Social Security Administration

Annual Performance Plan for Fiscal Year 2027

Revised Performance Plan for Fiscal Year 2026

Annual Performance Report for Fiscal Year 2025

Securing today and tomorrow

Social Security Overview

Our Mission

Deliver timely and accurate service through our digital-first capability while meeting customers where they choose.

Our Vision

Be the premier service organization across all Federal government.

Our Programs

We administer three programs under the *Social Security Act*, as amended:

Old-Age and Survivors Insurance (OASI): Established in 1935, the OASI program provides monthly retirement and survivors benefits to qualified workers and their family members.

Disability Insurance (DI): Established in 1956, the DI program provides monthly benefits for workers who become disabled and their families.

Supplemental Security Income (SSI): Established in 1972, the SSI program provides monthly financial support to aged, blind, and disabled adults and children who have limited income and resources.

In addition, we support national programs administered by other Federal and State agencies, as required by law, such as Medicare, Supplemental Nutrition Assistance Program, State Children's Health Insurance Program, E-Verify, Medicaid, Federal Benefits for Veterans, and programs associated with the *Employee Retirement Income Security Act of 1974*, the *Coal Industry Retiree Health Benefit Act*, and the *Help America Vote Act*.

Our Organization

We are a High Impact Service Provider (HISP) that administers our programs and services online, by phone, by video, and in-person through our network of more than 1,500 offices, including over 1,200 field offices, across the country. While we have designated three HISP priority services to improve the customer experience—applying online for retirement benefits, adult disability benefits, and internet Social Security Number replacement cards—we also offer other convenient online services such as applying for Medicare benefits, checking the status of an application or appeal, or obtaining a benefit verification letter. For more information about our organization and its functions, visit our organizational structure webpage.

Strategic Framework

Our Strategic Plan for Fiscal Years (FY) 2026–2030 has three strategic goals: **Be the Premier Service Provider**, **Preserve and Protect Public Resources**, and **Enhance the Employee Experience and Productivity**. We established these goals with careful consideration of our current operating environment, our recurring program evaluations, and our enterprise risk management process. Together, these factors have informed our strategic plan focused on enhancing organizational effectiveness and program administration.

Strategic Goals	Strategic Objectives	Supporting Strategies
Be the Premier Service Provider	Deliver a Digital-First Customer Experience	• Increase the availability and public use of online services • Expand the use of technology to provide more self-service tools
	Provide Best-in-Class Service Online, On the Phone, and In-Person	• Decide disability claims faster • Reduce National 800 Number wait times • Reduce field office wait times • Increase customer satisfaction with online and self-service options
	Improve Benefit Delivery	• Streamline regulations • Modernize our policies • Improve our online application process
Preserve and Protect Public Resources	Reduce Costs and Optimize Space	• Reduce procurement costs • Align our real property portfolio to our service model
	Reduce Payment Errors	• Improve payment accuracy • Increase debt recovery • Implement robust cybersecurity safeguards
Enhance the Employee Experience and Productivity	Improve Workforce Productivity and Accountability	• Increase agency productivity • Hold poor performers accountable
	Revolutionize Employee Support Tools and Processes	• Strive for first-contact resolution of customer needs • Utilize technology to improve national workload management • Leverage technology to automate employees' routine work

Strategic Goal 1: Be the Premier Service Provider

Strategic Objective 1.1 – Deliver a Digital-First Customer Experience

Performance Goal:

Enhance the customer experience by enabling more individuals to access Social Security Services online when it works best for them. This includes increasing the number of customers who have *my* Social Security accounts and supporting customers in successfully completing online transactions, such as the ability to use self-service to request a Social Security Number (SSN) replacement card online.

Leads: Chief of Digital Services, Chief Information Officer

What we did in FY 2025

- Provided Americans with 24/7 access to their personal *my* Social Security account
- Reached 97 million total *my* Social Security accounts and over 1 billion total logins
- Increased the number of online self-service SSN replacement cards processed by more than 720,000 from FY 2024, to just under 3.0 million total
- Increased the number of successful online transactions by nearly 20 percent compared to the prior fiscal year
- Delivered 3.1 million Social Security Fairness Act payments, totaling $17 billion, 5 months ahead of schedule

What we will do in FYs 2026 and 2027

- Increase both the number and percentage of key services completed using digital self-service
- Expand and enhance electronic communications for customers who prefer paperless interactions to improve the timeliness of customer interactions
- Reduce friction points within our digital services to better support customers who prefer self-service
- Modernize *my* Social Security
    - Streamline the authentication and sign-in processes
    - Develop a mobile application for SSA services
- Streamline Social Security Card Services
    - Increase the percentage of replacement cards processed online
    - Improve the online SSN card services authentication rate

- Improve efficiency for the online claims process
  - Identify opportunities to improve customers' ability to apply for Social Security benefits online
  - Automate claims processing steps to lessen technician involvement and labor-intensive tasks when certain criteria are met to adjudicate claims faster
  - Explore opportunities for intuitive routing and automated tools to guide people through the application
  - Explore opportunities to provide online customers with additional support in real-time

Performance Measures

1.1a: Total Number of *my* Social Security Accounts (Agency Priority Goal)

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
79.4 million	87.9 million	N/A	97.3 million	105 million	110 million
FY 2025 Performance Results					
We did not have a target for total *my* Social Security accounts in FY 2025, but we added 9.4 million accounts, an 11% increase over FY 2024.					

1.1b: Online Automated Self-Service SSN Replacement Cards Processed[1]

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
2.31 million	2.26 million	3 million	2.99 million	2.2 million	2.2 million
FY 2025 Performance Results					
Target Not Met: We processed 2.99 million automated SSN replacement cards in FY 2025, just shy of our target of 3 million. However, we improved overall digital issuance of replacement cards by processing an additional 215,191 cards through our Enumeration Beyond Entry data exchange program.					

1.1c: Number of Successfully Completed Online Transactions

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
401.5 million	441 million	451 million	528.1 million	575 million	585 million
FY 2025 Performance Results					
Target Met: We exceeded our FY 2025 target by recording 528.1 million transactions online, a nearly 20% increase over FY 2024.					

[1] We will transition this measure to a percentage target in the next Annual Performance Plan.

Strategic Objective 1.2 – Provide Best-in-Class Service Online, On the Phone, and In-Person

Performance Goal:

Provide best-in-class service for all in-person services at our field offices and hearing offices, serve more phone customers through self-serve and self-help features, and improve initial disability processing time.

Leads: Chief of Field Operations, Chief of Digital Services, Chief of Disability Adjudication, Chief of Central Processing

What we did in FY 2025

- Reduced the average speed of answer from 27.6 minutes in FY 2024 to 15 minutes in FY 2025
- Shortened field office wait times by 23 percent compared to FY 2024
- Upgraded phone systems in all field offices, allowing for nearly 30 percent of calls to be handled instantaneously through technology
- Enabled nearly 90 percent of calls to be handled via self-service or convenient callbacks
- Reduced initial disability claims backlog by 25 percent, from nearly 1.18 million to 885,000 cases
- Decreased average hearing wait times by 60 days, reaching historic lows

What we will do in FYs 2026 and 2027

- Improve phone service
  - Provide customers with more self-serve and self-help features through our Enterprise Contact Center (ECC) platform
  - Match incoming calls to agents with specific expertise at first contact through intelligent, skills-based call routing
  - Further segment 800 Number call routing to add more skillsets specific to workloads that our claims specialists can process in the field office
- Improve in-person customer experience
  - Better manage field office traffic by utilizing scheduled appointments for faster service
  - Reduce average visitor in-office wait time
- Improve disability processing time
  - Expand contracting for approved medical sources to include nurse practitioners and physician's assistants

- Expand Federal cadres to focus on targeted workloads, allowing our State disability determination services (DDS) partners to focus resources on reducing the initial disability pending backlog

Performance Measures

1.2a: National 800 Number Average Speed of Answer (Agency Priority Goal)

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
35.8 minutes	27.6 minutes	18 minutes	15 minutes	6 minutes	3 minutes
FY 2025 Performance Results					
Target Met: We exceeded our FY 2025 target, reducing the Average Speed of Answer to 15 minutes.					

1.2b: Average Visitor In-Office Wait Times

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
26 minutes	30 minutes	N/A	23 minutes	20 minutes	18 minutes
FY 2025 Performance Results					
While we did not have a target for FY 2025, we achieved an average in-office wait time for customers of 23 minutes.					

1.2c: Average Processing Time for Initial Disability Claims (Agency Priority Goal)

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
217.5 days	231.1 days	220 days	226.2 days	180 days	140 days
FY 2025 Performance Results					
Target Not Met: While we did not meet our 220 days average processing time target, the monthly average processing time declined from 227.3 days in October 2024 to 208.6 days in September 2025, demonstrating progress over the course of the fiscal year. We also reduced our initial disability claims pending by nearly 300,000 in FY 2025, setting us up for larger processing time reductions in FYs 2026 and 2027.					

1.2d: Processing Center Pending Cases

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
4.56 million	5.13 million	N/A	5.05 million	4.6 million	3.6 million
FY 2025 Performance Results					
While we did not have a target for FY 2025, we reduced the number of processing center (PC) pending cases to just over 5 million in addition to PC employees completing Social Security Fairness Act cases.					

Strategic Objective 1.3 – Improve Benefit Delivery

Performance Goal:

Improve our customers' experience by improving Intelligent Medical Language Analysis Generation (IMAGEN) and increasing its use, and by maximizing the collection of electronic medical evidence.

Leads: Chief of Disability Adjudication, Chief of Law and Policy

What we did in FY 2025

- Onboarded 36 new Health Information Technology (HIT) providers
- Sent over 3.1 million payments totaling $17 billion to eligible beneficiaries 5 months ahead of schedule under the Social Security Fairness Act

What we will do in FYs 2026 and 2027

- Improve IMAGEN performance and user interface
- Increase IMAGEN adoption and expansion
- Integrate GenAI summary tools into IMAGEN

Performance Measures

1.3a: Percentage of Medical Evidence Acquired Electronically[2]

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
Acquired 55% of electronic medical evidence	Acquired 58% of electronic medical evidence	Acquire 58% of electronic medical evidence	Acquired 60% of electronic medical evidence	Acquire 93% of electronic medical evidence	Acquire 94% of electronic medical evidence
FY 2025 Performance Result					
Target Met: We exceeded our target by onboarding a large records aggregator via HIT, as well as other robust health systems, and by broadly extending Electronic Records Express services to Medical Evidence of Record partners across the nation.					

[2] Beginning in FY 2026, the percentage of medical evidence acquired electronically includes Fax2eFolder medical evidence.

Strategic Goal 2: Preserve and Protect Public Resources

Strategic Objective 2.1 – Reduce Costs and Optimize Space

Performance Goal:

Realize savings by implementing best practices in procurement and optimizing real estate utilization.

Lead: Chief Financial Officer

What we did in FY 2025

- Ended or reduced the scope of nearly $286.9 million in contracts and grants
- Consolidated information technology (IT) support services
- Redesigned space allocation standard based on service delivery model
- Reduced 10 regional offices to 4

What we will do in FYs 2026 and 2027

- Reduce procurement spending
  - Review all IT and non-IT acquisitions
  - Institute new large vendor and reseller programs
  - Implement a new Software as a Service procurement platform
- Reduce rent costs
  - Vacate and consolidate office sites that do not serve the public while keeping our current field offices open and operational
  - Reduce the size of some large sites and field offices, avoiding adverse impact to customer service
- Reduce postage costs by encouraging customers to opt for electronic notifications

Performance Measures

2.1a: Total Procurement Savings

FY 2026 Target	FY 2027 Target
$300 million	$200 million

2.1b: Reduce Our Real Property Footprint[3]

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
Achieved 108,614 USF reduction	Achieved 846,170 USF reduction	Achieve a 250,000 USF reduction	Achieved 316,869 USF reduction	Achieve a 1,000,000 USF reduction	Achieve a 500,000 USF reduction
FY 2025 Performance Result					
Target Met: We exceeded our FY 2025 target, reducing our real estate footprint by 316,869 USF					

[3] Beginning in FY 2026, targets reflect projected space reductions based on notifications to the General Services Administration for the given fiscal year, which mostly account for changes to non-public-facing space.

Strategic Objective 2.2 – Reduce Payment Errors

Performance Goal:

Make progress toward eliminating payment errors through automation and business process improvements, policy and legislative changes, data exchanges, training, and focused outreach.

Leads: Chief of Field Operations, Chief of Law and Policy, Chief Risk Officer

What we did in FY 2025

- Revised Notice Language Clearance Process policy, which incorporates review and approval of notice language through the plain language and customer experience lens, to provide a plain language review of 22 notices
- Released social media posts on Facebook and X sharing a link to our YouTube video to help beneficiaries learn about the importance of reporting wages and the automated electronic options for wage reporting
- Expanded the Upload Documents and eSignature functionality in *my* Social Security to allow customers to electronically submit certain forms to the agency
- Implemented the Payroll Information Exchange to improve the collection of wage and employment information
- Expanded use of Access to Financial Institutions (AFI) for SSI applicants and recipients over age 65
- Implemented real-time fraud detection for direct deposit changes
- Corrected vital status of over 10 million SSN records aged 120 years or older
- Initiated cross-agency data-sharing efforts to combat fraud

What we will do in FYs 2026 and 2027

- We are exploring options to expand the use of data sharing to ensure eligibility and reduce improper payments
- Adjust our policies to address the expansion of Achieving a Better Life Experience (ABLE) accounts, per the ABLE Age Adjustment Act
- Expand the use of Foreign Travel Data of citizens for redeterminations and during initial claims
- Explore implementation of using AFI verification for all SSI initial claim allowances

Performance Measures

2.2a: Supplemental Security Income Program Overpayment Accuracy Rate

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
90.82%	89.97%	94.00%	Available summer 2026	94.50%	94.50%
FY 2025 Performance Result					
FY 2025 results will be available in summer 2026.					

2.2b: Old-Age and Survivors Insurance Overpayment Accuracy Rate

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
99.86%	99.91%	99.80%	Available summer 2026	99.85%	99.85%
FY 2025 Performance Result					
FY 2025 results will be available in summer 2026.					

2.2c: Disability Insurance Overpayment Accuracy Rate

FY 2023 Results	FY 2024 Results	FY 2025 Target	FY 2025 Results	FY 2026 Target	FY 2027 Target
98.93%	98.72%	99.80%	Available summer 2026	99.85%	99.85%
FY 2025 Performance Result					
FY 2025 results will be available in summer 2026.					

Strategic Goal 3: Enhance the Employee Experience and Productivity

Strategic Objective 3.1 – Improve Workforce Productivity and Accountability

Performance Goal:

Foster a merit-based Federal workforce by hiring based on merit and skills and hold employees accountable for results aligned with Presidential policies.

Lead: Chief Financial Officer, Chief Human Capital Officer

What we did in FY 2025

- Reassigned over 1,800 employees into direct service positions
- Achieved target of 88 percent of employees in direct service components
- Issued OPM memorandum guidance on performance management and implemented management training to clarify roles and responsibilities in holding employees accountable
- Conducted random sample audits of over 5,000 performance plans and implemented targeted audits to identified hot spot areas

What we will do in FYs 2026 and 2027

- Strengthen performance management framework by developing a new, integrated performance management application to improve data reliability and reporting
- Review policies to address gaps that may contribute to administrative burden or error, with the goal of improving efficient operations and enhancing accountability
- Expand training offerings to include audience-specific micro-trainings that are easily accessible and tailored to the timing and needs of management at all levels
- Enforce compliance with the requirement that all supervisors receive performance management refresher training at least every three years

Performance Measures

3.1a: Increase in Agency Productivity

FY 2026 Target	FY 2027 Target
Increase productivity 5% over the prior year	Increase productivity 5% over the prior year

3.1b: Supervisor Training to Hold Employees Accountable

FY 2026 Target	FY 2027 Target
100% of supervisors complete required refresher performance management training within 90 days	100% of new supervisors complete performance management training within 30 days of appointments

Strategic Objective 3.2 – Revolutionize Employee Support Tools and Processes

Performance Goal:

Improve efficiency by automating processes, adopting artificial intelligence (AI) assistance to assist employees where feasible, and reducing bottlenecks and slowdowns in work processes.

Lead: *Chief Financial Officer*, *Chief Information Officer*

What we did in FY 2025

- Launched the Agency Support Companion chatbot, a generative AI tool designed to assist employees with everyday tasks and enhance productivity
- Implemented an AI-powered Contact Center as a Service phone system in field offices and the National 800 Number, improving call containment through automated transactions and chatbots and reducing agent workloads.

What we will do in FYs 2026 and 2027

- Improve automation
    - Automate the processing of some retirement and Medicare claims to reduce the need for technician involvement and highlight specific issues for technician review
    - Automate repetitive, cumbersome exhibiting and case prep work
    - Develop AI systems to support drafting dispositions
- Improve work processes
    - Consolidate case processing systems to improve efficiency and provide robust Management Information
    - Centralize cases and tasks through a workload management system that allows work to be distributed nationally based on staff skills and availability

Performance Measures

3.2a: Automation of Work Processes

FY 2026 Target	FY 2027 Target
Deploy 30 work process automation enhancements for customers and/or frontline staff	Deploy 40 work process automation enhancements for customers and/or frontline staff

Budgeted Workload Measures

Workload Measures	FY 2023 Results	FY 2024 Results	FY 2025 Results	FY 2026 Enacted	FY 2027 Request
Retirement and Survivor Claims (includes Medicare)					
Retirement and Survivor Claims Completed[4]	6,692,914	6,817,639	7,255,574	6,702,000	6,838,000
Disability Claims					
Initial Disability Claims Receipts	2,185,209	2,316,508	2,104,811	2,208,000	2,356,000
Initial Disability Claims Completed	1,973,641	2,229,056	2,360,673	2,258,000	2,571,000
Initial Disability Claims Pending	1,127,881	1,177,974	885,180	815,000	600,000
Average Processing Time for Initial Disability Claims	218 days	231 days	226 days	180 days	140 days
Disability Reconsiderations					
Disability Reconsiderations Receipts	545,937	566,262	647,777	655,000	675,000
Disability Reconsiderations Completed	483,148	514,354	605,100	712,000	744,000
Disability Reconsiderations Pending	289,890	331,574	370,278	309,000	240,000
Average Processing Time for Disability Reconsiderations	213 days	231 days	241 days	230 days	170 days
Hearings					
Hearings Receipts	355,565	362,552	413,838	495,000	508,000
Hearings Completed	377,685	422,797	394,731	425,000	534,000
Hearings Pending	321,819	261,574	280,621	349,000	323,000
Annual Average Processing Time for Hearings Decisions	450 days	342 days	284 days	270 days	240 days

[4] Includes Medicare.

Workload Measures	FY 2023 Results	FY 2024 Results	FY 2025 Results	FY 2026 Enacted	FY 2027 Request
National 800 Number					
National 800 Number Customer Served[5]	29,535,675	31,801,331	67,802,061	68,000,000	75,000,000
Average Speed of Answer	35.8 minutes	27.6 minutes	15 minutes	6 minutes	3 minutes
National 800 Number Service Level % < 10 minutes	N/A	N/A	13.9%	33.0%	75.0%
Agent Busy Rate (percent)	8.3%	0.9%	5.9%	3%	3%
Program Integrity					
Periodic CDRs Completed	1,611,019	1,342,105	1,355,200	1,400,000	1,400,000
Full Medical CDRs Completed (included above)	550,197	381,143	401,198	600,000	600,000
SSI Non-Medical Redeterminations Completed	2,515,721	2,550,132	2,483,577	2,600,000	2,900,000
Selected Other Agency Workload Measures					
Social Security Numbers Completed	18,138,054	18,733,872	17,240,101	17,000,000	17,000,000
Annual Earnings Items Completed	304,177,795	299,336,193	295,064,710	300,000,000	300,000,000
Social Security Statements Issued[6]	14,871,940	14,090,601	10,290,438	15,000,000	15,000,000
Selected Production Workload Measures					
Disability Determination Services Production per Workyear	240	246	276	312	332
Office of Hearings Operations Production per Workyear	69	79	83	100	121

[5] National 800 Number Customers Served represents total customers served by an agent and Interactive Voice Response (IVR), including Question and Answer (QnA) bots. Actuals for FY 2025 (35 million automated calls), include data for October 2024 through April 2025 which counts the total number of IVR responses rather than individual calls, which could include multiple transactions for a single call. As of May 2025, we refined the definition to count unique automated calls as only one call, even if multiple transactions are completed, which eliminates the potential for double-counting. We project 37 million automated calls handled in FY 2026 and 39 million in FY 2027.

[6] The Social Security Statements Issued measure includes paper statements only. It does not include electronic statements issued. In FY 2025, nearly 50 million customers accessed their Social Security Statement online.

Appendix A: Major Management Challenges

Challenges Identified by the Office of the Inspector General in FY 2025

Each year, the Office of the Inspector General (OIG) identifies our top management and performance challenges and publishes it on their website. The FY 2025 audit affirmed the progress we have made in addressing significant customer service challenges. For example, in our telephone service, we reduced the average wait time from 30 minutes in January 2025 to 7 minutes in September 2025, while serving 65 percent more callers than in the previous year. Below, we list the 5 major management challenges identified by OIG, followed by the strategic objectives in the FYs 2026–2030 Agency Strategic Plan that will address each of those challenges.

1) **Improve Service Delivery**. SSA needs to enhance telephone, online, and front-line office services to improve the customer experience and deliver quality service.

   Our strategic objectives that will address this challenge include:
   - Strategic Objective 1.1: Deliver a Digital-First Customer Experience
   - Strategic Objective 1.2: Provide Best-in-Class Service Online, on the Phone, and In-Person

2) **Protect the Confidentiality, Integrity, and Availability of SSA's Information Systems and Data**. SSA must ensure it secures its information systems and protects its sensitive data.

   Our strategic objectives that will address this challenge include:
   - Strategic Objective 1.3: Improve Benefit Delivery
   - Strategic Objective 2.2: Reduce Payment Errors

3) **Modernize Information Delivery**. SSA must continue modernizing its information technology to accomplish its mission as efficiently and effectively as possible.

   Our strategic objectives that will address this challenge include:
   - Strategic Objective 1.1: Deliver a Digital-First Customer Experience

- Strategic Objective 3.2: Revolutionize Employee Support Tools and Processes

4) **Improve the Administration of Disability Programs**. SSA needs to improve how timely and accurately it processes disability-related workloads and improves its support for state disability determination services.

   Our strategic objectives that will address this challenge include:
   - Strategic Objective 1.1: Deliver a Digital-First Customer Experience
   - Strategic Objective 1.2: Provide Best-in-Class Service Online, on the Phone, and In-Person
   - Strategic Objective 1.3: Improve Benefit Delivery

5) **Improve the Prevention, Detection, and Recovery of Improper Payments**. SSA must be a responsible steward of the funds entrusted to its care by minimizing the risk of making improper payments and recovering overpayments when they occur.

   Our strategic objectives that will address this challenge include:
   - Strategic Objective 1.3: Improve Benefit Delivery
   - Strategic Objective 2.2: Reduce Payment Errors

Appendix B: Accuracy and Reliability of Performance Data

We are committed to providing consistent, reliable, and valid data. To ensure our data are quantifiable, verifiable, and secure, we have established internal controls that include:

- Audit trails;
- Integrity reviews;
- Separation of duties;
- Restricted access to sensitive data;
- Reviews at all levels of management; and
- Validation and verification in our System Development Life Cycles.

These controls also support the *Commissioner's Federal Managers' Financial Integrity Act* Assurance Statement.

Data Integrity Systems and Controls

We gather performance data using automated management information and other workload measurement systems. We assess the data in terms of four quality dimensions:

- Accuracy – Measures how well data adheres to specification (e.g., definitions, rules, and policies);
- Consistency – Measures reliability in internal and external reporting of data;
- Completeness – Measures missing occurrences or attributions of the data; and
- Timeliness – Measures the currency of the data (i.e., data are up-to-date and reporting occurs on time).

We conduct quality evaluations based on established internal methodologies. As we introduce new performance measures, we perform a comprehensive data assessment using the four quality dimensions. From the assessment results, we establish a baseline. After establishing the baseline, we automate continuous monitoring to sustain high-quality data. Continuous monitoring allows us to follow data trends and proactively remediate potential issues.

In our data quality program, we derive several accuracy and public satisfaction measures from surveys and work samples. These measures provide confidence levels of 95 percent or higher.

As part of our fiduciary responsibility to the public, we use an audit trail system (ATS) to protect our records and taxpayer funds from improper use. The ATS collects and maintains detailed information about our internal and public transactions. We store the data from programmatic and select Internet applications, so we can review transactions for fraud and abuse.

Audit of Our FY 2025 Financial Statements

The *Chief Financial Officers Act of 1990* requires the Office of the Inspector General (OIG), or an independent external auditor that it selects, to audit our financial statements. OIG selected Ernst & Young (EY) to conduct the FY 2025 financial statement audit.

The auditor found we fairly presented the basic financial statements, in all material respects, in conformity with accounting principles generally accepted in the United States of America for Federal entities. EY's FY 2025 audit report marked the 32nd consecutive year that we received an unmodified audit opinion on our financial statements. The auditor also found that our agency maintained, in all material respects, effective internal control over our financial reporting.

EY cited two significant deficiencies identified in prior years. The significant deficiencies are internal controls over certain financial information systems and internal control over accounts receivable with the public (benefit overpayments).

The audit included examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. The audit did not find instances of noncompliance with laws, regulations, or other materials tested.

Appendix C: Changes to Performance Measures

Results for Discontinued Fiscal Year 2025 Performance Measures

Fiscal Year Targets	FY 2025 Target	FY 2025 Results
Improve user experience for SSA's website	Achieve an 80% or greater satisfaction score for customers using SSA's website	MET 80.1%
Collect customer feedback	Achieve a 2% increase in customer satisfaction based on the baseline customer experience scores for priority service designations established in FY 2024	NOT MET Retirement: 89.7% (target 93.1%) Disability: 72.7% (target 76.3%) iSSNRC: 89.1% (target 91.3%)
Modernize evidence acquisition systems to drive increased electronic medical evidence volumes through a multi-channel strategy	Acquire 58% of medical evidence electronically	MET 60.4%
Improve Processing Center (PC) OASDI Claims Timeliness[7]	Achieve a PC timeliness rate of 91.3%	MET 92.2%
Improve PC Administrative Law Judge[8] (ALJ) Favorable Reversals	Achieve a timely ALJ favorable decision PC processed rate of 97.8%	MET 97.9%
Ensure the quality of our decisions by achieving the State disability determination services decisional accuracy rate for initial disability decisions	97% decisional accuracy	MET 97.8%

[7] Retirement, Survivors, and Health Insurance (RSHI) claims processed in time for initial payment or within 10 days of receipt is considered timely. Disability claims processed in time for initial payment or within 16 days of receipt is considered timely.

[8] ALJ favorable reversals processed by the PCs within 60 days are considered timely.

Fiscal Year Targets	FY 2025 Target	FY 2025 Results
Identify and eliminate non-critical contracts and grants	Achieve a cost avoidance of $180 million	MET $286.9 million[9]
Optimize our workforce	Increase full-time permanent employees in direct-service components[10] to 88% of total staff	MET 88%

FY 2025 Performance Measures with Title Changes

FY 2025 Title	FY 2026 Title
Modernize evidence acquisition systems to drive increased electronic medical evidence volumes through a multi-channel strategy	Percentage of Medical Evidence Acquired Electronically
Identify and eliminate non-critical contracts and grants	Total Procurement Savings
Improve the integrity of the Supplemental Security Income Program by focusing our efforts on reducing overpayments	Supplemental Security Income Overpayment Accuracy Rate
Maintain a high payment accuracy rate by reducing overpayments in the Old-Age, Survivors, and Disability Insurance Program	Old-Age and Survivors Insurance Overpayment Accuracy Rate
	Disability Insurance Overpayment Accuracy Rate

[9] Includes cost avoidance obtained in FY 2025 for both FY 2025 and future fiscal years.

[10] Federal mission critical positions provide direct services to the public, including but not limited to employees in field offices, teleservice centers, processing centers, hearing offices, and other centralized operations or disability workload support units.

Social Security Administration | Publication No. 22-017 | August 2026
Produced and published at U.S. taxpayer expense