

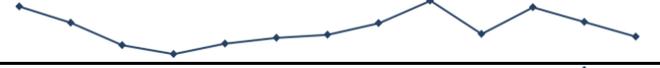
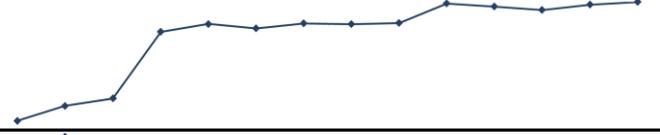
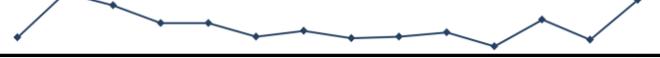
February 2015
Agency Tracking Report
 (42.3% through FY 2015, 4 Week Operating Month)

*FYTD Status	Performance Measures	Month of February 2015	FYTD 2015	**FY 2015 Target	Percent of Target	Charts and Sparklines by Month for Rolling 13 Months
AGENCY PRIORITY GOALS						
	Online Services - Total Online Transactions Baseline: 70,768,624 as of FY 2014, Target = 10% Increase	7,944,099	37,564,219	77,845,486	48.3%	<p>Online Transactions by Month Average Monthly Target of 6,487,124 for FY15</p>
	Video Hearings Held This is a portion of the Hearings - Hearings Held total. The Fiscal Year Target percentage is calculated in relationship to the Hearings Held.	12,363	63,555	30%		<p>Video Hearings Held as a Percent of Hearings Held Average Monthly Target of 30% for FY15</p>
		27.53%	27.40%			<p>my Social Security Accounts Established by Month Average Monthly Target of 588,242 for FY15</p>
	my Social Security Accounts Established Baseline: 6,138,178 as of FY 2014, Target = 15% Increase	615,436	2,934,485	7,058,905	41.6%	
	SSI Improper Payments Combined Error Rate FY 14 Overpayment Accuracy = 93.0% FY 14 Underpayment Accuracy = 98.5%	8.5% (as of FY 2014)	N/A	≤ 6.2%	N/A	Sparkline Not Applicable
		7% (as of FY 2014)				
		1.5% (as of FY 2014)				

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ONLINE SERVICES						
	Claims Filed Online	287,843 55.9%	1,561,497 55.8%			
	Retirement - Online Claims % Online to Total	111,656 54.6%	616,537 54.6%			
	Disability - Online Claims % Online to Total	101,896 53.4%	551,455 53.6%			
	Spouses - Online Claims % Online to Total	10,493 28.1%	48,099 25.3%			
	Medicare - Online Claims % Online to Total	63,798 77.2%	345,406 76.9%			
	Customer Satisfaction with Our Online Services	84% (Oct14-Dec14)	84% (through Dec 14)	80%	N/A	
	Expand services under my Social Security with SS# Replacement Card Application	Complete development and begin testing of the online SS# Replacement Card Application				Milestone
PROGRAM INTEGRITY						
	OASDI Improper Payments Combined Error Rate	99.4% (for FY 2014)				Sparkline Not Applicable
	FY 14 Overpayment Accuracy = 99.5%	99.5% (for FY 2014)	N/A	≥ 99.8%	N/A	
	FY 14 Underpayment Accuracy = 99.9%	99.9% (for FY 2014)	N/A	≥ 99.8%	N/A	
	SSI Non-Medical Redeterminations Completed [Counts Include Scheduled, Unscheduled and Targeted (Limited Issue) Redets]	220,313	1,111,172	2,255,000	49%	
	Full Medical CDRs Completed	67,562	344,974	790,000	44%	
	Periodic CDRs Completed	88,101	749,431	1,890,000	40%	
	Redesign Our Earnings System to Improve the Accuracy and Timeliness of Earnings Data Used to Calculate Benefits	Implement the Redesigned Functionality to Process Forms W-2 within the Annual Wage Reporting System by 9/30/2015				Milestone
	Enhance Our Security Features and Business Processes to Prevent and Detect Fraud Baseline: FY13	Increase my Social Security Potential Fraud Referrals through Public Facing Integrity Review System to the Office of Operations by 10%				Milestone

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FIELD OFFICE						
	Initial DIB Claims Receipts	345,813	1,872,540			
	Initial DIB Claims Completed	353,043	1,912,739			
	Initial DIB Claims Pending	1,017,033	1,017,033			
	Retirement, Survivors, and Medicare Claims Completed	432,682	2,170,487	5,247,000	41.4%	
	Social Security Numbers Completed	1,281,421	6,621,542	16,000,000	41.4%	
	Annual Earnings Items Completed	48,706,752	54,988,198	257,000,000	21.4%	
	Social Security Statements Issued Target = Total of Public Requested and SSA Initiated Statements	4,375,634	15,937,557	44,000,000	36%	
		(Jan 15)	(thru Jan 15)			
	Minimize Average Response Time to Deliver Medical Evidence to Dept. of Veterans Affairs (VA)	Deliver Medical Evidence within an Average of 5 Business Days				Milestone
DDS LEVEL						
	Initial DIB Claims Receipts	206,526	1,108,089	2,755,000	40.2%	
	Initial DIB Claims Completed	200,645	1,098,037	2,767,000	39.7%	
	Initial DIB Claims Pending	631,811	631,811	621,000		
	Average Processing Time for Initial Disability Claims (Days)	119	114	109		
	Initial Disability Cases Identified as a QDD/CAL	7.1%	6.9%			
		13,812	72,105			
	Initial Level Disability Cases with Health Information Technology Medical Evidence (HIT MER)	11,215	56,814	6%	86.5%	
	Initial DIB Net Allowance Accuracy (Rolling Quarter)	99%	99%			
		(thru Nov)	(thru Nov)			
	Initial DIB Net Denial Accuracy (Rolling Quarter)	97%	97%			
		(thru Nov)	(thru Nov)			
	Initial DIB Net Accuracy Rate (Combined Allowances and Denials - Rolling Quarter)	98%	98%	97%	N/A	
		(thru Nov)	(thru Nov)			
	Disability Determinations Production per Workyear (PPWY)	305	291	313		
	Disability Determinations Reconsiderations Receipts	51,716	299,469			

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	Disability Determinations Reconsiderations Completed	58,438	297,315	739,000	40.2%	
	Disability Determinations Reconsiderations Pending	164,530	164,530	143,000		
	Reconsiderations Processing Time	87.5	85.0			
HEARINGS						
	Receipts	57,609	314,413	805,000	39.1%	
	Completed	52,406	266,249	727,000	36.6%	
	Pending	1,025,900	1,025,900	1,056,000		
	ODAR Production per Workyear (PPWY) (Days)	100	97	104		
	Annual Growth of Backlog (Workyears)			TBD		Milestone
	Hearings Requests Pending over 270 Days	48%	48%			
		495,198	495,198			
	Annual Average Processing Time for Hearing Decisions (Days)	470	450	470		
	Hearings Held	44,911	231,985			
	Randomly Reviewed Cases Using an Inline Review Process (The % is the # of QA reviews completed/decisions.)	2.7%	2.6%			
APPEALS COUNCIL						
	Receipts	11,709	57,328			
	Completed	12,099	60,820			
	Pending	146,891	146,891			
	Case Production per Workyear (PPWY)	246	243			
	Review Appeals Council Requests Pending 365 Days or Older (The % and # are cases pending less than 365 days.)	83%	83%	80%		
		122,424	122,424			
	Average Processing Time for Appeals Council Requests for Review	384	388			

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800 NUMBER						
	Speed in Answering National 800 Number Calls (in Minutes:Seconds)	11:09	13:14	11:40		
	Busy Rate for National 800 Number Calls	7.8%	14.3%	8%		
	800 Number Calls Handled (Agent + Self-service as per OTS as of FY2014 - Previously 800 Number Transactions)	3,091,304	14,727,355	38,000,000	39%	
STAFFING						
	Teleworking Employees *Indicates the change in the number of employees who telework. **Indicates the total number of employees who teleworked this month. Sparkline available from January.	103	9,295	16,400	57%	
	New Hire - Veterans	89.13%	41.56%	25.00%		
	New Hire - Disabled Veterans	50.00%	18.34%	17.50%	104.80%	
	Workforce Population - Targeted Disabilities	2.29%	2.04%	2%	102.0%	
	Improve Talent Management to Strengthen the Competence of Our Workforce	Increase the Talent Management Index Score to 60%				Milestone
	Maintain Status as One of the Top 10 Best Places to Work among the Large Agencies in the Federal Government	Achieve a Top 10 Ranking				Milestone
	Achieve Target Number of Human Capital Metrics to Ensure Progress toward Building a Model Workforce	Achieve 75% of the Human Capital Metrics				Milestone

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INFORMATION TECHNOLOGY SERVICES						
	Availability to Our Systems During Scheduled Times of Operation	99.99%	99.98%	99.5%	100.5%	
	Upgrade the Telecommunications Infrastructure	Refresh 50% of Our Network Connection Devices by September 30, 2015				Milestone
	Implement Innovative Systems Accessibility and Performance Capabilities	Reduce Open Systems Infrastructure Size from 1,500 Servers to 1,000 Servers by September 2015				Milestone
	Establish a Testing Lab to Promote Research and Development of Innovative Technology Solutions	Conduct Three New Research Projects in Emerging Technologies by September 30, 2015				Milestone
	Improve Cyber Security Performance	Meet the Performance Requirements of the Dept. of Homeland Security's Federal Network Security Compliance and Assurance Program and the Cyber Security Cross-Agency Priority Goals				Milestone
OTHER PERFORMANCE MEASURES						
	Achieve the Targeted Number of Disability Insurance and Supplemental Security Income Disability Beneficiaries with Tickets Assigned and in Use , who Work above a Certain Level	N/A	N/A	50,000	N/A	Sparkline Not Available
	Evaluate Our Physical Footprint	Reduce Our Physical Footprint from Our FY 2012 Level by 1.86 Million Usable Square Feet				Milestone
<p>* A blue box in the FYTD Status column indicates the measure is a Key Budgeted Workload Measure.</p> <p>** FY 2015 Performance Measures shown.</p>						