

SSA's FY 2016 ACTUAL PERFORMANCE^{1/}

	FY 2016 ACTUAL (52 Weeks)	FY 2016 ACTUAL (53 Weeks)
Selected Workload Measures		
Retirement and Survivors Claims Completed (thousands) ^{2/}	5,502	5,602
Initial Disability Claims Completed (thousands)	2,627	2,689
Disability Reconsiderations Completed (thousands)	653	667
Hearings Completed (thousands)	637	652
National 800-Number Calls Handled (millions) ^{3/}	N/A	37
Average Speed of Answer (ASA) (seconds) ^{3/}	N/A	817
Agent Busy Rate (ABR) ^{3/}	N/A	8.9%
Social Security Numbers Completed (millions)	17	17
Annual Earnings Items Completed (millions)	273	273
Social Security Statements Issued (millions) ^{4/}	47	48
Selected Outcomes Measures		
Initial Disability Claims Pending (thousands)	576	568
Disability Reconsiderations Pending (thousands)	121	121
Hearings Pending (thousands)	1,122	1,122
Average Processing Time for Initial Disability Claims (days)	110	110
Average Processing Time for Disability Reconsiderations (days)	103	103
Annual Average Processing Time for Hearings Decisions (days)	543	545
Disability Determination Services Production per Workyear	306	306
Office of Disability Adjudication and Review Production per Workyear	88	88
Selected Program Integrity Measures		
Periodic Continuing Disability Reviews (CDR) Completed (thousands) ^{3/}	N/A	2,107
Full Medical CDRs (included above, thousands) ^{3/}	N/A	854
Supplemental Security Income (SSI) Non-Medical Redeterminations Completed (thousands)	2,505	2,530

Notes

^{1/} FY 2016 is a 53-week year for management information purposes.

^{2/} Includes Medicare Claims

^{3/} The data reported is not based on the typical 52 or 53-week management information year. It is instead based on the fiscal year beginning 10/1/2015 and ending on 9/30/2016.

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