

ANNUAL PERFORMANCE PLAN FOR FY 2014 AND REVISED FINAL PERFORMANCE PLAN FOR FY 2013 SUMMARY OF PERFORMANCE MEASURES AND TARGETS

The *Annual Performance Plan for Fiscal Year (FY) 2014 and Revised Final Performance Plan for FY 2013* 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 2013 – FY 2016 *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: DELIVER QUALITY DISABILITY DECISIONS AND SERVICES		
Performance Measure	FY 2013 Target	FY 2014 Target
Complete the budgeted number of hearing requests	836,000	807,000
Achieve the budgeted goal for SSA hearing case production per workyear	112	114
Minimize average wait time from hearing request to decision	~380 days (September Only)	~387 days (September Only)
Eliminate the oldest pending hearing requests	Less than 0.5% of pending hearing requests 700 days or older	Less than 0.5% of pending hearing requests 675 days or older
Reduce the percentage of Appeals Council cases pending 365 days or over	19% or fewer	18% or fewer
Minimize average wait time for initial disability claims	107 days	120 days
Complete the budgeted number of initial disability claims	2,970,000	2,851,000
Disability Determination Services (DDS) cases production per workyear	318	320
Complete the budgeted number of disability claims at the reconsideration level	803,000	725,000
Achieve the target number of initial disability claims pending	796,000	910,000
Achieve the target number of disability claims pending at the reconsideration level	179,000	208,000
Minimize average wait time for reconsideration disability claims	N/A	TBD
Update the medical Listing of Impairments	Develop and submit at least five rules for public comment, three final rules, and three Social Security	Develop and submit at least five rules for public comment, five final rules, and three Social Security
Increase the percentage of disability cases evaluated using health Information Technology (IT)	200% above FY 2012 performance	200% above FY 2013 performance
Number of Disability Insurance and Supplemental Security Income disability beneficiaries, with Tickets assigned and in use, who work	136,401	139,129
DDS decisional accuracy rate for initial disability decisions	97%	97%
Achieve the target percentage of initial disability cases identified as Quick Disability Determinations or Compassionate Allowances	6.0% (September Only)	6.1% (September Only)

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STRATEGIC GOAL 2: PROVIDE QUALITY SERVICES TO THE PUBLIC		
Performance Measure	FY 2013 Target	FY 2014 Target
Increase the percentage of claims filed online	48% (Last Quarter Only)	48% (Last Quarter Only)
Complete the budgeted number of retirement, survivors, and Medicare claims	5,269,000	5,402,000
Achieve the target speed in answering National 800 Number calls	455 seconds	482 seconds
Achieve the target busy rate for National 800 Number calls	10%	10%
Maintain the percent of people rating our services as "excellent," "very good," or "good"	83.5%	83.5%
Complete the planned number of video hearings	154,000	169,000
STRATEGIC GOAL 3: PRESERVE THE PUBLIC'S TRUST IN OUR PROGRAMS		
Performance Measure	FY 2013 Target	FY 2014 Target
Complete the budgeted number of Supplemental Security Income (SSI) non-disability redeterminations	2,622,000	2,622,000
Complete the budgeted number of full medical continuing disability reviews	650,000	1,047,000
Percent of SSI payments free of Overpayment (O/P) and underpayment (U/P) error	95.0% (O/P) 98.8% (U/P)	95.0% (O/P) 98.8% (U/P)
Percent of Old-Age, Survivors, and Disability Insurance (OASDI) payments free of O/P and U/P error	99.8% (O/P) 99.8% (U/P)	99.8% (O/P) 99.8% (U/P)
Expand and enhance our debt collection tools	Send 180,000 OASDI and SSI External Collection Operation notices to debtors with debts 10 years or more	Send 180,000 OASDI and SSI External Collection Operation notices to debtors with debts 10 years or more
Reduce the percentage of paper Forms W-2 completed	13.0%	12.0%
Achieve the target percentage for correctly assigning original Social Security Numbers	99.0%	99.0%
STRATEGIC GOAL 4: STRENGTHEN OUR WORKFORCE AND INFRASTRUCTURE		
Performance Measure	FY 2013 Target	FY 2014 Target
Recruit and hire veterans and disabled veterans	Veteran Hiring: 18% of total hiring Disabled Veteran Hiring: 15% of total hiring	Veteran Hiring: 18% of total hiring Disabled Veteran Hiring: 15% of total hiring
Employ individuals with targeted disabilities	2.00%	2.00%
Conduct mandatory employee training on diffusing difficult encounters with the public	Complete development of the safety and security training curriculum and finalize training products	Train 100% of employees
Percentage of enterprise-wide systems availability	99.50%	99.50%
Reduce energy intensity by 30 percent by 2015	7% reduction from FY 2003	10% reduction from FY 2003