

FY 2013 MAJOR EVALUATIONS

We routinely evaluate our programs by conducting a variety of studies and surveys to determine if our programs are effective. We continue to build on our collection of program data, research, and analyses to identify our program strengths and weaknesses. We use information from program evaluations to develop strategies to address the major challenges we face and to improve the day-to-day administration of our programs. We complete many of our evaluations annually while others may be one-time efforts.

STRATEGIC GOAL 1 – DELIVER QUALITY DISABILITY DECISIONS AND SERVICES	
EVALUATION	DESCRIPTION
Disability Scorecard Survey	In alternate years, the surveys gather perceptions at the initial or hearing level of the disability application process. The FY 2013 survey will focus on the hearing-level process.
Evaluation of Mathematica Policy Research (MPR) Study	Assesses the findings of the final MPR study conducted to evaluate the effects of the 2008 Ticket to Work regulations.
Office of Quality Performance Denial Review	Assesses the accuracy of initial and reconsideration-level medical denials.
Quality Review Assessment of Administrative Law Judge (ALJ) Hearing Decisions	Assesses the accuracy of ALJ hearing decisions on a post-effectuation basis.
Quality Review Assessment of Senior Attorney Advisor Disability Decisions	Assesses the accuracy of fully favorable non-ALJ (i.e., Attorney Adjudicators) hearing decisions.

STRATEGIC GOAL 2 – PROVIDE QUALITY SERVICES TO THE PUBLIC	
EVALUATION	DESCRIPTION
Field Office Telephone Service Evaluation	Evaluates our accuracy in handling the publics' calls to field offices.
National 800 Number Telephone Service Evaluation	Evaluates our accuracy in handling the publics' calls to the National 800 Number.
Online Authentication Survey	Surveys people who visited a field office to authenticate for <i>my Social Security</i> services.
Overall Service Satisfaction Surveys	<ul style="list-style-type: none"> • Telephone Service Satisfaction Surveys evaluate callers' satisfaction with our National 800 Number and field office telephone services; • Office Visitor Surveys evaluate visitors' satisfaction with our field offices (including Social Security Card Centers) and hearing offices; and • Internet Transaction Surveys evaluate users' satisfaction with online transactional services.
Prospective Client Survey	Surveys people between ages 50 and 64 to identify service expectations and preferences of the upcoming wave of retirees.

STRATEGIC GOAL 3 – PRESERVE THE PUBLIC'S TRUST IN OUR PROGRAMS	
EVALUATION	DESCRIPTION
Annual Report of the Board of Trustees of the Federal Old-Age and Survivors Insurance and Federal Disability Insurance Trust Funds	Reports annually to Congress on the financial and actuarial status of the two Social Security trust funds – the Old-Age and Survivors Insurance Trust Fund and the Disability Insurance Trust Fund.
Annual Report of the Supplemental Security Income (SSI) Program	Reports annually to the President and Congress on the status of the SSI program and provides 25-year projections of program participation and costs.

STRATEGIC GOAL 3 – PRESERVE THE PUBLIC’S TRUST IN OUR PROGRAMS (CONTINUED)

EVALUATION	DESCRIPTION
Annual Report to Congress on Continuing Disability Reviews (CDR)	A legislatively-mandated report that provides summary information on CDRs conducted for a completed fiscal year, including actuarial estimates of the lifetime savings in Old Age Survivors and Disability Insurance, SSI, Medicare, and Medicaid benefits resulting from the reviews conducted during that fiscal year.
Enumeration Quality Review	Assesses the accuracy of original Social Security numbers assigned during the fiscal year.
Pre-effectuation Review of Disability Determinations	Assesses the accuracy of disability initial and reconsideration allowances made by State DDSs as required in the Social Security Act.
Retirement, Survivors, and Disability Insurance Stewardship Review	Measures the accuracy of payments to persons receiving Social Security retirement, survivors, or disability benefits.
Safeguard Activity Report	Advises the Internal Revenue Service (IRS) of minor changes to procedures or safeguards described in the Safeguard Procedure Report.
Safeguard Review	Evaluates the use of Federal tax information and the measures we employ to protect this information. This review is an onsite evaluation completed in collaboration with the IRS.
Safeguard Procedures Report	Details the security measures we are taking to ensure the confidentiality of the Federal tax information provided to us by the IRS.
SSI Stewardship Review	Measures the accuracy of payments to persons receiving SSI benefits.

STRATEGIC GOAL 4 – STRENGTHEN OUR WORKFORCE AND INFRASTRUCTURE

EVALUATION	DESCRIPTION
Federal Employee Viewpoint Survey (Formerly the Annual Employee Survey/Federal Human Capital Survey)	Assesses employee perspectives of organizational performance across several major human capital areas: recruitment, development, performance culture, leadership, job satisfaction, and personal work experiences.
Federal Information Security Management Act Report	Reports to Congress whether our overall IT security programs and practices comply with the Federal Information Security Management Act of 2002.
Human Capital Accountability System	Monitors and evaluates the results of our human capital strategies, policies, and programs, as well as our adherence to merit system principles, including cyclical Human Resources Management and Delegated Examining Unit Assessments of components across the agency and an annual Human Capital Management Report.
Management Directive 715	Provides policy guidance and standards for establishing and maintaining effective affirmative action programs.
New Hire Survey	Monitors employee perspectives on recruitment, hiring, on-boarding, and training activities.
Office of Civil Rights and Equal Opportunity Quality Assurance Program	Assesses the effectiveness of our Equal Employment Opportunity programs and our compliance with regulatory requirements, policy, and directives.