

SSA's FY 2014 ACTUAL PERFORMANCE

FY 2014 Performance Table	FY 2014 Actual
<i>Selected Workload Measures</i>	
Retirement and Survivors Claims Completed (thousands) ^{1/}	5,024
Initial Disability Claims Receipts (thousands)	2,805
Initial Disability Claims Completed (thousands)	2,862
Disability Reconsiderations Receipts (thousands)	762
Disability Reconsiderations Completed (thousands)	757
Hearings Receipts (thousands)	811
Hearings Completed (thousands)	681
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,675
Periodic Medical CDRs (included above, thousands)	526
SSI Non-Disability Redeterminations Completed (thousands)	2,628
National 800 Number Transactions Handled (millions) ^{2/}	N/A
National 800 Number Calls Handled (millions) ^{2/}	37
Average Speed of Answer (seconds) ^{3/}	1,323
Agent Busy Rate	14%
Social Security Numbers Completed (millions)	16
Annual Earnings Items Completed (millions)	257
Social Security Statements Issued (millions) ^{4/}	4
<i>Selected Outcome Measures</i>	
Initial Disability Claims Pending (thousands)	633
Disability Reconsiderations Pending (thousands)	170
Hearings Pending (thousands)	978
Average Processing Time for Initial Disability Claims (days)	110
Average Processing Time for Disability Reconsiderations ^{5/}	108
Annual Average Processing Time for Hearings Decisions (days)	422
Disability Determination Services Production per Workyear	311
Office of Disability Adjudication and Review Production per Workyear	102
Other Work/Service in Support of the Public - Annual Growth of Backlog (workyears)	N/A

Notes

¹ Includes Medicare Claims.

² Under the new CARE 2020 network structure, performance will be tracked using Calls Handled as opposed to Transactions Handled. The legacy network recorded transactions handled within the network, either by agents or automation. In some instances, multiple transactions were completed within one call, making it appear as though we served a larger volume of callers. Calls Handled will track the individual caller and is more in line with our other National 800 Number service performance metrics which track how long a single caller is on hold or how often they receive a busy signal.

3 As of October 1, FY 2015, Scheduled Voice Callbacks (SVC) will be included in the calculation for Average Speed of Answer (ASA). People who choose to receive a callback do not have to wait on hold for an agent. The system contacts the caller when it is their turn to speak with an agent. The new ASA calculation will exclude the virtual wait time for SVC callers but will include the time callers wait to be connected to an agent. In most cases, people receiving a callback wait a very small amount of time to be connected to an agent.

4 The Social Security Statements Issued measure includes paper statements only; it does not include electronic statements issued.

5 The Average Processing Time for Disability Reconsiderations was under development in FY 2013. In FY 2014, the Average Processing Time was 108 days. We will develop a performance target for this measure in FY 2016, after we have had the ability to analyze at least two years of actual data.