

Part III: Summary of FY 2004 Annual Performance Plan (APP) and FY 2003 Revised Final APP

Our new ASP for 2003-2008 sets the course on which this performance plan is based. The ASP reflects our priorities to improve service and program stewardship, conduct analysis that supports decision making regarding solvency issues, strategically manage staff, and make the right investments in information technology. Our FY 2004 APP sets performance targets for FY 2004 and articulates the means and strategies for addressing these priorities. It channels our efforts to help us achieve intermediate goals that ultimately result in reaching our long-term ASP goals.

As we developed our new ASP, FY 2004 APP and our budget submission at the same time, we completed a full review of our strategic goals, objectives and performance indicators, making changes, additions and deletions in order to help us improve our performance and improve the way we measure our progress. We decided that our strategic goals should remain broad and cover the full scope of SSA's work, and that our strategic objectives should also address the Presidential Management Agenda initiatives. As part of the FY 2004 process, we also determined which of our FY 2003 measures and targets would change (Revised FY 2003 APP). The following chart is a complete summary of the performance goals in the FY 2004 APP and Revised FY 2003 APP. Each of the strategic goals, objectives, performance indicators, and means and strategies are detailed in Part IV of this APP.

Summary Chart: FY 2004 APP and FY 2003 Revised Final APP

A. Strategic Goal: To deliver high quality citizen-centered Service

1. Strategic Objective: Make the right decision in the disability process as early as possible

Output Measures	FY 2003 Projection	FY 2004 Projection
Number of initial disability claims processed	2,498,000	2,497,000
Number of hearings processed	602,000	543,000
Number of appellate actions processed	950,500	963,600
Outcome Measures	FY 2003 Goal	FY 2004 Goal
Average processing time for initial disability claims	104 days	103 days
Average processing time for hearings	352 days	336 days
Average processing time for decisions on appeals of hearings	300 days	250 days
Number of initial disability claims pending	593,000	593,000
DDS net accuracy rate (allowances and denials combined)	97%	97%
Number of hearings pending	587,000	557,000
Hearings decision accuracy rate	89%	89%

2. Strategic Objective: Increase employment for people with disabilities

Outcome Measures	FY 2003 Goal	FY 2004 Goal
Percent increase in the number of DI and SSI beneficiaries, with tickets assigned, who work	Establish a baseline	TBD
Percent increase in the number of SSI disabled beneficiaries earning at least \$100 per month	8% (269,109)	10% (296,020)

3. Strategic Objective: Improve service through technology

Output Measures	FY 2003 Projection	FY 2004 Projection
Retirement and Survivor Insurance (RSI) claims processed	3,229,000	3,331,000
800-number calls handled	55,000,000	54,000,000
Outcome Measures	FY 2003 Goal	FY 2004 Goal
Percent of retirement claims initiated via the Internet	Conservative: 7.1% Mid-Range: 7.4% Optimistic: 8.1%	This goal will be replaced in FY 2004 with the “percent usage growth of electronic entitlement and supporting actions”
Percent usage growth of electronic entitlement and supporting actions	This goal is new for FY 2004 and not applicable in FY 2003.	50% growth over FY 2002 baseline of 218,932 (328,398)
Percent of employee reports (W-2s) filed electronically	48%	55%
Percent of people who do business with SSA rating the overall service as “excellent,” “very good,” or “good”	83%	83%
Percent of callers who successfully access the 800-number within 5 minutes of their first call	94%	94%
Percent of callers who get through to the 800-number on their first attempt	87%	87%

B. Strategic Goal: To ensure superior Stewardship of Social Security programs and resources

4. Strategic Objective: Prevent fraudulent and erroneous payments and improve debt management

Output Measures	FY 2003 Projection	FY 2004 Projection
SSI non-disability redeterminations	2,455,000	2,455,000
CDRs processed	1,129,000	1,645,000
Outcome Measures	FY 2003 Goal	FY 2004 Goal
Percent SSI payments free of preventable error (overpayments and underpayments)	95.4% O/P 98.8% U/P	95.4% O/P 98.8% U/P
SSI overpayment and underpayment accuracy rate (including both preventable and unpreventable error)	93% O/P 98.8% U/P	94.7% O/P 98.8% U/P
Percent outstanding SSI debt in a collection arrangement	55%	55%
Percent OASDI payments free of overpayments and underpayments	99.8% OP 99.8% UP	99.8% OP 99.8% UP
Percent outstanding OASDI debt in a collection arrangement	38%	38%

5. Strategic Objective: Strengthen the integrity of the SSN

Output Measure	FY 2003 Projection	FY 2004 Projection
SSN requests processed	16,000,000	16,000,000
Outcome Measure	FY 2003 Goal	FY 2004 Goal
Percent of SSNs issued that are free of critical error	99.8%	TBD

6. Strategic Objective: Increase the accuracy of earnings records

Output Measures	FY 2003 Projection	FY 2004 Projection
Annual earnings items processed	260 million	265 million
Outcome Measures	FY 2003 Goal	FY 2004 Goal
Reduction in the size of the earnings suspense file	18 million	12 million
Percent of incoming earnings items removed from the suspense file at the end of the annual earnings posting cycle	2%	5%

7. Strategic Objective: Efficiently manage Agency finances and assets, and effectively link resources to performance outcomes

Outcome Measures	FY 2003 Goal	FY 2004 Goal
Percent improvement in productivity	2%	2%
Disability Determination Service (DDS) cases processed per work year (PPWY)	264	268
Number of SSA hearings cases processed per work year (PPWY)	101	104
Percent of commercial positions competed or converted	15%	15%
Maintain zero outside infiltrations of SSA's programmatic mainframes	0	0
Milestone measures for Managerial Cost Accountability System (MCAS) and Social Security Unified Measurement Systems (SUMS)	See pages 44 & 45 for details on the milestones	
Receive an unqualified opinion on SSA's financial statements from the auditors	Receive an unqualified opinion	
"Get to green" on all PMA initiatives	100% of initiative plans receive "green" for progress	Achieve an overall rating of "green" on at least 3 of 5 PMA initiatives

C. Strategic Goal: To achieve sustainable Solvency and ensure Social Security programs meet the needs of current and future generations

8. Strategic Objective: Through education and research efforts, support reforms to ensure sustainable solvency and more responsive retirement and disability programs

Outcome Measures	FY 2003 Goal	FY 2004 Goal
Provide support to the Administration and Congress in developing legislative proposals to achieve sustainable solvency for Social Security and implementing reform legislation	1. Conduct analysis and make recommendations to the Administration and Congress on key issues related to implementing Social Security reforms and the administration of personal Social Security retirement accounts.	
Percent of adult Americans knowledgeable about Social Security programs and related issues, including long-range financing	Develop baseline data	TBD

D. Strategic Goal: To strategically manage and align Staff to support SSA's mission

9. Strategic Objective: Recruit, develop, and retain a high-performing workforce

Outcome Measures	FY 2003 Goal	FY 2004 Goal
Percent improvement in the retention rate	84.6%	84.9%
Milestones in developing new performance management systems	Implement new SES system	Formulate a new system for GS-15 employees
Number of job enrichment opportunities (includes headquarters, component and regional development programs)	3% of workforce	3% of workforce
Provide the equivalent of 40 hours of training annually to all employees	Average of 40 hours training per employee	Average of 40 hours training per employee

Program Assessment Rating Tool (PART) Measures

Measures	FY 2003 Goal	FY 2004 Goal
Average processing time for initial disability claims (DI and SSI)	104	103
Average processing time for all hearings	352	336
Disability Determination Services (DDS) cases processed per workyear (PPWY)	264	268
Number of SSA hearings cases processed per workyear (PPWY)	101	104
DDS net accuracy rate (allowances and denials combined)	97%	97%
Percent of SSI Aged claims processed by the time the first payment is due or within 14 days of the effective filing date	75%	75%
SSI overpayment and underpayment accuracy rate (including both preventable and unpreventable error)	93% O/P 98.8% U/P	94.7% O/P 98.8% U/P
SSI Aged claims processed per workyear (PPWY)	497	502

Note: While we currently have developed targets through FY 2004, we will provide long-range targets to be achieved by FY 2008 in time for the next PART assessment, scheduled in the May/June 2003 timeframe.