

# Agency Tracking Report

**November FY 2018**

*(As of 11/24/2017 - Week 8)*

**15.2% of Fiscal Year 2018**

## Social Security Administration

*(Last generated date: Wed Jan 31 2018 13:24:34 GMT-0800 (Pacific Standard Time))*











### AGENCY PRIORITY GOALS

FYTD Status	Performance Measure	Performance Measures	SEPTEMBER FY 2017	OCTOBER FY 2018	NOVEMBER FY 2018	FYTD 2018	FY 2018 Target	
	1.1a	<a href="#">Improve customer service in the hearings process by prioritizing those individuals who have waited the longest for a hearing decision</a>	95.69%	10.65%	20.54%	20.54%	97.00%	
	3.1a	<a href="#">Improve the integrity of the Supplemental Security Income Program by focusing our efforts on reducing overpayments</a>	92.40% as of FY 2016			Pending	94.00 %	

### PERFORMANCE MEASURES

QUANTIFIABLE MEASURES
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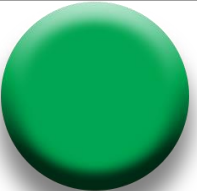


FYTD Status	Performance Measure	Description	SEPTEMBER FY 2017	OCTOBER FY 2018	NOVEMBER FY 2018	FYTD 2018	FY 2018 Target	% of Target
	1.1b	<a href="#">Improve customer service by reducing the number of cases pending at the processing centers</a>	3,731,157	4,077,319	4,071,778	4,071,778	3,300,000	
	1.2a	<a href="#">Increase the number of successfully completed online transactions</a>	12,624,686	11,717,258	10,927,049	22,644,307	190,000,000	11.92%
	1.2b	<a href="#">Increase customer satisfaction with our online services</a>	85.5	84	83.8	83.8	85	
	2.1a	<a href="#">Improve the disability determination process by increasing the percentage of medical evidence received electronically</a>	45.34%	47.07%	47.35%	47.08%	45.00%	
	2.1b	<a href="#">Increase labor force participation: Increase the number of persons with disabilities receiving employment support services who achieve the consequential earnings threshold of the trial work level</a>	80,054 as of FY 2017			Pending	85,600	

















QUANTIFIABLE MEASURES								
FYTD Status	Performance Measure	Description	SEPTEMBER FY 2017	OCTOBER FY 2018	NOVEMBER FY 2018	FYTD 2018	FY 2018 Target	% of Target
	2.2d	<a href="#">Provide uninterrupted access to our systems during scheduled times of operations</a>	99.97%	99.90%	100.00%	100.00%	99.90%	
	3.1b	<a href="#">Maintain a high payment accuracy rate by reducing overpayments in the Old-Age, Survivors, and Disability Insurance Program</a>	99.80% as of FY 2016			Pending	99.80%	
	3.1c	<a href="#">Ensure the quality of our decisions by achieving the State disability determination services net accuracy rate for initial disability decisions</a>	97.30% as of FY 2017			Pending	97.00%	

MILESTONE MEASURES		
Performance Measure	Description	FY 2018 Target
2.1c	<a href="#">Update the Listing of Impairments</a>	Publish a Notice of Proposed Rulemaking to revise three body systems in the Listing of Impairments. Q1 Status Update: The goal is on track to be completed by the end of FY 2018.
2.2a	<a href="#">Modernize databases, replacing and retiring outdated technology and designs</a>	Replace two legacy databases with modern design databases. Q1 Status Update: The goal is on track to be completed by the end of FY 2018. DCS continues to convert and migrate old databases to new ones to deploy modern technologies.
2.2b	<a href="#">Modernize our customer communications infrastructure</a>	Implement a modernized notice infrastructure to enable multiple notice delivery options. Q1 Status Update: The goal is on track to be completed by the end of FY 2018. Software release scheduled for Q2 to start processing notices through modern architecture.
2.2c	<a href="#">Maintain an effective cybersecurity program</a>	Achieve an overall score of “managing risk” on the Federal Cybersecurity risk Management Assessment. Q1 Status Update: The goal is on track to be completed by the end of FY 2018. DCS continues to achieve an average 100% on

MILESTONE MEASURES		
Performance Measure	Description	FY 2018 Target
		the Cyber-Security Cross-Agency Priority goals.
3.2a	<a href="#">Expand our CDI coverage</a>	Add three CDI units. Q1 Status Update: Our FY 2018 expansion efforts to add three CDI units (Hawaii, New Mexico, Indiana) by the conclusion of September 2018 remain on track.
3.2b	<a href="#">Develop an Anti-Fraud Enterprise Solution</a>	Operationalize the Anti-Fraud Enterprise Solution and implement eServices analytics. Q1 Status Update: The goal is on track to be completed by the end of FY 2018. AFES implementation is scheduled for March 2018.
3.3a	<a href="#">Strengthen manager accountability for effective performance management</a>	90% performance-related documents completed and tracked electronically through our e7B system. Q1 Status Update: The goal is on track to be completed by the end of FY 2018. 92.48% are completed and tracked through our e7B system.
3.3b	<a href="#">Ensure readiness of career senior executives for positions that align with agency succession needs</a>	Review readiness of at least 95% of career executives. Q1 Status Update: Pending. All meetings scheduled; to be completed by Feb 22. Expect to have data available by the end of Q2.
3.3c	<a href="#">Ensure timely guidance is provided to managers to address employee performance and conduct issues</a>	Provide initial guidance within five business days of the management inquiry. Q1 Status Update: The goal is on track to be completed by the end of FY 2018. Provided initial guidance within 24 hours of request.
3.4a	<a href="#">Reduce our real property footprint</a>	Achieve a 55,000 usable square foot (USF) reduction. Q1 Status Update: Pending.
3.4b	<a href="#">Initiate the data exchange process with new partners or expand existing data exchanges to improve operational efficiency and reduce improper payments</a>	Engage with at least two new data exchange partners from government or the private sector. Q1 Status Update: The goal is on track to be completed by the end of FY 2018. DCRDP initiated the data exchange process with two partners.

## BUDGETED WORKLOAD MEASURES

FYTD Status	Budgeted Workload Measure	SEPTEMBER FY 2017	OCTOBER FY 2018	NOVEMBER FY 2018	FYTD 2018	FY 2018 Target	% of Target
	<a href="#">Retirement and Survivors Claims Completed</a>	518,128	425,697	425,174	850,871	5,801,000	14.67%
	<a href="#">Initial Disability Claims Receipts</a>	227,400	191,822	169,728	361,550	2,476,000	
	<a href="#">Initial Disability Claims Completed</a>	255,216	180,223	165,079	345,302	2,310,000	14.95%
	<a href="#">Initial Disability Claims Pending</a>	522,869	528,621	532,088	532,088	688,000	
	<a href="#">Average Processing Time for Initial Disability Claims (days)</a>	107	107	107	107	111	
	<a href="#">Disability Reconsiderations Completed</a>	59,885	43,058	39,932	82,990	518,000	16.02%
	<a href="#">Disability Reconsiderations Pending</a>	105,022	108,810	109,403	109,403	129,000	





FYTD Status	Budgeted Workload Measure	SEPTEMBER FY 2017	OCTOBER FY 2018	NOVEMBER FY 2018	FYTD 2018	FY 2018 Target	% of Target
	<a href="#">Average Processing Time for Disability Reconsiderations (days)</a>	101	98	97	98	102	
	<a href="#">Hearings Receipts</a>	60,237	49,134	43,310	92,444	582,000	
	<a href="#">Hearings Completed</a>	71,827	52,327	50,675	103,002	738,000	13.96%
	<a href="#">Hearings Pending</a>	1,056,026	1,052,833	1,045,465	1,045,465	900,000	
	<a href="#">Annual Average Processing Time for Hearings Decisions (days)</a>	633	591	591	593	605	
	<a href="#">National 800 Number Calls Handled</a>	2,692,210	2,778,384	2,470,187	5,248,571	34,000,000	15.44%
	<a href="#">Average Speed of Answer (ASA) (seconds)</a>	963	1,351	1,779	1,553	1,200	
	<a href="#">Agent Busy Rate - Natl 800# Agency Busy Rate (Monthly FYTD)</a>	19.30%	18.70%	14.70%	16.80%	15.00%	
	<a href="#">Periodic Continuing Disability Reviews (CDR) Completed</a>	219,681	134,526	186,727	321,253	1,990,000	16.14%
	<a href="#">Full Medical CDRs</a>	46,209	68,856	59,564	128,420	890,000	14.43%
	<a href="#">SSI Non-Medical Redeterminations Completed</a>	165,099	175,677	211,541	387,218	2,900,000	13.35%
	<a href="#">Social Security Numbers (SSN) Completed</a>	1,701,137	1,374,732	1,230,231	2,604,963	17,000,000	15.32%
	<a href="#">Annual Earnings Items Completed</a>	1,714,637	4,349,135	Pending	4,349,135	281,000,000	1.55%
	<a href="#">Social Security Statements Issued</a>	3,285,983	Pending	Pending	Pending	14,000,000	
	<a href="#">Disability Determination Services Production per Workyear</a>	296	310	279	295	306	
	<a href="#">Office of Hearings Operations Production per Workyear</a>	100	93	Pending	93	98	

## Notes/Legend

### Agency Tracking Report (ATR) description

The ATR is a monthly report to track and report progress on achieving performance measures and targets reported in the Annual Performance Report: <https://www.ssa.gov/agency/performance/>. The primary objective of the ATR is to assist agency executives in monitoring progress on achieving agency-level performance goals and priorities. We also share the ATR with the Social Security Advisory Board.

### Legend

- FYTD Status
  -  Measure is on target or Fiscal Year target met
  -  Interim FYTD results are not on pace with elapsed time of the fiscal year. Results may vary based on seasonal trends and do not always reflect final end year performance.
  -  Final results indicating that measure did not meet fiscal year target
  -  Results not available

### Notes

- The reporting period is on an operating month basis (ending on the last Friday of the applicable month).

- Where the “FY 2018 target” is a percentage, we do not show percentage of target and gray out the “% of Target.” We only show a percentage of target for measures where the target is a volume value (e.g., number of claims processed).
- Receipts are leading indicators of workload volumes that we do not control; therefore, we do not show percentage of target.
- Gray shaded fields means that field is not applicable.

## Definitions

- Agency Priority Goals (APG): Two-year goals (with annual targets) that represent key priorities of the agency.
- Annual Performance Report (APR): Consolidated report of planned performance for the next two fiscal years and performance results for the immediate past fiscal year. Mandated by the Government Performance and Results Modernization Act of 2010, the APR represents the performance commitment of the agency’s budget request.
- Performance Measures and Targets: Indicators to measure results of progress on strategic goals and strategic objectives in our Agency Strategic Plan. Performance measures include APGs and may include budgeted workload measures. We identify performance measures by a number value in the Performance Measure column (e.g., 1.1a).
  - Quantifiable Measures: Performance Measures with metric values that are numerical or quantifiable.
  - Milestone Measures: Performance Measures that are project based. Results are reported in a narrative format.
- Budgeted Workload Measures: Budget dependent measures that represent funded workloads and outcomes. Typically, these measures are numerical or quantifiable.