

SOCIAL SECURITY ADMINISTRATION

ANNUAL PERFORMANCE PLAN FOR FISCAL YEAR 2011 AND REVISED FINAL PERFORMANCE PLAN FOR FISCAL YEAR 2010

AT-A-GLANCE

The *Annual Performance Plan for Fiscal Year (FY) 2011 and Revised Final Performance Plan for FY 2010* sets forth our performance commitments concentrating on the four strategic goals in the *FY 2008 – FY 2013 Agency Strategic Plan*. These goals are 1) eliminate our hearings backlog and prevent its recurrence; 2) improve the speed and quality of our disability process; 3) improve our retiree and other core services; and 4) preserve the public's trust in our programs.

STRATEGIC GOAL 1: ELIMINATE OUR HEARINGS BACKLOG AND PREVENT ITS RECURRENCE		
Performance Measures	FY 2010 Target	FY 2011 Target
Complete the budgeted number of hearing requests	725,000	799,000
Achieve the target number of hearing requests pending	707,000	657,000
Achieve the target to eliminate the oldest hearing requests pending	Less than 0.5% of hearing requests pending 825 days or older	Less than 0.5% of hearing requests pending 800 days or older
Achieve the budgeted goal for average processing time for hearing requests*	485 days	460 days
Achieve the target to eliminate the oldest Appeals Council requests for review pending	Less than 1% of Appeals Council requests for review pending 700 days or older	Less than 1% of Appeals Council requests for review pending 650 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 2010 Target	FY 2011 Target
Achieve the target percentage of initial disability cases identified as a <i>Quick Disability Determination</i> or a <i>Compassionate Allowance</i>	4.5%	6.5%
Complete the budgeted number of initial disability claims	3,081,000	3,317,000
Minimize average processing time for initial disability claims to provide timely decisions*	132 days	141 days
Achieve the target percentage of initial disability claims filed online	25%	27%
Achieve the target number of initial disability claims pending	1,041,000	999,000
Update the medical <i>Listing of Impairments</i>	Develop and submit at least 3 regulatory actions or <i>Social Security Rulings</i>	Develop and submit at least 3 regulatory actions or <i>Social Security Rulings</i>
Increase the percentage of disability claims completed using <i>Health Information Technology</i>	Establish Baseline	250% above FY 2010 baseline

*This measure is also a *Program Performance Measure*

SOCIAL SECURITY ADMINISTRATION

ANNUAL PERFORMANCE PLAN FOR FISCAL YEAR 2011 AND REVISED FINAL PERFORMANCE PLAN FOR FISCAL YEAR 2010 AT-A-GLANCE



STRATEGIC GOAL 3: IMPROVE OUR RETIREE AND OTHER CORE SERVICES

Performance Measures	FY 2010 Target	FY 2011 Target
Percent of retirement and survivors claims receipts completed up to the budgeted level*	100% (4,718,000)	100% (4,590,000)
Achieve the target percentage of retirement claims filed online	38%	44%
Achieve the target speed in answering National 800 Number calls	269 seconds	264 seconds
Achieve the target busy rate for National 800 Number calls	8%	7%
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 2010 Target	FY 2011 Target
Complete the budgeted number of Supplemental Security Income non-disability redeterminations	2,422,000	2,422,000
Complete the budgeted number of continuing disability reviews	954,000	1,388,000
Percent of Supplemental Security Income payments free of overpayment (O/P) and underpayment (U/P) error*	91% (O/P)	91.5% (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)
Reduce the target percentage of paper Forms W-2 completed	17%	16.5%
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	50 vehicles	36 vehicles
Develop and implement an agency Environmental Management System	Provide training needed for implementation	Establish performance objectives

*This measure is also a *Program Performance Measure*

