

Annual Performance Report FY 2016

Social Security Administration



Table of Contents

Acting Commissioner's Message	4
Our Mission.....	5
Our Programs	5
Our Organization.....	6
Agency Performance.....	7
FY 2016 Performance Measures and Results.....	8
Strategic Goal 1: Deliver Innovative, Quality Services.....	9
Strategic Objective 1.1: Develop and Increase the Use of Self-Service Options.....	9
Strategic Objective 1.2: Enhance the Customer Experience by Completing Customers' Business at the First Point of Contact.....	9
Strategic Objective 1.3: Partner with Other Agencies and Organizations to Improve Customers' Experience and Align with the Administration's One-Government Approach	11
Strategic Objective 1.4: Evaluate Our Physical Footprint to Incorporate Improved Service Options.....	11
Strategic Goal 2: Strengthen the Integrity of Our Programs.....	12
Strategic Objective 2.1: Transform the Way We Record Earnings to Enhance Data Accuracy	12
Strategic Objective 2.2: Protect the Public's Data and Provide Secure Online Services	12
Strategic Objective 2.3: Increase Payment Accuracy	13
Strategic Goal 3: Serve the Public through a Stronger, More Responsive Disability Program .	15
Strategic Objective 3.1: Improve the Quality, Consistency, and Timeliness of Our Disability Decisions	15
Strategic Objective 3.2: Maximize Efficiencies throughout the Disability Program	18
Strategic Objective 3.3: Enhance Employment Support Programs and Create New Opportunities for Returning Beneficiaries to Work.....	19
Strategic Goal 4: Build a Model Workforce to Deliver Quality Service	20
Strategic Objective 4.1: Attract and Acquire a Talented and Diverse Workforce that Reflects the Public We Serve.....	20
Strategic Objective 4.2: Strengthen the Competency, Agility, and Performance of Our Workforce to Align with the Needs of the Public	20
Strategic Objective 4.3: Foster an Inclusive Culture that Promotes Employee Well-Being, Innovation, and Engagement.....	21

Strategic Objective 4.4: Enhance Planning and Alignment of Human Resources to Address Current and Future Public Service Needs21

Strategic Goal 5: Ensure Reliable, Secure, and Efficient Information Technology Services.....22

Strategic Objective 5.1: Maintain System Performance and the Continuity of Information Technology Services22

Strategic Objective 5.2: Enhance and Execute Plans to Modernize Our Systems22

Strategic Objective 5.3: Incorporate Innovative Advances in Service Delivery.....23

Strategic Objective 5.4: Continuously Strengthen Our Cyber Security Program23

Discontinued Performance Measure Results25

Acting Commissioner's Message



Following in the footsteps of past Commissioners, I am honored to serve as the Acting Commissioner of Social Security. For the past eight decades, Social Security's programs have touched the lives of nearly all Americans and have been here for the people who need and count on them. We know that delivering timely, quality services has a meaningful impact on the people we serve. Few government agencies touch the lives of as many people as we do. The Social Security Administration pays monthly benefits to approximately 70 million individuals.

We issue Social Security cards and numbers at birth, record earnings when individuals enter the workforce, provide benefit estimates as workers begin thinking about leaving the workforce, and provide a safety net in the unfortunate event of blindness, disability or death. The people we serve are our top priority, and we will continue to remain mission-focused and mission-driven.

I am pleased to issue the *Annual Performance Report Fiscal Year 2016*, which reflects how we are serving the public. We could not have accomplished our performance goals without the dedication of our employees, and I thank them for their continued commitment and service.

Based on internal evaluations, I affirm that the performance data in this report is complete, reliable, and accurate.

A handwritten signature in blue ink, which appears to read "Nancy A. Berryhill". The signature is fluid and cursive, with a large, stylized flourish at the end.

Nancy A. Berryhill

Acting Commissioner

Our Mission

Deliver Social Security services that meet the changing needs of the public.

Our Programs

Few government agencies touch the lives of as many people as we do. We administer the Old-Age, Survivors, and Disability Insurance program and the Supplemental Security Income program. These programs provide vital support to some of the most vulnerable members of our society, including people with disabilities, surviving family members, retirees, and the blind and disabled with limited income and resources. In fiscal year 2017 (FY), we expect to pay nearly a trillion dollars to a monthly average of approximately 70 million people.

Old-Age, Survivors, and Disability Insurance Program

We administer the Old-Age, Survivors, and Disability Insurance program, commonly referred to as “Social Security.” Individuals earn coverage for Social Security retirement, survivors, and disability protection and benefits by working and paying Social Security taxes on their earnings.

Social Security pays monthly benefits to approximately 62 million individuals, consisting of 42 million retired workers and 3 million of their spouses and children; 9 million workers with disabilities and 2 million dependents; and 6 million surviving widows and widowers, children, and other dependents of deceased workers. During FY 2017, we expect to pay more than \$940 billion to Social Security beneficiaries.

Supplemental Security Income Program

We also administer the Supplemental Security Income (SSI) program, which provides monthly payments to individuals with limited income and resources who are aged, blind, or disabled. Adults and children under age 18 can receive payments based on disability or blindness. General tax revenues fund the SSI program.

We make SSI payments to approximately 1 million aged recipients, 1 million blind or disabled children, and 6 million blind or disabled adults. In FY 2017, we expect to pay nearly \$55 billion in Federal benefits to a monthly average of approximately 8 million SSI recipients.

Our Organization

Approximately 62,000 federal employees and 16,000 state employees serve the public from a network of offices across the country.

Individuals receive in-person service at our field offices and Social Security card centers. Our teleservice centers handle calls to our National 800 Number. Our processing centers handle Social Security retirement, survivors, and disability payments, and support other services like our National 800 Number. State agencies handle disability determinations at the first two levels of our claims and appeals process. Administrative law judges in our hearing offices and administrative appeals judges in our Appeals Council decide appealed cases.

Agency Performance

This Annual Performance Report addresses the goals and objectives in our *Agency Strategic Plan for Fiscal Years 2014 – 2018* and our four Agency Priority Goals (APG) as required by the Government Performance and Results Modernization Act of 2010. We evaluate our progress on our strategic objectives and APGs by the following performance measures and targets.

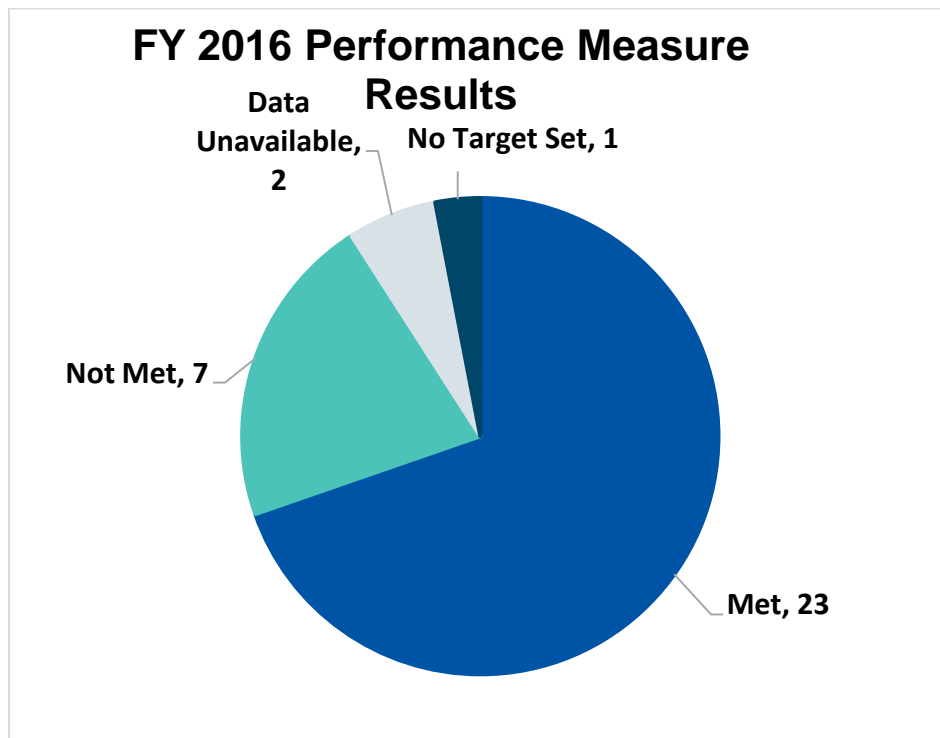
Agency Priority Goals for FY 2016 – FY 2017

FY 2016 - FY 2017 Agency Priority Goals	Goal Leader/ Deputy Goal Leader
Improve customer service and convenience by increasing online transactions.	Goal Leader: Deputy Commissioner, Office of Operations Deputy Goal Leader: Deputy Commissioner, Office of Systems
Increase customer satisfaction with our services.	Goal Leader: Deputy Commissioner, Office of Operations Deputy Goal Leader: Deputy Commissioner, Office of Budget, Finance, Quality, and Management
Improve the integrity of the Supplemental Security Income program by ensuring that 95 percent of our payments are free of overpayment.	Goal Leader: Deputy Commissioner, Office of Retirement and Disability Policy Deputy Goal Leader: Assistant Deputy Commissioner, Office of Operations
Improve customer service by reducing the wait time for a hearing decision.	Goal Leader: Assistant Deputy Commissioner, Office of Disability Adjudication and Review Deputy Goal Leader: Deputy Commissioner, Office of Operations

FY 2016 Performance Measures and Results

We generally base our performance data on an operating month, which ends on the last Friday of the calendar month. Most fiscal years (FY) are 52 weeks long; however, some FYs, as in FY 2016, include 53 weeks. Therefore, our FY 2016 results cover 53 weeks, and we provide 52-week data, when available, for comparison purposes.

We set 33 FY 2016 performance measures, of which we met 23, do not have data for 2, and are developing the baseline data for 1. Note: In the charts that follow, we reference Agency Priority Goals by “APG” and budgeted workload measures by “BWM.”



Strategic Goal 1: Deliver Innovative, Quality Services

Strategic Objective 1.1: Develop and Increase the Use of Self-Service Options

1.1a APG: Improve customer service and convenience by increasing online transactions by 25 million each year

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	16 million	21.8 million	46.3 million	70.8 million	87 million	121.9 million
<i>Target</i>						112 million transactions
<i>Target Met</i>						Met

FY 2016 52-week performance: 119.6 million

Strategic Objective 1.2: Enhance the Customer Experience by Completing Customers' Business at the First Point of Contact

1.2a APG: Increase customer satisfaction with our services

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	81 satisfaction rating with online services 81% satisfaction for office and telephone services	82 satisfaction rating with online services 81% satisfaction for office and telephone services	82 satisfaction rating with online services 80% satisfaction for office and telephone services	83 satisfaction rating with online services Data is not available for office and telephone services	84 satisfaction rating with online services 79% satisfaction for office and telephone services	84.9 satisfaction rating with online services 80% satisfaction for office and telephone services
<i>Target</i>						84.5 satisfaction rating with online services

Fiscal Year	2011	2012	2013	2014	2015	2016
						80% satisfaction for office and telephone services
<i>Target Met</i>						Met

1.2b BWM: Complete the budgeted number of retirement, survivors, and Medicare claims

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	4,877,955	5,001,092	5,006,855	5,023,533	5,327,221	5,602,312
<i>Target</i>	4,590,000	4,918,000	5,269,000 (4,952,591 rec'd)	5,131,000 (4,990,259 rec'd)	5,247,000	5,586,000
<i>Target Met</i>	Met	Met	Met ¹	Met	Met	Met

FY 2016 52-week performance: 5,501,779

1.2c BWM: Achieve the target speed in answering National 800 Number calls

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	180 seconds (3 minutes)	294 seconds (4 minutes, 54 seconds)	617 seconds (10 minutes, 17 seconds)	1,323 seconds (22 minutes, 3 seconds)	617 seconds (10 minutes, 17 seconds)	817 seconds (13 minutes, 37 seconds)
<i>Target</i>	267 seconds (4 minutes, 27 seconds)	285 seconds (4 minutes, 45 seconds)	535 seconds (8 minutes, 55 seconds)	1,020 seconds (17 minutes)	700 seconds (11 minutes, 40 seconds)	945 seconds (15 minutes, 45 seconds)
<i>Target Met</i>	Met	Not Met	Not Met	Not Met	Met	Met

¹ If our receipts are lower than our target, as was the case in FY 2013 and FY 2014, we consider this measure met.

1.2d BWM: Achieve the target busy rate for National 800 Number calls

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	3%	5%	11.9%	13.5%	7.5%	8.9%
<i>Target</i>	6%	6%	16%	14%	8%	9.5%
<i>Target Met</i>	Met	Met	Met	Met	Met	Met

Strategic Objective 1.3: Partner with Other Agencies and Organizations to Improve Customers' Experience and Align with the Administration's One-Government Approach

1.3a: Minimize the average response time to deliver medical evidence to the VA for wounded warriors and veterans

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	7.3 calendar days	5.6 calendar days	7.2 calendar days	5.9 calendar days	4.2 business days	3 business days
<i>Target</i>				Deliver medical evidence to the VA within an average of 5 calendar days	Deliver medical evidence to the VA within an average of 5 business days	Deliver medical evidence to the VA within an average of 5 business days
<i>Target Met</i>				Not Met	Met	Met

Strategic Objective 1.4: Evaluate Our Physical Footprint to Incorporate Improved Service Options

1.4a: Assess field and hearing office lease expirations and increase colocation of our components to reduce our physical footprint

Fiscal Year	2016
<i>Performance</i>	Colocated 5 hearing office permanent remote sites with field offices
<i>Target</i>	Colocate at least 4 hearing office permanent remote sites with field offices
<i>Target Met</i>	Met

Strategic Goal 2: Strengthen the Integrity of Our Programs

Strategic Objective 2.1: Transform the Way We Record Earnings to Enhance Data Accuracy

2.1a: Improve the timeliness of the earnings data used to calculate benefits

Fiscal Year	2014	2015	2016
<i>Performance</i>	Released the Annual Wage Reporting system on 02/08/2014	Implemented the redesigned software to process Forms W-2 within the Annual Wage Reporting system	Implemented the redesigned functionality to process Forms W-2c (Corrections) within the Annual Wage Reporting system
<i>Target</i>	Complete construction of at least 50% of the redesigned functionality to process Forms W-2 within the Annual Wage Reporting system	Implement the redesigned functionality to process Forms W-2 within the Annual Wage Reporting system by 09/30/2015	Implement the redesigned functionality to process Forms W-2c (Corrections) within the Annual Wage Reporting system
<i>Target Met</i>	Met	Met	Met

Strategic Objective 2.2: Protect the Public's Data and Provide Secure Online Services

2.2a: Enhance our security features and business processes to prevent and detect fraud

Fiscal Year	2014	2015	2016
<i>Performance</i>	Using Public Facing Integrity Review data, we were able to create and implement the routing transit number blocking process	The fraud referral process was transferred to the newly established Office of Anti-Fraud Programs. We use Public Facing Integrity Review data to create and implement the routing transit number blocking process.	Identified and investigated 4,264 online claims presenting characteristics of fraud
<i>Target</i>	Expand the Public Facing Integrity Review system to more rapidly detect a greater variety of fraudulent Internet transactions	Increase <i>my Social Security</i> potential fraud referrals through the Public Facing Integrity Review system to the Office of Operations by 10%	Identify and investigate at least 500 online claims presenting characteristics indicative of fraud
<i>Target Met</i>	Met	Met	Met

Strategic Objective 2.3: Increase Payment Accuracy

2.3a: Maintain a high accuracy rate of payments made through the Old-Age, Survivors, and Disability Insurance program to minimize improper payments

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	99.7% (O/P) 99.9% (U/P)	99.8% (O/P) 99.9% (U/P)	99.8% (O/P) 99.9% (U/P)	99.5% (O/P) 99.9% (U/P)	99.6% (O/P) 99.9% (U/P)	Data not available until July 2017
<i>Target</i>	99.8% (O/P) 99.8% (U/P)	99.8% (O/P) 99.8% (U/P)	99.8% (O/P) 99.8% (U/P)		99.8% (O/P) 99.8% (U/P)	99.8% (O/P) 99.8% (U/P)
<i>Target Met</i>	Not Met (O/P) Met (U/P)	Met (O/P) Met (U/P)	Met (O/P) Met (U/P)		Not Met (O/P) Met (U/P)	TBD

2.3b APG: Improve the integrity of the Supplemental Security Income program by ensuring that 95 percent of our payments are free of overpayment

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	92.7% accuracy rate	93.7% accuracy rate	92.4% accuracy rate	93% accuracy rate	93.9% accuracy rate	Data not available until July 2017
<i>Target</i>	93.3% accuracy rate	95% accuracy rate	95% accuracy rate	95% accuracy rate	95% accuracy rate	95% accuracy rate
<i>Target Met</i>	Not Met	Not Met	Not Met	Not Met	Not Met	TBD

2.3c BWM: Complete the budgeted number of full medical continuing disability reviews

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	345,495	443,233	428,568	525,875	799,013	853,754
<i>Target</i>		435,000	422,000	510,000	790,000	850,000
<i>Target Met</i>		Met	Met	Met	Met	Met

2.3d BWM: Complete the budgeted number of Supplemental Security Income non-medical redeterminations

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	2,456,830	2,624,170	2,634,183	2,627,518	2,266,993	2,530,446
<i>Target</i>	2,422,000	2,622,000	2,622,000	2,622,000	2,255,000	2,522,000
<i>Target Met</i>	Met	Met	Met	Met	Met	Met

FY 2016 52-week performance: 2,504,652

Strategic Goal 3: Serve the Public through a Stronger, More Responsive Disability Program

Strategic Objective 3.1: Improve the Quality, Consistency, and Timeliness of Our Disability Decisions

3.1a: Ensure the quality of our decisions by achieving the disability determination services decisional accuracy rate for initial disability decisions

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	98% decisional accuracy	98% decisional accuracy	98% decisional accuracy	98% decisional accuracy	98% decisional accuracy	98% decisional accuracy
<i>Target</i>	97% decisional accuracy	97% decisional accuracy	97% decisional accuracy	97% decisional accuracy	97% decisional accuracy	97% decisional accuracy
<i>Target Met</i>	Met	Met	Met	Met	Met	Met

3.1b: Increase our ability to provide timely decisions by reducing the percentage of pending Appeals Council requests for review 365 days or older

Fiscal Year	2012	2013	2014	2015	2016
<i>Performance</i>	88%	91.1%	84%	82%	83%
<i>Target</i>	80% of cases pending less than 365 days	81% of cases pending less than 365 days	79% of cases pending less than 365 days	80% of cases pending less than 365 days	81% of cases pending less than 365 days
<i>Target Met</i>	Met	Met	Met	Met	Met

FY 2016 52-week performance: 82% of cases pending less than 365 days

3.1c APG: Improve customer service by reducing the wait time for a hearing decision

Fiscal Year	2016
<i>Performance</i>	98%
<i>Target</i>	Decide 99% of the cases that begin the fiscal year at 430 days old or older
<i>Target Met</i>	Not Met

FY 2016 52-week performance: 97%

3.1d BWM: Complete the budgeted number of initial disability claims

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	3,390,936	3,206,869	2,987,883	2,861,895	2,759,432	2,688,977
<i>Target</i>	3,273,000	3,173,000	2,962,000	2,947,000	2,767,000	2,695,000 (2,637,755 rec'd)
<i>Target Met</i>	Met	Met	Met	Not Met	Not Met	Met ²

3.1e BWM: Complete the budgeted number of disability reconsideration claims

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	828,010	808,521	803,194	757,198	723,485	666,948
<i>Target</i>		787,000	787,000	778,000	739,000	702,000 (647,910 rec'd)
<i>Target Met</i>		Met	Met	Not Met	Not Met	Met ³

² We based our FY 2016 performance on actual receipts. Since actual receipts were lower than the FY 2016 target, we consider this measure met.

³ We based our FY 2016 performance on actual receipts. Since actual receipts were lower than the FY 2016 target, we consider this measure met.

3.1f BWM: Complete the budgeted number of hearing requests

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	795,424	820,484	793,580	680,963	663,129	652,241
<i>Target</i>	815,000	875,000	793,000	735,000	727,000	703,000
<i>Target Met</i>	Not Met	Not Met	Met	Not Met	Not Met	Not Met

FY 2016 52-week performance: 637,472

3.1g BWM: Average processing time for initial disability claims

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	109 days	102 days	107 days	110 days	114 days	110 days
<i>Target</i>	118 days	111 days	109 days	109 days	109 days	113 days
<i>Target Met</i>	Met	Met	Met	Not Met	Not Met	Met

3.1h BWM: Average processing time for reconsiderations

Fiscal Year	2014	2015	2016
<i>Performance</i>	108 days	113 days	103 days ⁴
<i>Target</i>			
<i>Target Met</i>			

⁴ We began tracking actual data in September 2013 in order to establish a baseline.

3.1i BWM: Average processing time for hearing decisions

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	360 days	353 days	396 days (September only)	422 days	480 days	545 days
<i>Target</i>	373 days	321 days	389 days (September only)	415 days	470 days	540 days
<i>Target Met</i>	Met	Not Met	Not Met	Not Met	Not Met	Not Met

FY 2016 52-week performance: 543 days

Strategic Objective 3.2: Maximize Efficiencies throughout the Disability Program

3.2a: Improve the disability determination process by increasing the percentage of initial disability claims using electronically transmitted health records and medical evidence (Health IT)

Fiscal Year	2014	2015	2016
<i>Performance</i>	3% (84,779 initial claims)	6.1% (167,626 initial claims)	9.6% (257,743 initial claims)
<i>Target</i>	2.5% of processed initial disability claims with Health IT medical evidence (75,000 initial claims)	6% of processed initial disability claims with Health IT medical evidence (164,820 initial claims)	8% of processed initial disability claims with electronically transmitted health records and medical evidence (Health IT) (222,000 initial claims)
<i>Target Met</i>	Met	Met	Met

Strategic Objective 3.3:
Enhance Employment Support Programs and Create New Opportunities for Returning Beneficiaries to Work

3.3a: Increase the number of beneficiaries returning to work by achieving the target number of Social Security Disability Insurance and Supplemental Security Income disability beneficiaries with Tickets assigned and in use, who work above the trial work level

Fiscal Year	2015	2016
<i>Performance</i>	58,341 beneficiaries	62,831 beneficiaries
<i>Target</i>	50,000 beneficiaries	55,000 beneficiaries
<i>Target Met</i>	Met	Met

Strategic Goal 4: Build a Model Workforce to Deliver Quality Service

Strategic Objective 4.1:
Attract and Acquire a Talented and Diverse Workforce that Reflects the Public We Serve

4.1a: Continue to serve as a model agency for employment of individuals with targeted disabilities

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	1.9%	1.9%	1.9%	2%	2%	2%
<i>Target</i>		2%	2%	2%	2%	2%
<i>Target Met</i>		Not Met	Not Met	Met	Met	Met

Strategic Objective 4.2:
Strengthen the Competency, Agility, and Performance of Our Workforce to Align with the Needs of the Public

4.2a: Enhance workforce knowledge, skills, and abilities to achieve organizational goals by increasing employee satisfaction with training and development

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	62%	59%	55%	57%	59%	57%
<i>Target</i>					60% employee satisfaction rating	61% employee satisfaction rating
<i>Target Met</i>					Not Met	Not Met

Strategic Objective 4.3:
Foster an Inclusive Culture that Promotes Employee Well-Being, Innovation, and Engagement

4.3a: Become one of the Top 5 Best Places to Work among large agencies in the Federal Government

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	Top 10 Ranking	Top 10 Ranking	Top 10 Ranking	Top 10 Ranking	Top 10 Ranking	Ranked 9th
<i>Target</i>				Achieve a Top 10 Ranking	Achieve a Top 10 Ranking	Achieve a Top 5 Ranking
<i>Target Met</i>				Met	Met	Not Met

4.3b: Increase employee engagement as measured by the employee engagement index score

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	72%	69%	67%	66%	68%	67%
<i>Target</i>						69%
<i>Target Met</i>						Not Met

Strategic Objective 4.4:
Enhance Planning and Alignment of Human Resources to Address Current and Future Public Service Needs

4.4a: Expand use of data to support workforce planning, program evaluation, and decision-making

Fiscal Year	2014	2015	2016
<i>Performance</i>	77%	83%	54%
<i>Target</i>	Achieve 75% of the human capital metrics	Achieve 75% of the human capital metrics	Achieve 78% of the human capital metrics
<i>Target Met</i>	Met	Met	Not Met

Strategic Goal 5: Ensure Reliable, Secure, and Efficient Information Technology Services

Strategic Objective 5.1: Maintain System Performance and the Continuity of Information Technology Services

5.1a: Provide uninterrupted access to our systems during scheduled times of operation

Fiscal Year	2011	2012	2013	2014	2015	2016
<i>Performance</i>	99.89%	99.9%	99.96%	99.97%	99.96%	99.91%
<i>Target</i>		99.5% availability	99.5% availability	99.5% availability	99.5% availability	99.5% availability
<i>Target Met</i>		Met	Met	Met	Met	Met

Strategic Objective 5.2: Enhance and Execute Plans to Modernize Our Systems

5.2a: Improve customer service by using information technology to provide new online service to users of *my Social Security*

Fiscal Year	2016
<i>Performance</i>	On November 28, 2015, SSA implemented the Internet Social Security Number Replacement Card (iSSNRC) service behind the <i>my Social Security</i> portal. This new service authenticates users against SSA records, verifies user Driver License and Identification cards against state records, and verifies user addresses against credit reporting agency data. After passing authentication and verification, the card requests are sent to our new in-line fraud review process where they must pass a series of fraud checks before the cards are issued.
<i>Target</i>	Implement new anti-fraud and authentication capabilities to enable customers to obtain replacement Social Security cards securely through the <i>my Social Security</i> portal
<i>Target Met</i>	Met

Strategic Objective 5.3: Incorporate Innovative Advances in Service Delivery

5.3a: Enhance our IT infrastructure by incorporating innovative advances in service delivery

Fiscal Year	2014	2015	2016
<i>Performance</i>	Bandwidth-on-Demand capabilities are operational at over 75% of agency sites	Reduced our open systems infrastructure size to 1,000 servers	Released iSSNRC in November 2015 and released a new service to check the status of an application or appeal in March 2016
<i>Target</i>	Implement Bandwidth-on-Demand, which will provide the ability to increase telecommunications capacity to quickly meet the changing service needs of our offices and clients	Reduce open systems infrastructure size from 1,500 servers to 1,000 servers by September 2015	Deploy new applications with a modern look and feel, accessible from the web or on mobile devices
<i>Target Met</i>	Met	Met	Met

Strategic Objective 5.4: Continuously Strengthen Our Cyber Security Program

5.4a: Provide secure and effective services to the public by improving cyber security performance

Fiscal Year	2013	2014	2015	2016
<i>Performance</i>	<p>Homeland Security Presidential Directive 12 Compliance – result 85%</p> <p>Information Security Continuous Monitoring – result 96%</p> <p>Trusted Internet Connections Consolidation – result 100%</p> <p>Trusted Internet Connections 2.0 Capabilities – result 96%</p>	<p>Homeland Security Presidential Directive 12 Compliance – result 87%</p> <p>Information Security Continuous Monitoring – result 98%</p> <p>Trusted Internet Connections Consolidation – result 100%</p> <p>Trusted Internet Connections 2.0 Capabilities – result 94%</p>	<p>Hardware Asset Management – result 100%</p> <p>Software Asset Management – result 100%</p> <p>Vulnerability and Weakness Management – result 100%</p> <p>Unprivileged Network Users – result 86%</p> <p>Privileged Network Users – result 99%</p>	<p>Achieved an average of 100% for the following Cyber Security Cross-Agency Priority Goals:</p> <p>Hardware Asset Management – result 100%</p> <p>Software Asset Management – result 100%</p> <p>Vulnerability and Weakness Management – result 100%</p>

Fiscal Year	2013	2014	2015	2016
			Anti-Phishing Defense – result 100% Malware Defense – result 100% Blended Defense – result 100%	Anti-Phishing Defense – result 100% Malware Defense – result 100% Blended Defense – result 100%
<i>Target</i>		Meet the performance requirements of the Department of Homeland Security's Federal Network Security Compliance and Assurance program and the Cyber Security Cross-Agency Priority Goals	Meet the performance requirements of the Department of Homeland Security's Federal Network Security Compliance and Assurance program and the Cyber Security Cross-Agency Priority Goals	Achieve an average of 97% for the following Cyber Security Cross-Agency Priority Goals: anti-phishing defense; malware defense; blended defense (anti-phishing and malware defense measures); hardware asset management; software asset management; and vulnerability and weakness management
<i>Target Met</i>		Met	Met	Met

Discontinued Performance Measure Results

2.3a APG: Reduce the percentage of improper payments made under the SSI program

Fiscal Year	2011	2012	2013	2014	2015
<i>Performance</i>	9.1%	8.1%	9.3%	8.5%	7.6%
<i>Target</i>					No more than 6.2% of all payments made under the SSI program are improper payments i.e., overpayment and underpayments)
<i>Target Met</i>					Not Met

SocialSecurity.gov



Follow the Social Security Administration on our social network

