

FY 2019 Congressional Operating Plan Performance Table Social Security Administration Workload and Outcome Measures

FY 2019 Performance Table	FY13	FY14	FY15	FY16	FY17	FY18	FY19
	Actual	Actual	Actual	Actual	Actual	Actual	Estimated
Selected Workload Measures							
Retirement and Survivors Claims Completed (thousands)	5,007	5,024	5,327	5,586	5,502	5,862	5,977
Initial Disability Claims Completed (thousands)	2,988	2,862	5,327	2,695	4,019	2,307	2,353
Disability Reconsiderations Completed (thousands)	803	757	723	702	653	5442	600
Hearings Completed (thousands)	794	681	663	703	686	766	777
National 800 Number Calls Handled (millions)	n/a	37	37	34	36	32	36
Average Speed of Answer (ASA) (seconds)(fy18=minutes)	617	1,323	617	945	802	24	13
Agent Busy Rate (percent)	12%	14%	7.50%	9.50%	10.20%	15%	9%
Social Security Numbers (SSN) Completed (millions)	17	16	16	16	17.4	17	17
Annual Earnings Items Completed (millions)	251	257	266	264	279	284	285
Social Security Statements Issued (millions)	0	4	50	38	13.7	15	15
Selected Outcome Measures							
Initial Disability Claims Receipts (thousands)	2,985	2,805	2,756	2,582	3,927	2354	2353
Hearings Receipts (thousands)	825	811	746	699	620	568	551
Initial Disability Claims Pending (thousands)	698	633	621	576	699	565	565
Disability Reconsiderations Pending (thousands)	173	170	144	121	109	115	158
Hearings Pending (thousands)	848	978	1,061	1,122	1,071	585	632
Average Processing Time for Initial Disability Claims (days)	107	110	114	110	113	111	113
Average Processing Time for Disability Reconsiderations (days)	n/a	108	113	103	98	103	105
Annual Average Processing Time for Hearing Decisions (days)	382	422	480	543	555	595	520
Disability Determination Services Production Per Work year	322	311	307	306	314	310	304
Office of Disability Adjudication and Review Production per Work year	109	102	95	88	98	103	105
Selected Program Integrity Performance Measures							
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,576	1,675	1,972	1950	2,257	2,286	1803
Full Medical CDRs (included above, thousands)	429	526	799	850	874	897	703
Non-Medical Redeterminations Completed (thousands)	2,634	2,628	2,267	2,522	2,590	2,913	2822