

APPENDIX A: FY 2011 MAJOR EVALUATIONS

We routinely evaluate our programs and performance by conducting a variety of studies and surveys; some we complete on an ongoing basis and others we conduct as needed. We report findings on these studies and surveys in our annual Performance and Accountability Report prepared at the end of the fiscal year. Below, is a list of our FY 2011 evaluations according to the strategic goal they support in our FY 2008 – FY 2013 Agency Strategic Plan. These evaluations will be either undertaken or completed in FY 2011.

Strategic Goal 1 – Eliminate Our Hearings Backlog and Prevent Its Recurrence	
Evaluation	Description
Disability Appeals – Senior Attorney Advisor Quality Assessment	Assesses the accuracy of favorable hearing decisions made by non-administrative law judge decision-makers (e.g., Attorney Adjudicators).
Hearing Process Report Card Survey	Surveys perceptions about the entire hearing process from persons who file for disability benefits.

Strategic Goal 2 – Improve the Speed and Quality of Our Disability Process	
Evaluation	Description
Evaluation of Ticket to Work Program and Adequacy of Incentives	Evaluates the progress of the Ticket to Work Program as required under the Ticket to Work and Work Incentives Improvement Act of 1999.
Disability Initial Claims Report Card	Surveys perceptions of the initial disability application processes from persons who file for disability benefits.
Disability Report Form Survey	Surveys disability applicants about providing medical information to support their claims. Opinions of applicants who completed SSA’s online Disability Report Form (i3368) will be compared with those who were interviewed in-person or on the telephone.
The Office of Quality Performance Denial Review	Assesses the accuracy of initial and reconsideration-level medical denials.

Strategic Goal 3 – Improve our Retiree and Other Core Services

Evaluation	Description
Enumeration Quality Review	Assesses the accuracy of original Social Security Numbers assigned during the fiscal year.
800 Number Service Evaluation	Evaluates our accuracy in the handling of the public's calls to the National 800 Number.
Field Office Telephone Service Evaluation	Evaluates our accuracy in the handling of the public's calls to field offices.
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 and hearing offices.</p> <p>Internet transaction surveys evaluate 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.

Strategic Goal 4 – Preserve the Public's Trust in Our Programs

Evaluation	Description
Retirement, Survivors, and Disability Insurance Stewardship Review	Measures the accuracy of payments to persons receiving Social Security retirement, survivors, or disability benefits.
Supplemental Security Income Stewardship Review Pre-effectuation Review of Disability Determinations	Measures the accuracy of payments to persons receiving Supplemental Security Income payments.
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.

Strategic Goal 4 – Preserve the Public’s Trust in Our Programs (continued)

Evaluation	Description
Safeguard Procedures Reports	Details the security measures we are taking to ensure the confidentiality of the federal tax information provided to us by the Internal Revenue Service.
The Federal Information Security Management Act of 2002 Report to Congress	Reports to Congress whether our overall information technology security programs and practices comply with the Federal Information Security Management Act of 2002.
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.
Social Security Statement Survey	Measures the satisfaction of people who received a Social Security Statement and identifies what is needed to improve the public’s awareness, understanding, and use of the Social Security Statement.