

# SOCIAL SECURITY ADMINISTRATION SUMMARY OF PERFORMANCE AND FINANCIAL INFORMATION REPORT

# Fiscal Year 2013



# SUMMARY OF PERFORMANCE AND FINANCIAL INFORMATION REPORT FISCAL YEAR 2013

## OUR MISSION

#### Deliver Social Security services that meet the changing needs of the public

#### **ABOUT THIS SUMMARY**

The goal of this *Summary of Performance and Financial Information Report for Fiscal Year 2013* is to increase accountability by making our performance and financial information transparent and accessible. In this summary, we include performance and financial information to highlight our efforts identified in the full <u>Fiscal Year (FY) 2013</u>

<u>Agency Financial Report (http://www.socialsecurity.gov/finance/)</u> and the <u>FY 2014 Annual Performance Plan (APP) and Revised Final FY 2013 APP (http://www.socialsecurity.gov/performance/2014/)</u>.

#### **SUMMARY OF OUR PERFORMANCE**

#### WHO WE ARE AND WHAT WE DO

Few government agencies touch the lives of as many people as we do. Our organization is composed of over 75,000 Federal and State employees. We deliver services through a nationwide network of about 1,500 offices that include regional offices, field offices (including Social Security Card Centers), teleservice centers, processing centers, hearing offices (including satellite offices and National Hearing Centers), the Appeals Council, and our headquarters in Baltimore, Maryland. We also deliver services in several U.S. embassies around the globe.

The programs we administer provide a financial safety net for millions of Americans. Many people consider our programs the most successful large-scale Federal programs in our Nation's history. Initially, Social Security covered only retired workers. Later, program expansions added dependent and survivor benefits, as well as the Disability Insurance program. We also administer the Supplemental Security Income (SSI) program, a Federal means-tested program financed through general revenues from the U.S. Treasury.

#### How Social Security Benefited America in Fiscal Year 2013

- On average each month, about 63 million individuals received Social Security or Federal SSI benefits. We paid a combined total of about \$855 billion in Social Security and Federal SSI benefits;
- About 88 percent of the American population age 65 and over received Social Security benefits;
- Among elderly Social Security beneficiaries, 53 percent of married couples and 74 percent of unmarried individuals relied on Social Security for 50 percent or more of their income;
- About 96 percent of persons aged 20-49 who worked in covered employment had survivors protection for their young children and a surviving spouse caring for the children; and
- On average each month, more than 1.3 million blind or disabled children under age 18 received Federal SSI payments.

#### How We Served America in Fiscal Year 2013

- Issued 16 million new and replacement Social Security cards;
- Performed over 1.6 billion automated Social Security number verifications;
- Posted 251 million earnings items to workers' records;
- Completed more than 53 million transactions on our National 800 Number;
- Assisted more than 43 million visitors;
- Registered 6.2 million users for my Social Security, a personalized online account;
- Received approximately 5 million retirement, survivor, and Medicare applications;
- Completed about 3 million initial disability claims;

- Reconsidered 803,194 denied disability applications;
- Provided support services for 321,218 beneficiaries trying to return to work or improve their earnings through the Ticket to Work program;
- Completed approximately 2.6 million SSI non-disability redeterminations;
- Completed 428,568 full medical continuing disability reviews;
- Completed 252,992 work continuing disability reviews;
- Completed over 3 million overpayment actions;
- Decided 176,251 Appeals Council requests for review; and
- Decided over 793,580 requests for hearings.

#### **OUR PERFORMANCE**

The President emphasizes the need for Government to work better, faster, and more efficiently to address the extraordinary challenges our country faces. We use the performance management framework detailed in our FY 2013 - FY 2016 Agency Strategic Plan (www.socialsecurity.gov/asp/index.html) to align our Strategic Goals with underlying objectives, relevant issues, strategies, and key performance measures. Our Strategic Goals are:

- Strategic Goal 1: Deliver Quality Disability Decisions and Services
- Strategic Goal 2: Provide Quality Services to the Public
- Strategic Goal 3: Preserve the Public's Trust in Our Programs
- Strategic Goal 4: Strengthen Our Workforce and Infrastructure

In support of the government-wide initiative to deliver higher-performing government, we set the following aggressive Priority Goals that we expect to achieve within a 24-month period without new legislation or additional funding:

- Priority Goal 1: Faster hearing decisions
- Priority Goal 2: Reduce Supplemental Security Income overpayments
- Priority Goal 3: Increase use of our online services

You can find additional information on our Priority Goals performance on <u>Performance.gov</u> (http://goals.performance.gov/goals 2013).

Our Planned Performance: In April 2013, we published our <u>FY 2014 APP and Revised Final FY 2013 APP (www.socialsecurity.gov/performance/)</u>, as a part of the <u>President's FY 2014 Budget Request</u> (www.socialsecurity.gov/budget).

Our APP outlines our tactical plans for achieving the goals and objectives in our FY 2013 - FY 2016 Agency Strategic Plan (www.socialsecurity.gov/asp/index.html), finalizes our performance commitments for FY 2013 and discusses the program evaluations we conducted. The budgeted workloads published in our APP correspond to the key workload measures contained in our FY 2013 Operating Plan (www.socialsecurity.gov/budget/FY13Files/2013COPCombined.pdf).

Our Actual Performance and Program Results: For the first time, our FY 2013 Annual Performance Report (APR), our FY 2015 APP, and our Revised FY 2014 APP (http://www.socialsecurity.gov/performance/) are integrated into one streamlined document that makes it easier to review our plans and priorities in light of our FY 2013 progress. We issued the report in March 2014 and made it available on our Budget Estimates and Related Information website (www.socialsecurity.gov/budget/).

#### **SUMMARY OF FISCAL YEAR 2013 PERFORMANCE**

In FY 2013, we continued to focus our attention and resources on mission-critical workloads and programs. Final data for 5 of our 35 performance measures were not available when this report was published. We will include the overall results for those measures in our FY 2014 APR.

We met our target for 21 of 30 performance measures for which we had data. Below is an assessment of our overall progress by Strategic Goal for FY 2013:

- Strategic Goal 1: Deliver Quality Disability Decisions and Services
  - o Met the target for 11 of 17 measures
  - o Did not meet the target for 4 of 17 measures
  - o Final data not available for 2 of 17 measures

- Strategic Goal 2: Provide Quality Services to the Public
  - o Met the target for 4 of 6 measures
  - o Did not meet the target for 2 of 6 measures
- Strategic Goal 3: Preserve the Public's Trust in Our Programs
  - o Met the target for 4 of 7 measures
  - o Final data not available for 3 of 7 measures
- Strategic Goal 4: Strengthen Our Workforce and Infrastructure
  - o Met the target for 2 of 5 measures
  - o Did not meet the target for 3 of 5 measures

For the first half of FY 2013, we operated under temporary funding and a Continuing Resolution Operating Plan until Congress passed the bill for our FY 2013 appropriations. Shortly after publishing our FY 2014 APP and Revised Final FY 2013 APP (http://www.socialsecurity.gov/performance/2014/) we received our FY 2013 funding; we adjusted some performance targets based on actual FY 2013 funding.

Below, we highlight eight key FY 2013 performance measures, including our three agency priority goals.

#### STRATEGIC GOAL 1: DELIVER QUALITY DISABILITY DECISIONS AND SERVICES

#### **Strategic Objectives:**

- Reduce the Wait Time for Hearing Decisions and Eliminate the Hearings Backlog
- Improve Our Disability Policies, Procedures, and Tools
- Expedite Cases for the Most Severely Disabled Individuals

#### **Priority Goal:**

• Faster Hearing Decisions

1.1c Minimize average wait time from hearing request to decision (Supports Priority Goal 1)				
	Performance: 396 days (September Only)	Target Met: No		

September	2009	2010	2011	2012	2013
Performance	472 days	390 days	345 days	362 days	396 days

Despite our hard work and past successes, sustained growth in hearings requests and a recent inability to hire additional judges from the administrative law judge register have slowed our progress in reducing the hearings backlogs. Although we reduced the wait time in FY 2011, the average wait times for hearings request decisions have increased in FY 2012 and FY 2013.

1.2a Minimize average wait time for initial disability claims				
FY 2013 Target: 109 days	Performance: 107 days	Target Met: Yes		

Fiscal Year	2009	2010	2011	2012	2013
Performance	101 days	111 days	109 days	102 days	107 days

In FY 2013, we achieved our goal. We were able to meet the goal due, in part, to the continued productivity increases in our disability determination services (DDS).

#### 1.2k Disability determination services decisional accuracy rate for initial disability decisions

FY 2013 Target: 97% Performance: 98% Target Met: Yes

Fiscal Year	2009	2010	2011	2012	2013
Performance	97%	98%	98%	98%	98%

In FY 2013, we met our goal. While our customers expect us to make timely decisions, they also expect us to consistently make accurate decisions at the earliest possible point in the process. Over the past five years, we have met or exceeded our target for DDS accuracy rates for initial disability determinations.

# 1.3a Achieve the target percentage of initial disability cases identified as Quick Disability Determinations or Compassionate Allowances

FY 2013 Target: 6.0% | Performance: 6.6% | Target Met: Yes (September Only)

September	2009	2010	2011	2012	2013
Performance	3.8%	4.6%	5.9%	5.8%	6.6%

In FY 2013, we met our goal. We are refining the Quick Disability Determination (QDD) model to ensure it continues to select cases with high potential for allowance. In FY 2013, we evaluated a reconfiguration of the QDD predictive model along with a new approach to the QDD selection process. Our evaluation found that the reconfiguration and the new selection process represent improvements in efficiency and accuracy over the existing model. We added 35 new Compassionate Allowance conditions, bringing the total number of conditions in this expedited disability process to 200.

#### STRATEGIC GOAL 2: PROVIDE QUALITY SERVICES TO THE PUBLIC

#### **Strategic Objectives:**

- Increase the Use of Our Online Services
- Increase Public Satisfaction with Our Telephone Services
- Expand the Use of Video Services
- Improve the Clarity of Our Notices

#### **Priority Goal**

• Increase use of our online services

### 2.1a Increase the percentage of claims filed online

FY 2013 Target: 48% Performance: 50.97% (Fourth quarter only)

**Target Met: Yes** 

Fourth Quarter FY	2009	2010	2011	2012	2013
Performance	28%	35%	39%	44%	50.97%

In FY 2013, we met our goal. We have the three highest rated online services in Federal Government as measured by the American Customer Satisfaction Index: iClaim, the Retirement Estimator, and the Extra Help with Medicare Prescription Drug Plan Costs application.

#### 2.2c Maintain the percent of people rating our services as "excellent," "very good," or "good"

FY 2013 Target: 83.5% Performance: 80.2% Target Met: No

Fiscal Year	2009	2010	2011	2012	2013
Performance	81%	78.2%	81.4%	80.9%	80.2%

Although we did not meet our overall satisfaction target for FY 2013, our performance decreased very slightly from FY 2012. We continue our commitment to improved customer service by addressing concerns identified through our satisfaction surveys received from customers who conducted business through one of our major service delivery channels (i.e., in-person, National 800 Number, online). These results allow us to identify the specific aspects of service where improvements would have the greatest effect on overall satisfaction.

#### STRATEGIC GOAL 3: PRESERVE THE PUBLIC'S TRUST IN OUR PROGRAMS

#### **Strategic Objectives:**

- Increase Efforts to Accurately Pay Benefits
- Recover Improper Payments
- Maintain Accurate Earnings Records
- Make Our Administrative Operations Even More Efficient

#### **Priority Goal:**

• Reduce Supplemental Security Income overpayments

#### 3.1c Percent of Supplemental Security Income payments free of overpayment error

FY 2013 Target: 95.0% Performance: Data Available June 2014 Target Met: TBD\*

Fiscal Year	2009	2010	2011	2012	2013
Performance	91.6%	93.3%	92.7%	93.7%	TBD*

<sup>\*</sup>TBD: To be determined as final FY 2013 data not available at time of publishing

#### 3.1c Percent of Supplemental Security Income payments free of underpayment error

FY 2013 Target: 98.8% | Performance: Data Available June 2014 | Target Met: TBD\*

Fiscal Year	2009	2010	2011	2012	2013
Performance	98.4%	97.6%	98.2%	98.2%	TBD*

<sup>\*</sup>TBD: To be determined as final FY 2013 data not available at time of publishing

Our FY 2013 performance data will not be available until June 2014. We will discuss our FY 2013 performance in our FY 2014 APR. We did not meet the SSI overpayment or underpayment accuracy goals for FY 2012. For additional information, please refer to page 109 of our full FY 2013 APR (http://www.socialsecurity.gov/performance).

#### STRATEGIC GOAL 4: STRENGTHEN OUR WORKFORCE AND INFRASTRUCTURE

#### **Strategic Objectives:**

- Strengthen Our Workforce Recruit, Train, Develop, and Retain Superior Employees
- Maintain Secure and Reliable Information Technology Services
- Increase Efficiency of Our Physical Infrastructure

# 4.1a Recruit and hire Veterans FY 2013 Target: 18%<sup>1</sup> Performance: 46.6% Target Met: Yes

Fiscal Year	2009	2010	2011	2012	2013
Performance	15.07%	17.33%	26.72%	36.78%	46.6%

4.1a Recruit and hire Disabled Veterans		
FY 2013 Target: 15% <sup>2</sup>	Performance: 18.1%	Target Met: Yes

Fiscal Year	2009	2010	2011	2012	2013
Performance	7.5%	8.72%	13.59%	15.49%	18.1%

In FY 2013, we exceeded our goals for recruitment of veterans and veterans with disabilities. We have long recognized the rich talent pool that exists among veterans and individuals with disabilities. More than a quarter of our new hires over the past three years are veterans. To ensure sustained success in following the President's hiring directives, we continue to focus on recruiting and retaining veterans and individuals with disabilities. Each fiscal year, we establish operational goals that integrate strategic methods for recruitment, development, and retention that parallel our human capital strategies.

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<sup>&</sup>lt;sup>1</sup> Our target is 18 % of total new hires.

<sup>&</sup>lt;sup>2</sup> Our target is 15% of total new hires.

## **OUR MANAGEMENT AND PERFORMANCE CHALLENGES**

In FY 2013, the Office of the Inspector General (OIG) identified eight top management and performance challenges (see brief summary below). For additional information, please refer to OIG's <u>Top SSA Management Issues</u> (<a href="http://oig.ssa.gov/audits-and-investigations/top-ssa-management-issues">http://oig.ssa.gov/audits-and-investigations/top-ssa-management-issues</a>).

- Strengthen Strategic and Tactical Planning: As workloads rise, a greater proportion of the Social Security Administration's (SSA) workforce becomes eligible to retire. Given the expectation of leaner future budgets, SSA needs long-range plans to meet its long-term challenges, including rising workloads, decreases in experienced staff, complex program policies, and a greater need for electronic services.
- 2. <u>Improve Customer Service</u>: Many factors challenge SSA's ability to provide quality service to the public, including budget constraints, growing workloads, changing customer expectations, an aging workforce, and shifting demographics.
- 3. <u>Improve the Timeliness and Quality of the Disability Process</u>: SSA needs to address millions of initial disability and reconsideration claims, resulting in a significant backlog. SSA must address efforts to reduce the initial claims and continuing disability review backlog and improve the timeliness and quality of the disability process.
- 4. <u>Improve Transparency and Accountability</u>: Transparency and accountability are critical factors in the level of trust and confidence the American public has in the Government, including SSA. Mismanagement, waste, and lack of transparency in government operations, can erode the public's trust in our ability to accomplish our goals and address challenges. Specific challenges for SSA include concerns over its internal controls, systems security, and administrative cost allocations.
- 5. Invest in Information Technology Infrastructure to Support Current and Future Workloads: SSA faces the challenge of how to best use technology to meet the agency's increasing workloads. Congress, SSA's Advisory Board, the OIG, and others have concerns about SSA's overall information technology (IT) system continuity and availability, system modernization efforts, IT service delivery, IT strategic planning, and management of IT investments.
- 6. Reduce Improper Payments and Increase Overpayment Recoveries: Given the large overall dollars involved in SSA's payments, even the slightest error in the overall process can result in millions of dollars in over- or underpayments. SSA needs to adhere to requirements in Executive Order 13520, Reducing Improper Payments and Eliminating Waste in Federal Programs (http://www.whitehouse.gov/the-press-office/executive-order-reducing-improper-payments); the Improper Payments Elimination and Recovery Act of 2010 (http://www.whitehouse.gov/sites/default/files/omb/financial/\_improper/PL\_111-204.pdf); and the Improper Payments Elimination and Recovery Improvement Act of 2012 (http://www.whitehouse.gov/legislation/hr-4053improper-payments-elimination-and-recovery-improvement-act-2012) to address improper payments.
- Reduce the Hearings Backlog and Prevent Its Recurrence: While SSA had a plan to eliminate the hearings backlog by 2013, the number of pending cases increased, and the average processing time remains above the goal of 270 days.
- 8. Strengthen the Integrity and Protection of the Social Security Number: Protecting the Social Security number and properly posting the wages reported under Social Security numbers are critical to ensuring eligible individuals receive the full benefits they are due.

The General Accounting Office (GAO) included SSA in the high-risk list for <u>Improving and Modernizing Federal</u> <u>Disability Programs</u> (www.gao.gov/highrisk/risks/insurance/federal\_disability.php). GAO stated SSA relies on out-of-date criteria to a great extent in making disability benefit decisions. GAO also determined <u>Management of</u> <u>Disability Claims Workload Will Require Comprehensive Planning</u> (www.gao.gov/products/GAO-10-667T).

#### **SUMMARY OF OUR FINANCIAL INFORMATION**

We received an unmodified opinion on our FY 2013 financial statements from our auditors. Our financial statements combined the results from the programs we administer, which include the Old-Age and Survivors Insurance (OASI) and Disability Insurance (DI) programs (referred to as OASDI when discussing them in combination), and the SSI program. OASI and DI have separate funds, which are financed by payroll taxes, interest on investments, and income taxes on benefits. In calendar years 2011 and 2012, Payroll Tax Holiday legislation provided for general revenues from the U.S. Treasury to make up for reduced employee and self-employment payroll taxes. General revenues from the U.S. Treasury finance SSI. The following table presents key amounts from our basic financial statements for FYs 2011 through 2013. Our financial statements, notes, and additional information, appear on pages 39 through 92 of our full FY 2013 Agency Financial Report (http://www.socialsecurity.gov/finance/).

Table of Key Measures <sup>1</sup> (Dollars in Billions)							
	2013	2012	2011				
Net Position (end of fiscal year)							
Total Assets	\$2,799.6	\$2,766.5	\$2,702.3				
Less Total Liabilities	\$102.0	\$101.5	\$96.6				
Net Position (assets net of liabilities)	\$2,697.6	\$2,665.0	\$2,605.7				
Change in Net Position (end of fiscal year)							
Net Costs	\$867.4	\$822.9	\$782.7				
Total Financing Sources <sup>2</sup>	\$899.9	\$882.2	\$848.9				
Change in Net Position	\$32.6	\$59.3	\$66.1				
Statement of Social Insurance Old-Age, Survivors, and Disability Insurance (calendar year basis)							
Present value of future net cashflows for current and future participants over the next 75 years (open group measure), current year valuation	-\$12,294	-\$11,278	-\$9,157				
Present value of future net cashflows for current and future participants over the next 75 years (open group measure), prior year valuation	-\$11,278	-\$9,157	-\$7,947				
Change in present value	-\$1,016	-\$2,121	-\$1,211				

<sup>1.</sup> Totals do not necessarily equal the sum of rounded components.

**Assets**: Of our FY 2013 total assets identified in the Table of Key Measures above, \$2,786.7 billion relates to funds from dedicated collections for the OASI and DI programs. Approximately 98.5 percent of our assets are investments, which increased \$37.3 billion over the previous year.

**Liabilities**: Liabilities grew in FY 2013 by \$0.5 billion, primarily because of the growth in benefits due and payable, which is attributable to the 1.7 percent Cost of Living Adjustment (COLA) provided to beneficiaries as of January 1, 2013. The majority of our liabilities (87.6 percent) consist of benefits that have accrued as of the end of the fiscal year, but have not been paid.

**Net Position**: Our net position grew \$32.6 billion in FY 2013 to \$2,697.6 billion, which is attributable to financing sources in excess of our net cost. At this time, tax revenues, interest earned, and transfers related to Payroll Tax Holiday legislation, continue to exceed benefit payments made to OASI and DI beneficiaries, keeping the agency's programs solvent.

<sup>2.</sup> Total Financing Sources includes both the Total Financing Sources and Total Budgetary Financing Sources lines from the Statement of Changes in Net Position.

**Net Cost**: Our net cost of operations increased \$44.5 billion during FY 2013 to \$867.4 billion, primarily due to the 1.7 percent COLA provided to beneficiaries as of January 1, 2013. In FY 2013, our total benefit payments increased by \$44.7 billion, a 5.5 percent increase.

**Fiscal Year 2013 Operating Expenses by Strategic Goal:** The table below displays the distribution of our FY 2013 operating expenses allocated to our four Strategic Goals.

FY 2013 Operating Expenses by Strategic Goal (Dollars in Millions)				
Deliver Quality Disability Decisions and Services	\$ 5,944			
Provide Quality Services to the Public	\$ 2,778			
Preserve the Public's Trust in Our Programs	\$ 1,817			
Strengthen Our Workforce and Infrastructure	\$ 1,085			

**Social Insurance Information**: The present value of future net cashflows (noninterest income less cost) for all current and future participants over the next 75 years (open group measure) changed from -\$11.3 trillion as of January 1, 2012 to -\$12.3 trillion as of January 1, 2013. Including the asset reserves in the combined OASI and DI Trust Fund increases this open group measure to -\$9.6 trillion as of January 1, 2013 for the 75-year valuation period.

The Statement of Changes in Social Insurance Amounts displayed in our full FY 2013 Agency Financial Report (http://www.socialsecurity.gov/finance/) reconciles the change (between the current valuation period and the prior valuation period) in the present value of future noninterest income less future cost for current and future participants (the open group measure) over the next 75 years. This reconciliation identifies those components of the change that are significant and provides reasons for the changes.

**OASI and DI Trust Fund Solvency**: The OASI and DI Trust Funds are deemed solvent as long as asset reserves are sufficient to finance program obligations in full and on a timely basis. Such solvency is indicated for any point in time by the maintenance of positive OASI and DI Trust Fund asset reserves. In recent years, current income has exceeded program obligations for the OASDI program; therefore, the combined OASI and DI Trust Fund asset reserves have been growing.

The OASI and DI Trust Funds are deemed adequately financed for the short term when actuarial estimates of OASI and DI Trust Fund asset reserves for the beginning of each calendar year are at least as large as program obligations for the year. Estimates in the 2013 Trustees Report indicate that, on a theoretical combined basis, the OASI and DI Trust Funds are adequately financed over the next 10 years. While asset reserves in the OASI Trust Fund are more than adequate to cover projected DI Trust Fund cost over the first 10 years, the transfer of asset reserves between funds is not allowed under current law. When considered alone, financing of the DI Trust Fund is inadequate, and without remedial action, the fund asset reserves are expected to deplete in 2016. Under the immediate assumptions of the 2013 Trustees Report, OASDI estimated cost and income for 2022 are 82 percent and 65 percent higher than the corresponding amounts in 2012 (\$786 billion and \$840 billion, respectively). From the end of 2012 to the end of 2022, OASDI asset reserves are projected to grow by 5 percent, from \$2.7 trillion to \$2.9 trillion.

Social Security's financing is not projected to be sustainable over the long term with the tax rates and benefit levels scheduled in current law. Program cost will exceed noninterest income in all years of the 75-year projection period. In 2033, the combined OASI and DI Trust Fund asset reserves will be depleted according to the projections by Social Security's Trustees. Under current law, when either the OASI or DI Trust Fund depletes, full scheduled benefits cannot be paid on a timely basis. Tax revenues are projected to be sufficient to support expenditures at a level of 77 percent of scheduled benefits after the combined OASI and DI Trust Fund depletion in 2033, declining to 72 percent of scheduled benefits in 2087. The primary reasons for the projected long-term inadequacy of financing under current law relate to changes in the demographics of the United States: birth rates dropping substantially after 1965, retirees living longer, and baby boomers approaching retirement.

For more information, please see the <u>2013 Trustees Report (www.socialsecurity.gov/OACT/TR/2013/index.html)</u> and our full FY 2013 Agency Financial Report (www.socialsecurity.gov/finance/).

