

# January 2015 Agency Tracking Report

(34.6% through FY 2015, 5 Week Operating Month)

*FYTD Status	Performance Measures	Month of January 2015	FYTD 2015	**FY 2015 Target	Percent of Target	Charts and Sparklines by Month for Rolling 12 Months
AGENCY PRIORITY GOALS						
	<p><b>Online Services</b> - Total Online Transactions Baseline: 70,768,624 as of FY 2014, Target = 10% Increase</p>	9,453,060	29,620,120	77,845,486	38.0%	
	<p><b>Video Hearings Held</b> This is a portion of the Hearings - Hearings Held total. The Fiscal Year Target percentage is calculated in relationship to the Hearings Held.</p>	12,722	51,192	30%	26.69%	
		26.69%	27.36%			
	<p><b>my Social Security</b> Accounts Established Baseline: 6,138,178 as of FY 2014, Target = 15% Increase</p>	718,742	2,319,049	7,058,905	32.9%	
	<p><b>SSI Improper Payments</b> Combined Error Rate</p>	8.4%^ (^Rolling data April 13- Mar 14)	N/A	≤ 6.2%	N/A	Sparkline Not Applicable
	<p>FY 14^ <b>Overpayment</b> Accuracy = 93.3% ^Rolling 12-month data from April 2013 – March 2014</p>	6.7%^ (^Rolling data April 13- Mar 14)				
	<p>FY 14^ <b>Underpayment</b> Accuracy = 98.3% ^Rolling 12-month data from April 2013 – March 2014</p>	1.7%^ (^Rolling data April 13- Mar 14)				

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<b>ONLINE SERVICES</b>						
	<b>Claims Filed Online</b>	373,084	1,273,654			
		57.6%	55.8%			
	<b>Retirement - Online Claims</b>	154,190	504,881			
	% Online to Total	57.0%	54.6%			
	<b>Disability - Online Claims</b>	129,482	449,559			
	% Online to Total	55.3%	53.6%			
	<b>Spouses - Online Claims</b>	11,636	37,606			
	% Online to Total	26.8%	24.7%			
	<b>Medicare - Online Claims</b>	77,776	281,608			
	% Online to Total	77.5%	76.9%			
	<b>Customer Satisfaction with Our Online Services</b>	83%	83%	80%	N/A	
		(Jul14-Sep14)	(through Sep 14)			
	<b>Expand services under my Social Security with SS# Replacement Card Application</b>	Complete development and begin testing of the online SS# Replacement Card Application				Milestone
<b>PROGRAM INTEGRITY</b>						
	<b>OASDI Improper Payments Combined Error Rate</b>	99.65% (for FY 2013)	N/A	≥ 99.6%	N/A	Sparkline Not Applicable
	FY 13 Overpayment Accuracy = 99.78%	99.78% (for FY 2013)				
	FY 13 Underpayment Accuracy = 99.87%	99.87% (for FY 2013)				
	<b>SSI Non-Medical Redeterminations Completed</b> [Counts Include Scheduled, Unscheduled and Targeted (Limited Issue) Redets]	242,222	890,859	2,255,000	40%	
	<b>Full Medical CDRs Completed</b>	78,214	277,412	790,000	35%	
	<b>Periodic CDRs Completed</b>	202,794	661,330	1,890,000	35%	
	<b>Redesign Our Earnings System to Improve the Accuracy and Timeliness of Earnings Data Used to Calculate Benefits</b>	Implement the Redesigned Functionality to Process Forms W-2 within the Annual Wage Reporting System by 9/30/2015				Milestone
	<b>Enhance Our Security Features and Business Processes to Prevent and Detect Fraud</b> 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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<b>FIELD OFFICE</b>						
	Initial DIB Claims <b>Receipts</b>	415,957	1,526,727			
	Initial DIB Claims <b>Completed</b>	415,937	1,559,696			
	Initial DIB Claims <b>Pending</b>	1,022,188	1,022,188			
	<b>Retirement, Survivors, and Medicare Claims Completed</b>	532,013	1,737,805	5,247,000	33.1%	
	<b>Social Security Numbers Completed</b>	1,588,107	5,340,121	16,000,000	33.4%	
	<b>Annual Earnings Items Completed</b>	1,867,164	6,281,446	257,000,000	2.4%	
	<b>Social Security Statements Issued</b> Target = Total of Public Requested and SSA Initiated Statements	3,590,879	11,561,923	44,000,000	26%	
		(Dec 14)	(thru Dec 14)			
	Minimize Average Response Time to <b>Deliver Medical Evidence to Dept. of Veterans Affairs (VA)</b>	Deliver Medical Evidence within an Average of 5 Business Days				Milestone
<b>DDS LEVEL</b>						
	Initial DIB Claims <b>Receipts</b>	235,978	901,563	2,755,000	32.7%	
	Initial DIB Claims <b>Completed</b>	244,034	897,392	2,767,000	32.4%	
	Initial DIB Claims <b>Pending</b>	625,564	625,564	621,000		
	<b>Average Processing Time</b> for Initial Disability Claims (Days)	118	113	109		
	Initial Disability Cases Identified as a <b>QDD/CAL</b>	6.9%	6.8%			
		15,917	58,293			
	Initial Level Disability Cases with <b>Health Information Technology Medical Evidence (HIT MER)</b>	13,555	45,599	6%	85.0%	
	Initial DIB <b>Net Allowance Accuracy</b> (Rolling Quarter)	99%	99%			
		(thru Dec)	(thru Dec)			
	Initial DIB <b>Net Denial Accuracy</b> (Rolling Quarter)	97%	97%			
		(thru Dec)	(thru Dec)			
	Initial DIB <b>Net Accuracy Rate</b> (Combined Allowances and Denials - Rolling Quarter)	97%	97%	97%	N/A	
		(thru Dec)	(thru Dec)			
	<b>Disability Determinations Production per Workyear (PPWY)</b>	289	288	313		
	Disability Determinations Reconsiderations <b>Receipts</b>	63,561	247,753			

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	Disability Determinations Reconsiderations <b>Completed</b>	98,756	268,877	739,000	36.4%	
	Disability Determinations Reconsiderations <b>Pending</b>	171,494	171,494	143,000		
	Reconsiderations <b>Processing Time</b>	89.0	84.3			
<b>HEARINGS</b>						
	<b>Receipts</b>	68,952	256,804	805,000	31.9%	
	<b>Completed</b>	58,984	213,843	727,000	29.4%	
	<b>Pending</b>	1,020,697	1,020,697	1,056,000		
	<b>ODAR Production per Workyear (PPWY) (Days)</b>	99	96	104		
	<b>Annual Growth of Backlog (Workyears)</b>			TBD		Milestone
	Hearings Requests <b>Pending over 270 Days</b>	48%	48%			
		486,256	486,256			
	<b>Annual Average Processing Time</b> for Hearing Decisions (Days)	460	445	470		
	<b>Hearings Held</b>	47,667	187,074			
	<b>Randomly Reviewed Cases Using an Inline Review Process</b> (The % is the # of QA reviews completed/decisions.)	2.2%	2.6%			
<b>APPEALS COUNCIL</b>						
	<b>Receipts</b>	11,163	45,619			
	<b>Completed</b>	13,846	48,721			
	<b>Pending</b>	147,281	147,281			
	<b>Case Production per Workyear (PPWY)</b>	255	242			
	Review Appeals Council Requests <b>Pending 365 Days or Older</b> (The % and # are cases pending less than 365 days.)	83%	83%	80%		
		122,231	122,231			
	<b>Average Processing Time</b> for Appeals Council Requests for Review	400	389			

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<b>800 NUMBER</b>						
	<b>Speed in Answering</b> National 800 Number Calls (in Minutes:Seconds)	11:52	13:48	11:40		
	<b>Busy Rate</b> for National 800 Number Calls	13.0%	15.7%	8%		
	800 Number <b>Calls Handled</b> (Agent + Self-service as per OTS as of FY2014 - Previously 800 Number Transactions)	3,335,858	11,636,051	38,000,000	31%	
<b>STAFFING</b>						
	<b>Teleworking Employees</b> *Indicates the change in the number of employees who telework. **Indicates the total number of employees who teleworked this month. Sparkline available from January.	171	9,192	16,400	55%	
	<b>New Hire - Veterans</b>	29.79%	37.72%	25.00%	150.88%	
	New Hire - <b>Disabled Veterans</b>	6.38%	15.79%	17.50%	90.23%	
	<b>Workforce Population - Targeted Disabilities</b>	2.04%	2.04%	2%	102.0%	
	<b>Improve Talent Management</b> to Strengthen the Competence of Our Workforce	Increase the Talent Management Index Score to 60%				Milestone
	Maintain Status as <b>One of the Top 10 Best Places to Work</b> among the Large Agencies in the Federal Government	Achieve a Top 10 Ranking				Milestone
	<b>Achieve Target Number of Human Capital Metrics</b> to Ensure Progress toward Building a Model Workforce	Achieve 75% of the Human Capital Metrics				Milestone

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<b>INFORMATION TECHNOLOGY SERVICES</b>						
	Availability to Our Systems During Scheduled Times of Operation	99.98%	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
<b>OTHER PERFORMANCE MEASURES</b>						
	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>						