

Report Summary

Social Security Administration Office of the Inspector General

April 2011



Objective

To determine whether the Social Security Administration's (SSA) key programs and activities critical to achieving its four strategic goals were addressed by its Fiscal Year (FY) 2010 performance indicators (PI), and, if so, whether those indicators were objective, understandable, and outcome-based.

Background

The *Government Performance and Results Act of 1993* (GPRA) seeks to improve the Government's internal management, as well as program effectiveness and public accountability, by promoting a new focus on results, service quality, and customer satisfaction. Specifically, GPRA requires that SSA establish PIs be used in measuring or assessing the relevant outputs, service levels, and outcomes of each program activity. We contracted KPMG to review SSA's FY 2010 PIs.

To view the full report, visit <http://www.ssa.gov/oig/ADO/BEPDF/A-02-10-11076.pdf>

Performance Indicator Audit: The Social Security Administration's Fiscal Year 2010 Performance Indicators (A-02-10-11076)

Our Findings

SSA continues to make great strides in meeting GPRA objectives and has shown continued refinement of its PIs from year to year. While SSA has improved the overall quality of its PIs, further refinements would create more results-based indicators.

We evaluated SSA's PIs to determine whether those indicators addressed SSA's key programs and activities. Of the 27 PIs, 3 did not measure or assess the relevant output, service levels, or outcomes of the Agency's key programs for FY 2010. Of SSA's 14 key activities, 3 were not addressed directly by any of SSA's FY 2010 PIs.

We evaluated SSA's alignment of its PIs with its strategic goals and objectives and found that 3 strategic goals and objectives did not have an associated PI, and 16 PIs were ineffective measures of the Agency's progress in achieving its strategic goals and objectives.

Finally, we evaluated SSA's PIs to determine whether they were objective, understandable, and outcome-based. For the Agency's 27 PIs, we found that 23 were objective, 23 were understandable, and 12 were outcome-based.

Our Recommendations

As SSA develops its strategic plan for FYs 2013 – 2018 and future Annual Performance Plans, we believe it should consider the 26 recommendations on specific PIs contained in the report, which would develop more outcome-based PIs that support its key programs and activities and measure its progress on its strategic goals and objectives.

SSA disagreed with 21 recommendations, agreed to consider 4 recommendations, and partially agreed to consider 1 recommendation.