

## SSA's FY 2015 ACTUAL PERFORMANCE

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<b>Selected Workload Measures</b>	
Retirement and Survivors Claims Completed (thousands) <sup>1/</sup>	5,327
Initial Disability Claims Receipts (thousands)	2,756
Initial Disability Claims Completed (thousands)	2,759
Disability Reconsiderations Receipts (thousands)	704
Disability Reconsiderations Completed (thousands)	723
Hearings Receipts (thousands)	746
Hearings Completed (thousands)	663
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,972
Full Medical CDRs (included above, thousands)	799
SSI Non-Medical Redeterminations Completed (thousands)	2,267
National 800-Number Calls Handled (millions)	37
Average Speed of Answer (ASA) (seconds)	617
Agent Busy Rate (ABR)	7.5%
Social Security Numbers Completed (millions)	16
Annual Earnings Items Completed (millions)	266
Social Security Statements Issued (millions) <sup>2/</sup>	50
<b>Selected Outcome Measures</b>	
Initial Disability Claims Pending (thousands)	621
Disability Reconsiderations Pending (thousands)	144
Hearings Pending (thousands)	1,061
Average Processing Time for Initial Disability Claims (days)	114
Average Processing Time for Disability Reconsiderations (days)	113
Annual Average Processing Time for Hearings Decisions (days)	480
September Average Processing Time for Hearings Decisions (days)	N/A
Disability Determination Services Production per Workyear	307
Office of Disability Adjudication and Review Production per Workyear	95
Other Work/Service in Support of the Public - Annual Growth of Backlog (workyears)	N/A

### Notes

1 Includes Medicare Claims

2 The Social Security Statements Issued measure includes paper statements only; it does not include electronic statements issued.