

FY 2012 Major Evaluations

We routinely evaluate our programs by conducting a variety of studies and surveys to determine if they are effective. We continue to build on our collection of program data, research, and analyses to identify our program strengths and weaknesses. We use information from program evaluations to develop strategies to address the major challenges we face and to improve the day-to-day administration of our programs. We complete many of our evaluations annually while others may be one-time efforts.

STRATEGIC GOAL 1 – DELIVER QUALITY DISABILITY DECISIONS AND SERVICES	
EVALUATION	DESCRIPTION
Disability Initial Claims Report Card	Surveys perceptions of the initial disability application processes from persons who file for disability benefits
Evaluation of Ticket to Work Program	Evaluates the progress of the Ticket to Work Program as required under the Ticket to Work and Work Incentives Improvement Act of 1999
Hearing Process Report Card Survey	Surveys perceptions about the entire hearing process from persons who file for disability benefits
Quality Review Assessment of Senior Attorney Advisor Disability Decisions	Assesses the accuracy of favorable hearing decisions made by non-administrative law judge decision-makers (e.g., Attorney Adjudicators)
The Office of Quality Performance Denial Review	Assesses the accuracy of initial and reconsideration-level medical denials

STRATEGIC GOAL 2 – PROVIDE QUALITY SERVICE TO THE PUBLIC

EVALUATION	DESCRIPTION
Field Office Telephone Service Evaluation	Evaluates our accuracy in handling the publics' calls to field offices
National 800 Number Telephone Service Evaluation	Evaluates our accuracy in handling the publics' calls to the National 800 Number
Overall Service Satisfaction Surveys	<p>Telephone Service Satisfaction Surveys evaluate callers' satisfaction with our National 800 Number and field office telephone services</p> <p>Office Visitor Surveys evaluate visitors' satisfaction with our field offices (including Social Security Card Centers) and hearing offices</p> <p>Internet Transaction Surveys evaluate users' satisfaction with online transactional services</p>
Prospective Client Survey	Surveys people between the ages of 50 and 64 to identify service expectations and preferences of the upcoming wave of retirees
Special Notice Option Survey	Surveys visually impaired people who have requested their Social Security notices in a special format, such as Braille, to measure satisfaction with notices received in the requested format

STRATEGIC GOAL 3 – PRESERVE THE PUBLIC’S TRUST IN OUR PROGRAMS

EVALUATION	DESCRIPTION
Annual Report of the Board of Trustees of the Federal Old-Age and Survivors Insurance and Federal Disability Insurance Trust Funds	Reports on the financial and actuarial status of the two Social Security trust funds – the Old-Age and Survivors Trust Fund and the Disability Trust Fund
Annual Report of the Supplemental Security Income Program	Reports annually to the President and the Congress on the status of the Supplemental Security Income program and provides projections of program participation and costs through at least 25 years
Enumeration Quality Review	Assesses the accuracy of original Social Security Numbers assigned during the fiscal year
Pre-effectuation Review of Disability Determinations	Assesses the accuracy of disability initial and reconsideration allowances made by State Disability Determination Services as required in the Social Security Act
Retirement, Survivors, and Disability Insurance Stewardship Review	Measures the accuracy of payments to persons receiving Social Security retirement, survivors, or disability benefits
Safeguard Activity Report	Advises the Internal Revenue Service (IRS) of minor changes to procedures or safeguards described in the Safeguard Procedure Report
Safeguard Review	Evaluates the use of federal tax information and the measures we employ to protect this information; this is an onsite evaluation completed in collaboration with the IRS
Safeguard Procedures Report	Details the security measures we are taking to ensure the confidentiality of the federal tax information provided to us by the IRS
Supplemental Security Income (SSI) Stewardship Review	Reviews non-medical factors of eligibility conducted to measure the accuracy of payments made to persons receiving SSI benefits

STRATEGIC GOAL 4 – STRENGTHEN OUR WORKFORCE AND INFRASTRUCTURE

EVALUATION	DESCRIPTION
Federal Employee Viewpoint Survey (formerly the Annual Employee Survey/Federal Human Capital Survey)	Assesses employee perspectives of organizational performance across several major human capital areas; including recruitment, development, performance culture, leadership, job satisfaction, and personal work experiences
Federal Information Security Management Act Report	Reports to Congress whether our overall information technology security programs and practices comply with the Federal Information Security Management Act of 2002
Human Capital Accountability System	Monitors and evaluates the results of our human capital strategies, policies, and programs, as well as our adherence to merit system principles; it includes cyclical Human Resources Management and Delegated Examining Unit Assessments of components across the agency and an annual Human Capital Management Report
Management Directive (MD)-715	Provides policy guidance and standards for establishing and maintaining effective affirmative action programs of equal opportunity and effective affirmative action programs
New Hire Survey	Monitors employee perspectives on recruitment, hiring, on-boarding and training activities
Office of Civil Rights and Equal Opportunity Quality Assurance Program	Assesses the effectiveness of our Equal Employment Opportunity programs and our compliance with regulatory requirements, policy, and directives