Program Evaluations

The following are brief summaries of selected program evaluations we completed during fiscal year (FY) 2011 to assess how well our programs are working. We list the evaluations under the strategic goal they support in our *Fiscal Years 2008-2013 Agency Strategic Plan*, available at www.socialsecurity.gov/asp/plan-2008-2013.html.

STRATEGIC GOAL 1
ELIMINATE OUR HEARINGS BACKLOG AND PREVENT ITS RECURRENCE

HEARING PROCESS REPORT CARD

We implemented the Hearing Process Report Card in FY 2008 to assess customer satisfaction with our hearing process. Below, we present our FY 2010 results, which were not available when we published our *FY 2010 Performance and Accountability Report*. In FY 2010, satisfaction from awarded and denied individuals reflected statistically significant improvements of 2- to 4-percentage points over the FY 2009 ratings.

Hearing Process Report Card Percent of Respondents Reporting Customer Satisfaction as "Excellent," "Very Good," or "Good"				
Fiscal Year	**Satisfaction with the Entire Hearings Process**		**Overall Opinion of Our Service**	
	Awards	**Denials**	**Awards**	**Denials**
2010	84%	33%	80%	39%
2009	82%	31%	76%	37%
2008	80%	29%	74%	34%

We will discuss the results of our FY 2011 Hearing Process Report Card in our *FY 2012 Performance and Accountability Report*.

DISABILITY APPEALS – QUALITY REVIEW ASSESSMENT OF SENIOR ATTORNEY ADVISOR DISABILITY DECISIONS

The following presents our FY 2010 results of our Quality Review Assessment of Senior Attorney Advisor Disability Decisions, which were not available when we published our *FY 2010 Performance and Accountability Report*. We continue to utilize some of our most experienced attorney adjudicators to help eliminate our hearings backlog. They issue fully favorable decisions without the need to conduct an actual hearing in front of an administration law judge (ALJ). The FY 2010 accuracy rate for our Senior Attorney Advisor process was 94 percent, based on a review of 987 decisions. The 4-percentage point change between FY 2008 (98 percent) and FY 2010 (94 percent) is statistically significant.

We will discuss the results of our FY 2011 Quality Review Assessment of Senior Attorney Advisor Disability Decisions in our *FY 2012 Performance and Accountability Report*.

HEARING QUALITY ASSURANCE REVIEW

In FY 2010, we began an in-line quality review of our hearings process to ensure we are providing timely and legally sufficient decisions. We charged our regional offices with the additional responsibility of overseeing the Quality Assurance program. The in-line quality process includes reviews of ready-to-schedule cases, drafts of decisions, and attorney advisors decisions.

In FY 2011, we received and reviewed 2,270 cases. A hiring freeze in the regional offices and headquarters hampered our progress toward full implementation of the in-line Quality Assurance program, but we are still working toward full implementation.

DISABILITY CASE REVIEW OF ADMINISTRATIVE LAW JUDGE HEARING DECISIONS

The following discusses our results of our Disability Case Review of Administrative Law Judge Hearing Decisions, which were not available when we published our *FY 2010 Performance and Accountability Report*. In FY 2010, we conducted a quality review of our ALJ decisions, known as the Disability Case Review. This review evaluates both favorable and unfavorable ALJ hearing decisions. For the last 6 months of FY 2009 (April through September), we agreed with 90 percent of ALJ favorable decisions and 89 percent of their unfavorable decisions. For the first six months of FY 2010 (October through March), we agreed with 85 percent of ALJ favorable decisions and 92 percent of their unfavorable decisions. Neither of the differences between the FY 2009 and FY 2010 favorable and unfavorable decision findings was statistically significant.

We will discuss the results of our FY 2011 Disability Case Review of Administrative Law Judge Hearing Decisions in our *FY 2012 Performance and Accountability Report*.

APPEALS COUNCIL ASSURANCE REVIEW

In FY 2011, the Appeals Council began reviewing 3,692 randomly selected favorable and partially favorable ALJ decisions. The purpose of this ongoing review is to ensure policy compliance and legal sufficiency of hearing decisions and to take corrective action, as needed.

STRATEGIC GOAL 2
IMPROVE THE SPEED AND QUALITY OF OUR DISABILITY PROCESS

DISABILITY INITIAL CLAIMS REPORT CARD

The following discusses our FY 2010 results, which were not available when we published our *FY 2010 Performance and Accountability Report*. The Disability Initial Claims Report Card is an annual survey to measure customer satisfaction with our initial disability application process. We survey disability claimants – both Social Security and Supplemental Security Income – during the following stages of the application process:

- Mid-process claimants, selected after the application is filed but before a decision is made;

- Post-adjudicative awards, selected after the application is filed and after the decision awarding benefits; and

- Post-adjudicative denials, selected after filing an application and after the decision denying benefits, are completed.

We asked those surveyed to rate their level of satisfaction for two categories – ease of filing the disability application and their overall opinion of our service. Below we summarize the Disability Initial Claims Report Card results for FY 2010, showing the percentage of respondents rating our service "excellent," "very good," or "good" (E/VG/G) for each. Satisfaction remained stable with no statistically significant differences between the two years.

Disability Initial Claims Report Card Survey Results					
Fiscal Year	**Ease of Filing the Disability Application**			**Overall Opinion of Our Service**		
	Mid-Process	**Awards**	**Denials**	**Mid-Process**	**Awards**	**Denials**
2010	83%	90%	56%	83%	92%	51%
2009	83%	90%	56%	84%	92%	51%

We will discuss the results of our FY 2011 Disability Initial Claims Report Card survey in our *FY 2012 Performance and Accountability Report*.

EVALUATION OF TICKET TO WORK PROGRAMS AND ADEQUACY OF INCENTIVES

The *Ticket to Work and Work Incentives Act of 1999* (Public Law 106-170) requires the Commissioner of Social Security to assess the effectiveness of our Ticket to Work program and submit reports to Congress with the findings and recommendations to improve the program. In FY 2011, we produced our fifth evaluation report for the *Ticket to Work and Work Incentives Act of 1999* (Public Law 106-170) as a series of nine papers plus a "Highlights" paper with an introduction and executive summary. In this report, we analyzed beneficiary work activity over time. Our findings that are of particular interest are as follows:

- Despite the challenges they face, about 40 percent of beneficiaries with disabilities had relatively high employment expectations, and more than a quarter of beneficiaries worked at some point in time while receiving benefits. About one in every eight beneficiaries with disabilities eventually had their benefits suspended or terminated due to work;

- Many of those who successfully left the disability rolls for work were able to remain off the rolls for a substantial period of time;

- Younger beneficiaries were the most likely to pursue employment. They were almost twice as likely to be employed or have their benefits suspended or terminated due to work as other beneficiaries; and

- Most beneficiaries who work or who have their Social Security disability insurance benefits or Supplemental Security Insurance (SSI) disability benefits suspended or terminated due to work do not use the Ticket to Work program or the Vocational Rehabilitation program, but those who use these programs earn more and have better long-term outcomes.

More information about Ticket to Work evaluation reports is available at www.socialsecurity.gov/disabilityresearch/research.htm#Ticket.

OVERALL SERVICE SATISFACTION SURVEYS

We continually evaluate our retirement and other core services by surveying people who use them. These surveys reflect the public's perception of the services we provide via the Internet, telephone, or in-person. The feedback helps us identify strengths and weaknesses in our service delivery so we can make necessary improvements. We combined the results of our satisfactions surveys, discussed in more detail below, to produce a single FY 2011 customer satisfaction measure. In FY 2011, the combined results indicated 81 percent (rounded from 81.4 percent) of the respondents rated our overall service as Excellent/Very Good/Good (E/VG/G). This rate reflects a return to the level prevailing for the last 5 years after there was a statistically significant drop in FY 2010 to 78 percent (rounded from 78.2 percent).

Below, we show our service satisfaction ratings (rounded to nearest whole percentage) from FY 2003 through FY 2011.
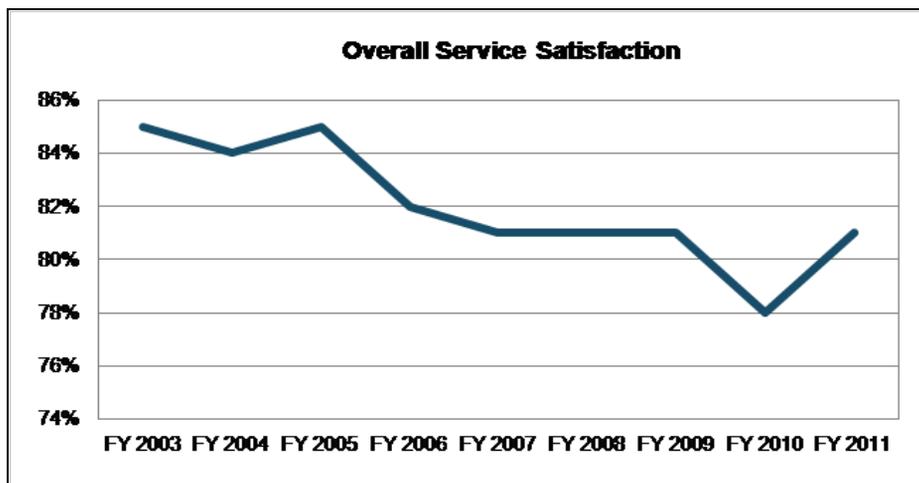
National 800 Number Caller Survey

For FY 2011, the overall satisfaction rate for the National 800 Number Caller Survey was 77 percent E/VG/G. Below we discuss our National 800 Number Caller Survey results for FY 2010. We will present a complete discussion of the FY 2011 National 800 Number Caller survey results in our *FY 2012 Performance and Accountability Report*. The following graph illustrates our 800 Number Caller satisfaction rates from FY 2003 through FY 2011:
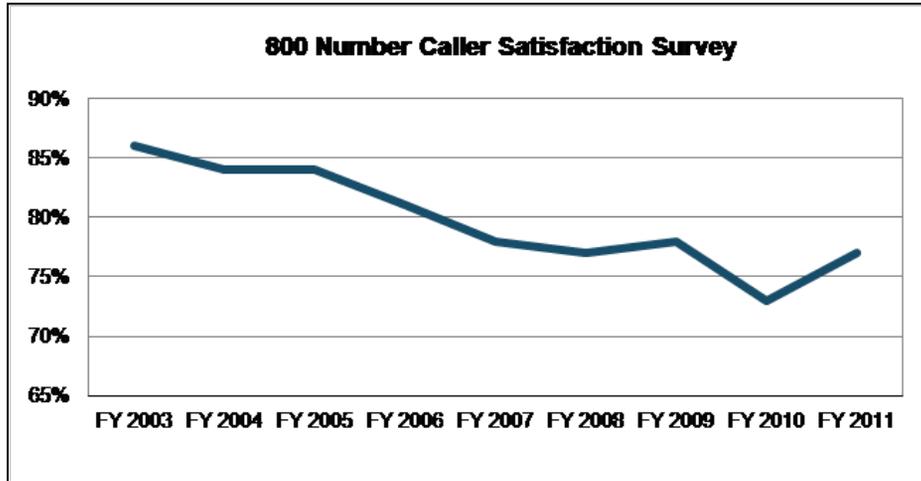

Our telephone service remains a primary option for providing service to the public. In FY 2010, our telephone agents handled nearly 42 million calls to our National 800 Number and 25 million callers used our automated services. Our FY 2010 survey showed that satisfaction with National 800 Number service declined significantly to 73 percent E/VG/G from the FY 2009 level of 78 percent. This significant decline in overall satisfaction was linked to a similar decline in the rating of "access," i.e., getting through to be served. The access rating for FY 2010 dropped to 63 percent E/VG/G from 68 percent the year before. The rating of access was influenced by respondents' perceptions of how easy it was to reach the type of service they needed through our speech recognition system. Nearly half of the respondents surveyed in FY 2010 said that it was somewhat or very hard to reach the type of service they needed. These respondents gave an access rating of 42 percent E/VG/G, in sharp contrast to the 81 percent rating of access given by respondents who felt it was easy to use our speech recognition system. Another factor that affected the rating of access was the perception of time spent on hold waiting to be served. For those callers placed on hold prior to speaking with an agent, just over half (53 percent) rated the length of time they waited as E/VG/G. Respondents who were satisfied with the time spent on hold gave a much higher access rating (77 percent E/VG/G) than those who were not (17 percent E/VG/G).

Satisfaction with our 800 Number services was also related to the type of service callers used. In our FY 2010 survey, respondents who spoke with an agent gave an overall satisfaction rating of 83 percent E/VG/G, significantly higher than the 65 percent rating from respondents who used an automated service. Respondents' satisfaction with service provided by our agents was also evident in their ratings of staff performance. Ratings of staff performance – courtesy, helpfulness, job knowledge, and clarity of explanations – ranged from 87 to 91 percent E/VG/G.

Field Office Caller Survey

For FY 2011, the overall satisfaction rate for the Field Office Caller Survey was 77 percent E/VG/G. Below we discuss our Field Office Caller Survey results for FY 2010. We will present a complete discussion of the FY 2011 Field Office Caller Survey results in our *FY 2012 Performance and Accountability Report*. The following graph illustrates our field office caller satisfaction rates from FY 2003 through FY 2011:
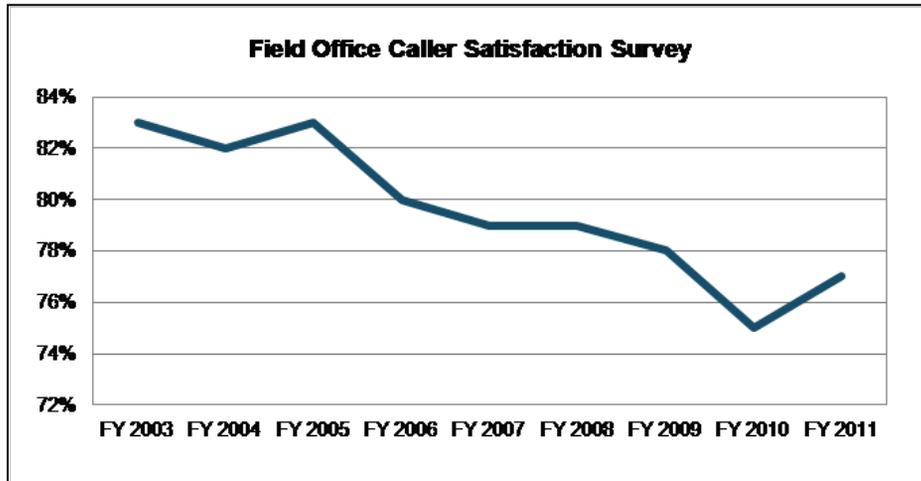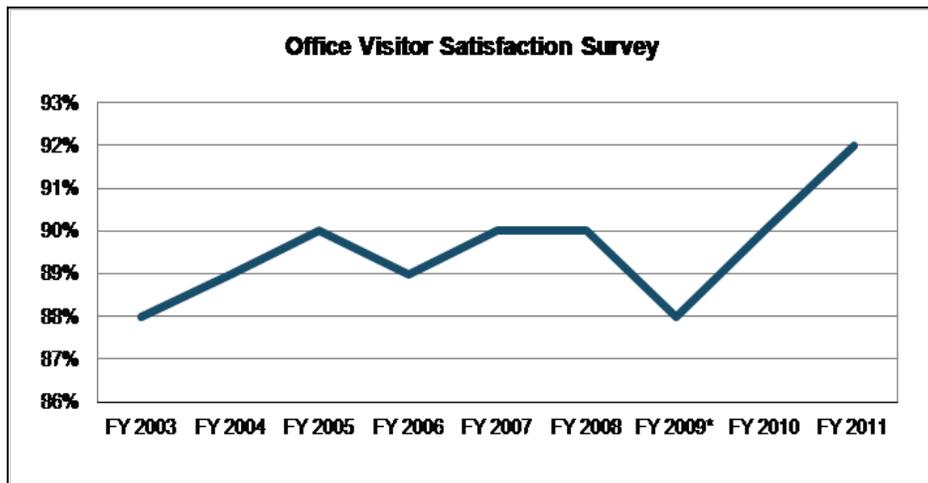

In FY 2010, 75 percent of the respondents to our Field Office Caller Survey rated the overall service they received when they called an office as E/VG/G. The difference between the FY 2010 satisfaction rate and the FY 2009 rate of 78 percent E/VG/G was not statistically significant. However, over time small annual declines in the overall service ratings have resulted in a level of satisfaction that is significantly lower than the high point of 83 percent achieved in FYs 2003 and 2005. Like 800 Number service, satisfaction with field office telephone service has been linked over time to satisfaction with access. In our FY 2010 survey, respondents who were satisfied with access to field office telephone service gave an overall service rating of 90 percent E/VG/G; this rating dropped to 45 percent E/VG/G for respondents who were dissatisfied with access. The FY 2010 access rating itself stayed essentially the same as the last few years, 67 percent E/VG/G. Factors affecting the perception of access in FY 2010 included having to make more than one call to reach the field office (44 percent of respondents) and waiting on hold to be served (60 percent of respondents who spoke to an agent waited on hold; 62 percent were satisfied with the length of their wait). Reaching voicemail rather than an agent also affected satisfaction with access and service overall. Respondents who spoke with an agent gave an access rating of 74 percent and an overall service rating of 86 percent E/VG/G. Respondents who were routed to voicemail gave significantly lower ratings for both access (60 percent E/VG/G) and service overall (59 percent E/VG/G).

As in our 800 Number Caller Survey, FY 2010 Field Office Caller Survey respondents were very satisfied with the various aspects of staff performance. Respondents rated helpfulness, courtesy, job knowledge, and clarity of explanations from 87 to 91 percent E/VG/G, similar to ratings in previous years.

Office Visitor Survey

For FY 2011, the overall satisfaction rate for the Office Visitor Survey was 92 percent E/VG/G. Satisfaction was the same (92 percent E/VG/G) whether they visited the field office, hearing office, or a Social Security card center (included for the first time in the FY 2011 survey). Below we discuss our Office Visitor Survey results for FY 2010. We will present a complete discussion of the FY 2011 Office Visitor Survey results in our *FY 2012 Performance and Accountability Report*. The following graph illustrates our office visitor satisfaction rates from FY 2003 through FY 2011:

Office Visitor Satisfaction Survey

*Beginning FY 2009, we included Internet Survey results.

Our FY 2010 Office Visitor Survey included people who visited our field and hearing offices. In FY 2010, 90 percent of the respondents rated the overall service they received during their office visit as E/VG/G. This rating, which was significantly higher than the overall service rating of 88 percent in FY 2009, returns satisfaction levels to those recorded from FYs 2006 through 2008. Among field office visitors, satisfaction with office waiting time also rose significantly in FY 2010, with 78 percent of respondents rating waiting time as E/VG/G compared with 75 percent in FY 2009. Office waiting time is generally one of the lower rated aspects of field office service; improvement in the publics' perception of waiting time can carry over to improvement in satisfaction with service overall.

FY 2010 also saw an improvement in the rating of office privacy. Satisfaction with office privacy in FY 2010 (81 percent E/VG/G) showed a marked improvement over FY 2009 (75 percent E/VG/G). This was the first time since the Office Visitor Survey began in FY 1999 that the privacy rating advanced into the 80 percent range and reflects the positive impact of the improvements we are making in the field office experience. In addition, office visitors continued to give very favorable ratings for staff performance. Employee helpfulness, courtesy, knowledge, and clarity of explanations received ratings ranging from 91 to 93 percent E/VG/G in FY 2010.

Internet Report Card Survey

For FY 2011, the overall satisfaction rate for the Internet Report Card Survey was 92 percent E/VG/G. Satisfaction with our online applications was 91 percent E/VG/G and satisfaction with our online change of address and direct deposit services was 96 percent E/VG/G. Following we discuss our Internet Report Card Survey results for FY 2010. We will present a complete discussion of the FY 2011 Internet Report Card Survey results in our *FY 2012 Performance and Accountability Report*.

In FY 2010, we conducted our first annual Internet Report Card Survey. The survey included people who used one of our online applications to file for retirement benefits, Social Security disability benefits, or Extra Help with Medicare prescription drug plan costs. In addition to assessing overall satisfaction with our online application, the

Internet Report Card Survey covers aspects of online services that influence customer satisfaction, such as ease of finding the application and how easy it is to complete the application.

In our FY 2010 survey, respondents gave both our online application for benefits and our Extra Help application an overall rating of 91 percent E/VG/G. Most respondents were satisfied with the ease of finding the online application on our website (benefit applicants – 95 percent E/VG/G; Extra Help applicants – 90 percent E/VG/G). Most also found it easy to provide the information required for the application (benefit applicants – 89 percent E/VG/G; Extra Help applicants – 88 percent E/VG/G). For benefit applicants, the aspects of the experience that received the lowest ratings were the time it took to complete the online application (77 percent E/VG/G) and how well SSA's website explained information they needed to know about their benefits (83 percent E/VG/G). For Extra Help applicants, information about benefits was also one of the lower rated aspects of service (84 percent E/VG/G), as was the number of pages they had to navigate before starting the online application (82 percent E/VG/G).

In subsequent years, we plan to expand the Internet Report Card Survey to include additional categories of transactions currently offered on our website: online medical forms completed in connection with a disability initial claim or appeal and requests for information, such as benefit verification.

QUALITY REVIEWS AND SERVICE EVALUATIONS

National 800 Number Telephone Service Evaluation

We monitor calls to our National 800 Number to evaluate both the accuracy of the information our telephone agents provide and the actions they take. Each year we monitor about 3,000 calls handled by agents in our 41 call centers nationwide. We randomly select and monitor calls throughout the year based on a statistical sampling methodology. Our agents do not know when we monitor their calls. We use the results of our annual National 800 Number Service Evaluation, which we have conducted on an ongoing basis since 1989, to identify training needs and clarify operating instructions for our agents.

We assess the accuracy of the information agents provide and the actions they take based on our program policies and operating guidelines. We use two measures of accuracy to evaluate our National 800 Number services. Payment accuracy indicates the percentage of calls free of payment error. A payment error occurs when an agent's information or action (or failure to give information or take action) has the potential to affect a caller's payment or eligibility for benefits adversely. The second accuracy measure we use is service accuracy, which reflects the percentage of calls free of service error. A service error occurs when an agent does not meet the caller's need for information, causes the caller inconvenience, or creates an unnecessary additional workload. Our latest published accuracy rates are for FY 2010. Payment accuracy was 97.4 percent and service accuracy was 87.3 percent.

Field Office Telephone Service

We conduct an annual evaluation of the telephone service in our field offices. Each year we select a random sample of over 100 field offices across the country for the evaluation. We monitor about 2,000 randomly selected calls over the course of the year to assess the accuracy of the information agents provide and the actions they take. The agents do not know when we monitor their calls. We use the results of our Field Office Telephone Service Evaluation, which we have conducted since 1999, to identify training needs and clarify operating instructions for our agents.

This evaluation identifies the specific causes of error and the operating policies that were not followed. It uses the same standards of payment and service accuracy as our 800 Number Service Evaluation discussed above. Our latest published accuracy rates are for FY 2010. Payment accuracy was 95.6 percent and service accuracy was 76.2 percent.

Enumeration Quality Review

The following presents results from our Enumeration Quality Review. These results were not available when we published our *FY 2010 Performance and Accountability Report.* Each year we process approximately 6 million original and 11 million replacement Social Security card applications. We also verify SSNs more than one billion times a year through a variety of electronic data exchanges with public and private organizations. We refer to the process of assigning and issuing SSNs as enumeration. To assess the accuracy of our enumeration process, we conduct annual reviews using a random sample of original SSNs assigned during the fiscal year by one of the following means:

- Enumeration-at-Birth - Parents can apply for a SSN for their newborn child at the same time they apply for their newborn's birth certificate. The State agency that issues the birth certificate will share the information with us, at which time we assign a SSN and issue a Social Security card;

- Enumeration-at-Entry - Certain non-citizens can apply for a SSN as part of the Department of State's immigration process. When an immigrant enters the United States, the Department of Homeland Security electronically transmits enumeration information to us. If an immigrant qualifies, we assign a SSN and issue a Social Security card; and

- SSN Applications - People complete a Form SS-5, Application for a Social Security Card, submit it to a local field office or Social Security card center, or file an application electronically through the Social Security Number Application Process during an in-office interview.

In FY 2010, enumeration accuracy for the assignment of a SSN was 99.9 percent. The most commonly cited error occurred when applicants received two different SSNs: one through the Enumeration-at-Entry process and one through the SS-5 process.

We will discuss the FY 2011 Enumeration Quality Review results in more detail in our *FY 2012 Performance and Accountability.*

STRATEGIC GOAL 4
PRESERVE THE PUBLIC'S TRUST IN OUR PROGRAMS

RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE STEWARDSHIP REVIEW

Stewardship findings provide the basic measure we use to report on the accuracy of Old-Age, Survivors, and Disability Insurance (OASDI) payments. We base the FY 2010 report findings on non-medical reviews of monthly samples of OASDI payments issued from October 2009 through September 2010. We also provide payment accuracy rates for the current and previous reporting periods.

Overall, the OASDI accuracy rate was 99.6 percent for overpayments (O/P) in FY 2010, based on improper payments totaling a projected $2.7 billion (i.e., 99.6 percent of all dollars paid were free of O/P errors). Accuracy for OASDI underpayments (U/P) was 99.8 percent in FY 2010, based on unpaid dollars projected at $1.8 billion (i.e., U/P dollar errors, as a percentage of total dollars paid, were less than 0.3 percent). Comparable accuracy rates for FY 2009 were 99.6 percent for O/Ps and 99.9 percent for U/Ps. The change in the overall OASDI O/P accuracy rate is not statistically significant. Even though the difference in the overall U/P accuracy rates from FYs 2009 to 2010 show a statistically significant decline, it only reflects a small change of less than 0.2 percent.

We will report the results of our FY 2011 Retirement, Survivors, and Disability Insurance Stewardship Review in our *FY 2012 Performance and Accountability Report*.

SUPPLEMENTAL SECURITY INCOME STEWARDSHIP REVIEW

Stewardship findings provide the basic measure we use to report on the accuracy of SSI payments. We base the FY 2010 report findings on non-medical reviews of monthly samples of SSI payments issued from October 2009 through September 2010. We also provide payment accuracy rates for the current and previous reporting periods.

Overall, the SSI accuracy rate was 93.3 percent for overpayments (O/Ps) in FY 2010 based on improper payments totaling a projected $3.34 billion (i.e., 93.3 percent of all dollars paid were free of O/P errors) compared to an O/P accuracy rate of 91.6 percent in FY 2009. The increase in the O/P accuracy rate from FY 2009 to FY 2010 is statistically significant. The accuracy rate for SSI underpayments (U/Ps) was 97.6 percent based on unpaid dollars projected at $1.23 billion in U/Ps (i.e., U/P dollar errors, as a percentage of total dollars paid, were 2.4 percent) compared to a 98.4 percent U/P accuracy rate in FY 2009. The difference in the U/P accuracy rate from FY 2009 to FY 2010 is also statistically significant.

We will report the results of our FY 2011 Supplemental Security Income Stewardship Review in our *FY 2012 Performance and Accountability Report.*

THE FEDERAL INFORMATION SECURITY MANAGEMENT ACT OF 2002 REPORT TO CONGRESS

The *Federal Information Security Management Act* (FISMA) is part of the *eGovernment Act of 2002*. FISMA is a security framework requiring Federal agencies to ensure they provide adequate protections for Federal information systems and information. Federal agencies included in the *eGovernment Act of 2002* must submit an annual FISMA status report to the Office of Management and Budget by November 15, 2011. Our report summarizes the results from security reviews conducted of our major information systems and programs, progress on correcting identified weaknesses, and the results of other work performed during the reporting period using Office of Management and Budget's performance measures. There are currently several bills pending in Congress intended to strengthen FISMA. As Congress considers new cyber security legislation, we will continue our efforts to meet and exceed existing information security requirements for protecting Federal information systems and personally identifiable information. More information about the FY 2010 Report to Congress on the Implementation of the *Federal Information Security Management Act of 2002* is available at www.whitehouse.gov/sites/default/files/omb/assets/egov_docs/FY10_FISMA.pdf.

ANNUAL REPORT OF THE BOARD OF TRUSTEES OF THE FEDERAL OLD-AGE AND SURVIVORS INSURANCE AND FEDERAL DISABILITY INSURANCE TRUST FUNDS

The *Social Security Act* requires the Board of Trustees of the Federal Old-Age and Survivors Insurance (OASI) and Federal Disability Insurance (DI) Trust Funds to report annually to Congress on the financial and actuarial status of the OASI and DI Trust Funds. The *2011 OASDI Trustees Report*, issued May 13, 2011, showed a slight decline in the projected long-term financial status of the Social Security program compared to the Trustees' 2010 report. The primary reasons for this decline were: (1) lower death rates for the population age 65 and over; and (2) near-term lower levels of net other immigration and real earnings. Other highlights in the report included:

- The projected point at which tax revenues will permanently fall below program costs came in 2010 – five years sooner than the estimate in last year's report;

- The projected point at which the combined OASI and DI Trust Funds will be exhausted is 2036 – one year earlier than the estimate in last year's report;

- The projected actuarial deficit over the 75-year long-range period is 2.22 percent of taxable payroll – up from 1.92 percent in last year's report; and

- Over the 75-year period, the OASI and DI Trust Funds would require additional revenue equivalent to $6.5 trillion in present value as of January 1, 2011 to pay all scheduled benefits.

The full *2011 OASDI Trustees Report* is available at www.socialsecurity.gov/OACT/TR/2011.

ANNUAL REPORT OF THE SUPPLEMENTAL SECURITY INCOME PROGRAM

By law, we must report annually to the President and to Congress on the status of the SSI program. The 2011 report, issued in May 2011, covered 2011 to 2035. Significant findings stemming from our evaluation included:

- By 2035, the end of the 25-year projection period, we estimate that the Federal SSI recipient population will reach 9.9 million. The projected growth in the SSI program over the 25-year period is largely due to the overall growth in the U.S. population, although we expect the current economic slowdown to temporarily generate additional growth beyond what we might expect from historical trends. We project that the percentage of the population receiving SSI will vary somewhat by age group, with the percentage for those age 65 or older declining throughout the projection period and the percentage for those under age 65 continuing to increase over the next four years, but declining thereafter to a level slightly higher than the current percentage;

- As a percentage of the total U.S. population, the number of Federal SSI recipients increased slightly from 2.37 percent in 2009 to 2.42 percent in 2010. We project this percentage to increase gradually to 2.60 percent of the population by 2035 due largely to the changing age distribution of the population;

- We estimate that Federal expenditures for SSI payments in calendar year 2011 will increase by $1.5 billion to $49.3 billion, an increase of 3.2 percent from 2010 levels;

- In constant 2011 dollars, we project that Federal expenditures for SSI payments will increase to $60.9 billion in 2035, a real increase of 0.9 percent per year; and

- Federal SSI expenditures in 2008 were 0.293 of Gross Domestic Product (GDP), and increased to 0.325 percent in 2009. Expenditures increased slightly to 0.326 percent of GDP in 2010, and we project a slight decrease to 0.324 percent in 2011. Expenditures will continue to decline thereafter to 0.244 percent of GDP by 2055.

More information about the *2011 Annual Report of the Supplemental Security Income Program* is available at www.socialsecurity.gov/OACT/ssir/SSI11/index.html.