	Federal Register, OPM Web site posting	As published	FR notice dated May 4, 2005
2. Annual report timeliness	Published report	As scheduled	Copy of report, to be published in FY 2006
3. FWFA program evaluation results	Customer satisfaction survey	One-time in FY 2006	Raw survey data compared to reported program evaluation

SHRP Annual Performance Goal 2

4. Meet project milestones	HR LOB project plan	Quarterly	Director's Quarterly MIS Update
5. Clarity of HR LOB standards	Responses from stakeholders	Following issuance of standards	Copies of letters and emails

SHRP Annual Performance Goal 3

6. Timeliness of processing agency applications for SES pay-for-performance systems	CLERP correspondence log book	As applications are received	Copies of correspondence and responses
7. New Senior Professional System implementation timeliness	Federal Register	As published	FR notice, when published
8. Agency satisfaction with timeliness	CLERP correspondence log book	As applications are received	Copies of correspondence and responses

SHRP Annual Performance Goal 4

9. Meet project timelines	CLERP project plan	Quarterly	Director's Quarterly MIS Update
10. Feedback on evaluation methodologies by external sources	CLERP correspondence log book	Quarterly	Copies of correspondence and responses
11. Usefulness of evaluation results and recommendations	CLERP correspondence log book, emails	Quarterly	Copies of correspondence and responses

SHRP Annual Performance Goal 5

12. Response timeliness	Correspondence log book	Quarterly	Copies of correspondence and responses
13. Stakeholders review responses positively	Survey responses from stakeholders at briefings on HR policies	After each session	Original copies of survey responses

SHRP Annual Performance Goal 6

14. Meet project milestones	Project plan	Quarterly	Director's Quarterly MIS Update
15. Regulations implemented	Federal Register	As published	Federal Register notice February 2005

SHRP Annual Performance Goal 7

16. Meet project milestones	Project plan, drafts of legislation	Quarterly	Director's Quarterly MIS Update
17. Legislation enacted; regulations issued	Enrolled bill, Federal Register	As enacted, as published	Copy of legislation, Federal Register notice

SHRP Annual Performance Goal 8

Indicator	Source	Frequency of Collection	Method of Verification
18. Meet project milestones	Project plan, OPM Web site	Quarterly	Director's Quarterly MIS Update
19. Stakeholder approval; carriers sign on	Tally of carrier responses	Annually	Copies of carrier responses
20. Enrollment statistics for dental/vision benefit program	CPDF	Annually (after FY 2006 open season)	Independent review of CPDF data

SHRP Annual Performance Goal 9

21. Meet project milestones	Project plan	Quarterly	Director's Quarterly MIS Update
22. Agency satisfaction with results	FBI	As needed	Copies of correspondence and emails

SHRP Annual Performance Goal 10

23. Agencies' feedback regarding the usefulness of information and assistance promoting work/life programs	Federal Register, agency feedback	As published, as needed	Federal Register notice, copies of correspondence and emails
24. Percent of new hires who say retirement benefits are competitive, a fair value, and important in their decision to accept a job in the Government	Federal Benefits Survey	Biennial	Raw survey data
25. Percent of employees who say retirement benefits are competitive, a fair value, and important in their decision to remain in the Federal Government	Federal Benefits Survey	Biennial	Raw survey data
26. Percent of new hires who say FEHBP benefits are competitive, a fair value, and important in their decision to accept a job in the Government	Federal Benefits Survey	Biennial	Raw survey data
27. Percent of employees who say FEHBP benefits are competitive, a fair value, and important in their decision to remain in the Federal Government	Federal Benefits Survey	Biennial	Raw survey data
28. Percent of enrollees (Federal employees) satisfied with health benefits	Federal Benefits Survey	Biennial	Raw survey data
29. Percent of new hires who say life insurance benefits are competitive, a fair value, and important in their decision to accept a job in the Government	Federal Benefits Survey	Biennial	Raw survey data
30. Percent of employees who say life insurance benefits are competitive, a fair value, and important in their decision to remain in the Federal Government	Federal Benefits Survey	Biennial	Raw survey data
31. Percent of enrollees (Federal employees) satisfied with insurance benefits	Federal Benefits Survey	Biennial	Raw survey data

SHRP Annual Performance Goal 11

Indicator	Source	Frequency of Collection	Method of Verification
32. Timeliness of updating pay tables	OPM Web site	Annually	Hard copy of E.O. and new pay tables
33. Results of evaluations of new pay authorities and flexibilities	Agency feedback	As needed	Copies of emails and correspondence
34. Use/success of student loan repayments and recruitment, relocation, and retention authorities	CPDF, agency reports	Annually	Annual report on student loan usage, CPDF summary statistics

SHRP Annual Performance Goal 12

35. Timely response	Federal Register (?)	As published	FR notice
36. Stakeholders view responses positively	Meetings with stakeholders and Congressional staff briefings	Biweekly, and as scheduled	Minutes of meetings

SHRP Annual Performance Goal 13

37. Meet project milestones	Project plan	Quarterly	Copies of correspondence and responses
38. Positive stakeholder feedback	Symposia with stakeholders	As scheduled	Minutes of meetings

SHRP Annual Performance Goal 14

39. Meet project milestones	Project plan	Quarterly	Copies of correspondence and responses
40. FBI satisfied with results	FBI	As solicited	Copies of correspondence and emails

SHRP Annual Performance Goal 15

41. Meet project milestones	Project plan	Quarterly	Copies of correspondence and responses
42. ACWA identifies qualified applicants	Agency feedback	Undetermined	Copies of correspondence and emails

SHRP Annual Performance Goal 16

43. Timely responses	Federal Human Capital Survey	Biannually	Summary survey data
44. Stakeholders view responses positively	Federal Human Capital Survey	Biannually	Summary survey data

HCLMSA Annual Performance Goal 1

Indicator	Source	Frequency of Collection	Method of Verification
45. Number of PMA agencies with significantly reduced skill gaps in mission critical occupations	PMA Scorecard	Quarterly	OMB Web site
46. Employee Satisfaction/Retention Index	Federal Human Capital Survey	Biannually, with individual agency surveys in alternate years	Summary survey data
47. Number of PMA agencies with leadership succession plans	PMA Scorecard	Quarterly	OMB Web site
48. Leadership Index	Federal Human Capital Survey	Biannually, with individual agency surveys in alternate years	Summary survey data
49. Number of PMA agencies with linked performance appraisal plans for 60 percent of employees	PMA Scorecard	Quarterly	OMB Web site
50. Performance Culture Index	Federal Human Capital Survey	Biannually, with individual agency surveys in alternate years	Summary survey data
51. Number of PMA agencies making progress toward aggressive hiring time frames	PMA Scorecard	Quarterly	OMB Web site
52. Management's satisfaction with recruitment results	Federal Human Capital Survey	Biennially, with individual agency surveys in alternate years	Summary survey data
53. Organizational Talent Index	Federal Human Capital Survey	Biannually, with individual agency surveys in alternate years	Summary survey data
54. Percent of Benefits Officers trained each year	[Delayed until FY 2006]		
55. Percent of customers rating consulting services as very satisfactory or better	Email survey of agency headquarters benefits officers	Quarterly	Copies of survey responses
56. Percent of training attendees rating training as very good or better	End-of-session surveys	As scheduled	Copies of completed surveys
57. Percent of employees at the appropriate stage of retirement planning	Will be online survey, based on retiree focus group responses	Annually (beginning in FY 2007)	Copies of survey responses
58. Percent of customers rating guidance material as very good or better	Email survey of agency headquarters benefits officers	Quarterly	Copies of survey responses

HCLMSA Annual Performance Goal 2

Indicator	Source	Frequency of Collection	Method of Verification
59. Number of agencies that fully implement a system of internal compliance with merit systems principles and laws, rules and regulations in accordance with OPM standards	Agency self-assessments	Initial assessment – one time, follow-ups – ongoing	Annual agency certifications
60. Percent of agencies with violations of veterans' preference laws, rules and regulations	Human Resources Operations Audits	Continuously, as each audit is completed	Field Service Group database
61. Percent of agencies with severe problems in one or more DEUs that demonstrate improvement within one year following completion of an audit	Audit database	Annually	Follow-up audits
62. Percent of classification and job grading appeal decisions exceeding target timeframes	Classification Appeals Management Information System (CAPMIS)	Monthly	Monthly reports

HRPS Annual Performance Goal 1

63. Percent of applicant suitability determinations completed within contract timeframes	PIPS	Monthly	Automated system reports
64. Percent of suitability determinations sustained when appealed to MSPB	MSPB appeals results	Ongoing	Automated system reports
65. Percent of background investigations closed within contract delivery date	PIPS	Monthly	Automated system reports
66. Percent of cases returned for correction	PIPS	Monthly	Automated system reports
67. Full cost recovery for CFIS products and services	GFIS	Monthly	Automated system reports
68. Percent of customers satisfied with CFIS products and services	Customer Satisfaction Survey	Every 18-24 months	Summary survey data
69. Number of SF-86 forms submitted through e-QIP and received by PIPS	PIPS	Weekly	Automated system reports
70. Percent of Federal agencies that have deployed e-QIP	Investigative Service spreadsheet	Monthly	Manual count
71. Percent of files submitted through e-QIP that were rejected	PIPS	Monthly	Automated system reports

HRPS Annual Performance Goal 2

Indicator	Source	Frequency of Collection	Method of Verification
72. Full cost recovery maintained over a three-year period for reimbursable services	GFIS	Daily	Comparisons to internal tracking systems and General Ledger accounts
73. Agency acceptance rate of TMA project deliverables	Protrac Database	Monthly	Deliverable Acceptance Forms
74. Customers express repurchase intention	CTS Customer Satisfaction Survey	As each project is completed, compiled semiannually	Random comparisons of electronic records with original submissions
75. Percent of customers agreeing Talent's reimbursable services contribute to improving organizational effectiveness	CTS Customer Satisfaction Survey	As each project is completed, compiled semiannually	Random comparisons of electronic records with original submissions
76. Percent of customers satisfied with OPM's products and services	CTS Customer Satisfaction Survey	As each project is completed, compiled semiannually	Random comparisons of electronic records with original submissions
77. Increased number of eligible (registered) users of GoLearn Web sites	GoLearn Learning Management System	Monthly	Queries to data extract files
78. Increased annual number of GoLearn courses completed	GoLearn Learning Management System	Monthly	Queries to data extract files
79. Percent of Federal job applicants applying online using USAJOBS	USAJOBS Employer Services Reporting Dashboard	Monthly	Monthly staff reviews
80. Percent availability of applicant status tracking data	USAJOBS Employer Services Reporting Dashboard	Monthly	Monthly staff reviews
81. Average number of visitors to website daily	USAJOBS WebTrends	Monthly	Monthly staff reviews
82. Number of applications/resumes on file annually	USAJOBS Employer Services Reporting Dashboard	Daily	Monthly staff reviews
83. Customer satisfaction with USAJOBS	American Customer Satisfaction Index (ACSI)	Quarterly	Published report from ForeSee Results
84. Percent of customers satisfied with application process	Published report from ForeSee Results	Every eight weeks	Monthly staff reviews

HRPS Annual Performance Goal 3

85. Evaluation ratings for MDC, FEI, PMF – Level 1, all programs	Kirkpatrick rating survey	At end of each session, reported monthly	Original source documents
86. Evaluation ratings – Level 1, PMF	Kirkpatrick rating survey	At end of each session, reported monthly	Original source documents
87. Evaluation ratings – Level 2, MDC and CEL	Kirkpatrick rating survey	At end of each session, reported monthly	Original source documents
88. Evaluation ratings – Level 2, Leadership for a Democratic Society	Kirkpatrick rating survey	At end of each session, reported monthly	Original source documents
89. Evaluation ratings – Level 2, PMF	Kirkpatrick rating survey	At end of each session, reported monthly	Original source documents
90. Number of training sessions	CLCS Learning Management Systems (LMS)	At end of each session, reported monthly	Original source documents
91. Number of participants	LMS	At end of each session, reported monthly	Original source documents
92. Number of participant training days	LMS	At end of each session, reported monthly	Original source documents
93. Full cost recovery for MDCs and FEI	LMS and GFIS	Quarterly	Comparison with cuff records

HRPS Annual Performance Goal 4

Indicator	Source	Frequency of Collection	Method of Verification
94. Claims processing timeliness – initial annuity payment	Annuity Roll Payment System (ARPS) and Document Case Control System (DCCS)	Weekly	Comparisons to prior year data, trend analysis
95. Claims processing timeliness – CSRS annuity	Annuity Roll Payment System (ARPS) and Document Case Control System (DCCS)	Weekly	Comparisons to prior year data, trend analysis
96. Claims processing timeliness – FERS annuity	Annuity Roll Payment System (ARPS) and Document Case Control System (DCCS)	Weekly	Comparisons to prior year data, trend analysis
97. Claims processing timeliness – CSRS survivor	Annuity Roll Payment System (ARPS) and Document Case Control System (DCCS)	Weekly	Comparisons to prior year data, trend analysis
98. Claims processing accuracy – CSRS annuity	Quality Assurance Reviews	Biennially	Random case samples
99. Claims processing accuracy – FERS annuity	Quality Assurance Reviews	Biennially	Random case samples
100. Claims processing accuracy – CSRS survivor	Quality Assurance Reviews	Biennially	Random case samples
101 Claims processing unit cost	Employee Time and Attendance Management System	Bi-weekly	Comparisons to prior year data, trend analysis
102. Percent of annuitants who received first payment before or when expected	Client Satisfaction Survey	Annually	Audits of original survey responses
103. Number of customer calls handled	Call Center activity reports	Weekly	Automated Call Distributor (SCD) system tests
104. Call handling rate	Call Center activity reports	Weekly	Automated Call Distributor (SCD) system tests
105. Customer service unit cost	Employee Time and Attendance Management System	Bi-weekly	Comparisons to prior year data, trend analysis
106. Percent of services provided online	Automated Client Service Applications database	Bi-weekly	Comparisons to prior year data, trend analysis
107. Improper payment rate	Sampling by statistician and financial data	Annually	OCFO and OIG and KPMG audits
108. Percent of annuitants satisfied with overall retirement service	Client Satisfaction Survey	Annually	Audits of original survey responses

HRPS Annual Performance Goal 5

Indicator	Source	Frequency of Collection	Method of Verification
109. Percent of accredited FEHB plans	National Committee for Quality Assurance (NCQA) database	Annually	Independent certifying organization (NCQA)
110. Cholesterol management after acute cardiovascular event	HEDIS database from NCQA	Annually	Audits and reviews
111. Overall customer satisfaction scores for enrollees in FEHBP plans meet or exceed industry average	Consumer Assessment of Health Plans Survey (CAHPS)	Annually	Independent certifying organization (NCQA)
112. FEHBP improper payment rate	OIG audit of carriers, Independent Public Accounting firms audit of carriers	Quarterly	OCFO calculation based on OIG audits, independent audits, and CLER
113. Claims processing timeliness	Quality Assurance reviews	Annually	Reviews/audits
114. Claims processing accuracy	Quality Assurance reviews	Quarterly	QAG audits
115. Enrollee satisfaction with FEHBP open season website	Survey of FEHB open season customers	Annually	Reviews/audits
116. FEGLI paid claims timeliness	OFEGLI Average Claim Processing Report	Quarterly	Independent Audit of MetLife
117. FEGLI paid claims accuracy	Quality Assurance Group reviews	Quarterly	QAG audits
118. FEGLI improper payment rate	Match Annuity Roll Processing System eligibility and coverage data with MetLife's paid claims data	Quarterly	QAC audits
119. New approved Federal Long Term Care Insurance Program applications	Long Term Care Partners report	Monthly	Independent audit of SHPS, Inc.
120. Percent of FLTCIP calls answered within 20 seconds	Long Term Care Partners report	Monthly	Independent audit of SHPS, Inc.
121. FLTCIP call center handling rate	Long Term Care Partners report	Monthly	Independent audit of SHPS, Inc.
122. Percent of FLTCIP customers satisfied with overall customer service	Long Term Care Partners report	Monthly	Independent audit of SHPS, Inc.
123. Participation rate in FSAFEDS	SHPS, Inc. report	Monthly	Independent audit of SHPS, Inc.
124. Percent of "clean" FSAFEDS claims reimbursed within five business days	SHPS, Inc. report	Weekly	Independent audit of SHPS, Inc.

HR LOB Goal

125. Number of agencies for which EHRI working plan is available	Actual EHRI user accounts set up	Quarterly or as requested	Validated count against agency agreements
126. Percent of users judging EHRI workforce planning tool to be useful	Web-based survey	Periodic	Summary responses

MSD Goal

Indicator	Source	Frequency of Collection	Method of Verification
127. Percent of time mainframe available during agreed-upon service hours	CIS Data Center	Quarterly	Systems reports
128. Timely completion of system support requests	CIS tracking system	Quarterly	ASG and BSG tracking systems
129. Material security weaknesses	KPMG Audit Report	Annually	Printed copy of report
130. Computer security awareness training provided	CIS tracking system	Annually	Security Awareness Training database
131. Number of field audits conducted	Access database and manual tracking board	Bi-weekly	Assessment reports
132. Number of Continuity of Operations Plan readiness exercises conducted	Count of participants in training exercise	Quarterly, or after each exercise	Attendance list of specific individuals provided by COOP manager
133. Number of background investigations initiated or completed	CSEA's Personnel Security database	Weekly	Periodic audit of database
134. Number of COOP seminars conducted	Count of participants in seminar	Quarterly, or after each seminar	Attendance list of specific individuals provided by COOP manager
135. Number of COOP personnel trained to relocate to Telework Center	Count of participants in orientation training	Quarterly, or after each training session	Attendance list of specific individuals provided by COOP manager
136. Percent of field security assessment reports delivered within 14 working days	Document assessment reports forwarded to executive staff	As each report is forwarded	Special Agent in Charge verifies timeframes
137. End-of-year rating on Competitive Sourcing PMA Scorecard	PMA Scorecard rating by OMB	Quarterly	OMB Web site
138. Cumulative FTE performing commercial activities completed	Count of FTEs identified prior to each competition	At the completion if each competition	Affected program officers verify counts
139. Cost savings that result from competitions	Comparison of actual costs incurred versus baseline estimate established at the beginning of the competition	Quarterly	Review by contracting office
140. Savings on telecommunications	[Dropped]		
141. Percent of contract actions completed	Federal Procurement Data Systems and OPM's Procurement Desktop System	As needed	Review by contracting office
142. Percent of contracts that are performance-based	Federal Procurement Data Systems and OPM's Procurement Desktop System	As needed	Review by contracting office
143. End-of-year rating on Human Capital PMA Scorecard	PMA Scorecard rating by OMB	Quarterly	OMB Web site
144. Hiring cycle time from closing date of announcement to date job offer made	Staffing database	Daily	Senior staff reviews
145. Overall management satisfaction with quality of human resources services	[Delayed until FY 2006]		
146. Percent of EEO and diversity reports completed and delivered on time to required organizations	MSD Tracking Log	As each package is completed	Management review of spreadsheet and packages
147. Number of days to complete EEO investigations	Internal data systems	Daily	Quarterly aggregate crosschecking
148. Number of days to complete final agency EEO decisions	Internal data systems	Daily	Quarterly aggregate crosschecking
149. Number of days to complete final agency EEO orders	Internal data systems	Daily	Quarterly aggregate crosschecking

OCFO Goal

Indicator	Source	Frequency of Collection	Method of Verification
150. Percent accounts receivable delinquent	Report on Receivables Due from the Public	Quarterly	Management review
151. Prompt payment timeliness	GFIS	Monthly	Prompt Payment reports, OIG audits
152. Unqualified audit opinion	Independent Auditor's Report from KPMG	Annually	Printed version of completed report
153. Material weaknesses	Independent Auditor's Report from KPMG	Annually	Printed version of completed report
154. End-of-year rating on Financial Performance PMA Scorecard	PMA Scorecard rating by OMB	Quarterly	OMB Web site
155. End-of-year rating on Budget and Performance Integration PMA Scorecard	PMA Scorecard rating by OMB	Quarterly	OMB Web site
156. Implement a Commercial-off-the-Shelf audit follow-up tracking system	Audit Follow-up Tracking System (AFTS)	Continuous	AFTS weekly reports
157. Number of reviews of business operations and work procedures	Report log	As written products are issued	Paper and electronic copies of products
158. Number of instances of internal control and risk management orientation and training	Training log	As training occurs, at least monthly	Session attendance records

OIG Goal 1

159. Return on investment	Not applicable		
160. FEHBP audit cycle	Not applicable		
161. Average FEHBP unaudited	Not applicable		
162. FEHBP audit recovery rate	Not applicable		
163. Positive financial impact	Not applicable		
164. Number of carriers not audited within five-year retention period	Not applicable		

OIG Goal 2

165. Number of arrests	Not applicable		
166. Number of indictments	Not applicable		
167. Number of convictions	Not applicable		
168. Number of debarments and suspensions	Not applicable		
169. Number of debarment inquiries responded to	Not applicable		

Appendix B: Acronyms and Abbreviations

(Unaudited — See accompanying Independent Auditor's Report)

A&R	Advances and Reimbursements
ACSI	American Customer Satisfaction Index
ACWA	Administrative Careers with America
ALIL	Actuarial Life Insurance Liability
ARC	Bureau of Public Debt's Administrative Resource Center
AutoCert	Automated Certification of Life Insurance
BI	Background Investigations
BPD	Bureau of the Public Debt
CFO	Chief Financial Officer
COOP	Continuity of Operations Plan
COTS	Commercial Off-the-Shelf
CRC	Community-Rated Carriers
CSRDF	Civil Service Retirement and Disability Fund
CSRS	Civil Service Retirement System
DCIA	Debt Collection Improvement Act
DEU	Delegated Examining Unit
DHS	Department of Homeland Security
DoD	Department of Defense
DSS	Defense Security Service
DVA	Department of Veterans Affairs
e-GOV	Electronic Government
EBS	Employee Benefits System
EEO	Equal Employment Opportunity
EHRI	Enterprise Human Resources Integration
EPV	Expected Present Value
ERC	Experience-Rated Carriers
ERCP	Executive Resources Community of Practice
FASAB	Federal Accounting Standards Advisory Board
FBI	Federal Bureau of Investigation
FBWT	Fund Balance With Treasury
FCHS	Federal Human Capital Survey
FEB	Federal Executive Board
FEGLI	Federal Employee Group Life Insurance
FEHBP	Federal Employee Health Benefits Program
FEI	Federal Executive Institute
FERS	Federal Employee Retirement System
FFMIA	Federal Financial Management Improvement Act
FFB	Federal Financing Bank
FLSA	Fair Labor Standards Act
FLTCIP	Federal Long Term Care Insurance Program
FMFIA	Federal Managers' Financial Integrity Act
FMS	Financial Management Service (of the Department of the Treasury)
FTE	Full-time Equivalents
FWFA	Federal Workforce Flexibility Act
FY	Fiscal Year
GAAP	Generally Accepted Accounting Principles
GAO	Government Accountability Office
GAS	Government Accounting Series
GFIS	Government Financial Information System
GMRA	Government Management Reform Act
GPRA	Government Performance and Results Act (also known as Results Act)
GS	General Schedule
HB	Health Benefits
HCAAF	Human Capital Assessment and Accountability Framework
HCLMSA	Human Capital Leadership and Merit Systems Accountability Division
HMO	Health Maintenance Organization
HR	Human Resources
HR LOB	Human Resources Line of Business
HRPS	Human Resources Products and Services Division
IPA	Independent Public Accountant
IT	Information Technology
LAIRS	Labor Agreement Information Retrieval System
LDS	Leadership Development Services
LI	Life Insurance
MDC	Management Development Center
MetLife	Metropolitan Life Insurance Company

MSD	Management Services Division
MSPB	Merit Systems Protection Board
N/A	Not Applicable
NSPS	National Security Personnel System
OCFO	Office of the Chief Financial Officer
OIG	Office of the Inspector General
OMB	Office of Management and Budget
O/P	Overpayments
OPM	Office of Personnel Management
PAR	Performance and Accountability Report
PART	Program Assessment Rating Tool
PBM	Pharmaceutical Benefits Manager
PIPS	Personnel Investigations Processing System
PMA	President's Management Agenda
PMC	President's Management Council
PMF	Presidential Management Fellow
PRHB	Post Retirement Health Benefits
QIP	Quality Improvement Plan
RF	Revolving Fund
RSM	Retirement Systems Modernization
S&E	Salary and Expenses
SAOC	Spending Authority from Offsetting Collections
SES	Senior Executive Service
SGL	Standard General Ledger
SHRP	Strategic Human Resources Policy Division
SOARS	Senior Opportunity and Resume System
SSA	Social Security Administration
TBD	To Be Determined
FJF	Treasury Judgment Fund
TMA	Training And Management Assistance
TOP	Treasury Offset Program
U/P	Underpayments
URAC	Utilization Review Accreditation Commission
USPS	United States Postal Service