



SOCIAL SECURITY ADMINISTRATION
STRATEGIC PLAN AT-A-GLANCE
FISCAL YEARS 2008 — 2013

We deliver services through a nationwide network of over 1,400 offices that include regional offices, field offices, card centers, teleservice centers, processing centers, hearing offices, the Appeals Council, and our State and territorial partners, the Disability Determination Services. We also have a presence in U.S. embassies around the globe. For the public, we are the “face of the government.” The rich diversity of our employees mirrors the public we serve.

MISSION

Deliver Social Security services that meet the changing needs of the public

VISION

Provide the highest standard of considerate and thoughtful service for generations to come

SERVICE PRINCIPLES

- Adherence to the law
- Clarity
- Commitment to best demonstrated practices
- Cultural sensitivity
- Honesty
- Prevention of waste, fraud, and abuse
- Protection of privacy and personal information
- Recruitment and training of the best public servants
- Safety of the public and our employees

GOAL 1

Eliminate our hearings backlog and prevent its recurrence

Objectives

- Increase our capacity to hear and decide cases
- Improve our workload management practices throughout the hearings process

GOAL 2

Improve the speed and quality of our disability process

Objectives

- Fast-track cases that obviously meet our disability standards
- Make it easier and faster to file for disability benefits online
- Regularly update our disability policies and procedures

GOAL 3

Improve our retiree and other core services

Objectives

- Dramatically increase baby boomers’ use of our online retirement services
- Provide individuals with accurate, clear, up-to-date information
- Improve our telephone service
- Improve service for individuals who visit our field offices
- Process our Social Security Number workload more effectively and efficiently

GOAL 4

Preserve the public’s trust in our programs

Objectives

- Curb improper payments
- Ensure privacy and security of personal information
- Maintain accurate earnings records
- Simplify and streamline how we do our work
- Protect our programs from waste, fraud, and abuse
- Use “green” solutions to improve our environment

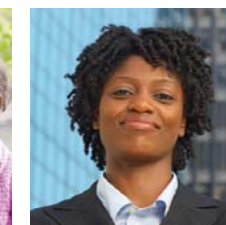
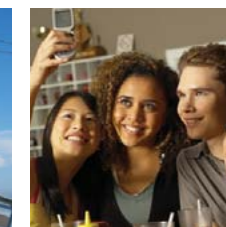
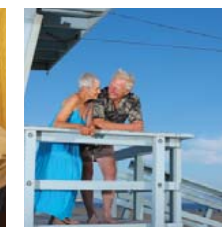
KEY FOUNDATIONAL ELEMENTS

Our success in achieving our strategic goals depends on two key elements: our employees and information technology.

SPECIAL INITIATIVE

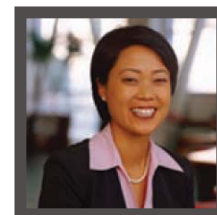
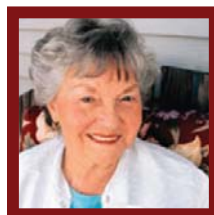
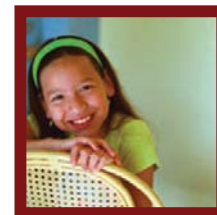
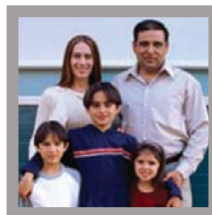
Encourage Saving

Social Security will undertake steps to inform the public about the role of savings in their lives. Studies show that most individuals lack sufficient information to make informed decisions about retirement. The personal savings rate has fallen to historic lows.



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
- ✓ Improved payment accuracy
- ✓ Better telephone service
- ✓ Fewer busy signals
- ✓ More self-service options
- ✓ Personal privacy protected
- ✓ Improved protection of Trust Funds
- ✓ Better public understanding of the role of Social Security benefits
- ✓ Courteous and knowledgeable employees
- ✓ Secure and robust systems to support workloads
- ✓ Reduced energy consumption



Social Security Benefits America

www.socialsecurity.gov

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