

# ANNUAL PERFORMANCE PLAN FOR FY 2012 AND REVISED FINAL PERFORMANCE PLAN FOR FY 2011 PERFORMANCE MEASURES AND TARGETS

The *Annual Performance Plan for Fiscal Year (FY) 2012 and Revised Final Performance Plan for FY 2011* outlines our priorities and establishes our performance commitments to the American public. The Plan describes our next steps toward achieving the goals and objectives in our *FY 2008 – FY 2013 Agency Strategic Plan*. The following chart lists the 35 performance measures that specifically address how we will improve performance, effectiveness, and efficiency over the next two fiscal years as we deliver Social Security services that meet the changing needs of the public.

STRATEGIC GOAL 1: ELIMINATE OUR HEARINGS BACKLOG AND PREVENT ITS RECURRENCE		
Performance Measures	FY 2011 Target	FY 2012 Target
Complete the budgeted number of hearing requests	815,000	823,000
Achieve the budgeted goal for SSA hearings case production per workyear	107	107
Achieve the target number of hearing requests pending	668,000	597,000
Achieve the target to eliminate the oldest hearing requests pending	Less than 0.5% of hearing requests pending 775 days or older	Less than 0.5% of hearing requests pending 725 days or older
Achieve the budgeted goal for average processing time for hearing requests	373 days	326 days
Achieve the target to eliminate the oldest Appeals council requests for review pending	Less than 1% of Appeals Council requests for review pending 650 days or older	Less than 1% of Appeals Council requests for review pending 600 days or older
Achieve the target average processing time for Appeals Council requests for review	370 days	340 days

STRATEGIC GOAL 2: IMPROVE THE SPEED AND QUALITY OF OUR DISABILITY PROCESS		
Performance Measures	FY 2011 Target	FY 2012 Target
Achieve the target percentage of initial disability cases identified as a Quick Disability Determination or a Compassionate Allowance	5%	5.5%
Complete the budgeted number of initial disability claims	3,409,000	3,268,000
Minimize average processing time for initial disability claims to provide timely decisions*	110 days	103 days
Disability Determination Services net accuracy rate for combined initial disability allowances and denials	97%	97%
Disability Determination Services cases production per workyear	275	279
Complete the target number of disability claims at the reconsideration level	N/A	743,500
Achieve the target percentage of initial disability claims filed online	34%	38%
Achieve the target number of initial disability claims pending	709,000	632,000
Achieve the target number of disability claims pending at the reconsideration level	N/A	116,600
Update the medical <i>Listing of Impairments</i>	Develop and submit at least 3 regulatory actions or <i>Social Security Rulings</i>	Publish 2 rules for public comments and 8 final rules

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### STRATEGIC GOAL 2: IMPROVE THE SPEED AND QUALITY OF OUR DISABILITY PROCESS (continued)

Performance Measures	FY 2011 Target	FY 2012 Target
Increase the percentage of disability cases evaluated using health information Technology	500% above FY 2010 baseline	100% above FY 2011 performance
Number of Disability Insurance and Supplemental Security Income disability beneficiaries, with Tickets assigned, who work	114,310	118,544
Number of Disability Insurance and Supplemental Security Income disability beneficiaries who earned four quarters of work credit during the calendar year	774,048	789,226

### STRATEGIC GOAL 3: IMPROVE OUR RETIREE AND OTHER CORE SERVICES

Performance Measures	FY 2011 Target	FY 2012 Target
Percent of retirement, survivors, and health claims receipts completed up to the budgeted level*	100% (4,590,000)	100% (4,627,000)
Achieve the target percentage of retirement claims filed online	44%	50%
Achieve the target speed in answering National 800 Number calls	267 seconds	262 seconds
Achieve the target busy rate for National 800 Number calls	6%	6%
Percent of individuals who do business with SSA rating the overall services as "excellent," "very good," or "good"*	83.5%	83.5%
Achieve the target percentage for correctly assigning original Social Security Numbers	99%	99%

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

Performance Measures	FY 2011 Target	FY 2012 Target
Complete the budgeted number of Supplemental Security Income non-disability redeterminations	2,422,000	2,622,000
Increase the budgeted number of continuing disability reviews	1,388,000 (1,028,000 mailers not requiring medical review and 360,000 full medical reviews)	1,442,000 (850,000 mailers not requiring medical review and 592,000 full medical reviews)
Percent of Supplemental Security Income payments free of overpayment (O/P) and underpayment (U/P) error*	92% (O/P)	92.5% (O/P)
	98.8% (U/P)	98.8% (U/P)
Percent of Old-Age, Survivors, and Disability Insurance payments free of overpayment (O/P) and underpayment (U/P) error*	99.8% (O/P)	99.8% (O/P)
	99.8% (U/P)	99.8% (U/P)
Increase the number of transactions received through the Access to Financial Institutions program	500,000	3,000,000
Reduce the target percentage of paper <i>Forms W-2</i> completed	15.5%	15%
Receive an unqualified audit opinion on SSA's financial statements	Receive an unqualified opinion	Receive an unqualified opinion
Replace gasoline-powered vehicles with alternative-fuel vehicles	75% of FY 2011 inventory replaced (28 vehicles)	75% of FY 2012 inventory replaced (16 vehicles)
Develop and implement an agency Environmental Management System	Establish performance objectives	Develop and implement an agency EMS