

SSA's FY 2013 ACTUAL PERFORMANCE

FY 2013 Performance Table	FY 2013 Actual
Retirement and Survivors Claims Completed (thousands) ^{1/}	5,007
Initial Disability Claims Receipts (thousands)	2,985
Initial Disability Claims Completed (thousands)	2,988
Disability Reconsiderations Receipts (thousands)	784
Disability Reconsiderations Completed (thousands)	803
Hearings Receipts (thousands)	825
Hearings Completed (thousands)	794
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,576
Periodic Medical CDRs (included above, thousands)	429
SSI Non-Disability Redeterminations Completed (thousands)	2,634
800-Number Transactions Handled (millions)	53
Average Speed of Answer (seconds)	617
Agent Busy Rate	12%
Social Security Numbers Completed (millions)	17
Annual Earnings Items Completed (millions)	251
Social Security Statements Issued (millions) ^{2/}	0
Selected Outcome Measures	
Initial Disability Claims Pending (thousands)	698
Disability Reconsiderations Pending (thousands)	173
Hearings Pending (thousands)	848
Average Processing Time for Initial Disability Claims (days)	107
Average Processing Time for Disability Reconsiderations ^{3/}	TBD
September Average Processing Time for Hearings Decisions (days)	396
Disability Determination Services Production per Workyear	322
Office of Disability Adjudication and Review Production per Workyear	109
Other Work/Service in Support of the Public - Annual Growth of Backlog (workyears)	N/A

*Consistent with OMB guidelines, we are no longer publishing the Performance and Accountability Report (PAR). We will publish the performance section of the PAR along with our Annual Performance Plan in February as part of our Congressional Budget Justification. We will publish the remaining portions of the PAR (Management's Discussion and Analysis, Financial Section, and Other Information) in our Agency Financial Report.

Notes:

1 Also includes Medicare claims.

2 Excludes online statements.

3 The Average Processing Time for Initial Disability Reconsiderations was under development in FY 2013. For September 2013 (the first month for which data are available), the overall average processing time for initial disability reconsiderations was 101 days.