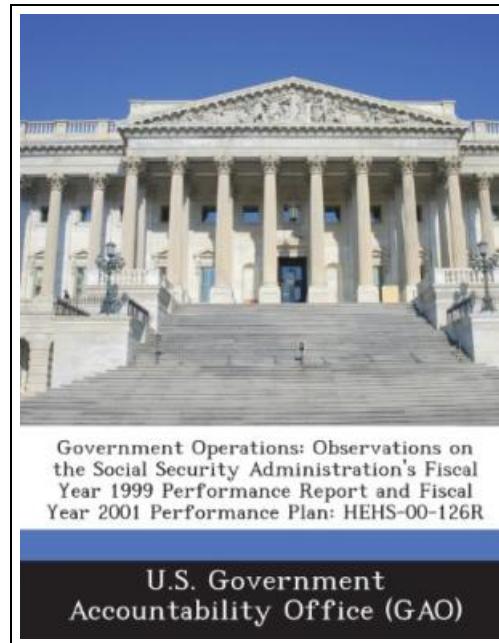


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Bibliogov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 46 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a congressional request, GAO reviewed the Social Security Administrations (SSA) fiscal year (FY) 1999 performance report and FY 2001 performance plan required by the Government Performance and Results Act of 1993. GAO noted that: (1) SSA considers customer service one of its key priorities, and according to its FY 1999 performance report, SSA met many of its goals related to providing accurate, timely, and useful service to the public; (2) SSA met key goals related to overall customer satisfaction and the timely processing of retirement claims; (3) however, SSAs progress lagged in some areas, such as waiting times for persons with appointments and the accuracy of the handling of calls to its toll-free number; (4) in its FY 2001 plan, as with its FY 2000 plan, SSA has demonstrated its desire to use an even broader range of measures for customer satisfaction through its new Market Measurement Program; (5) the FY 1999 report clearly indicates that making accurate and timely disability determinations remains one of SSAs most challenging service areas; (6) in those cases where performance data were available, SSA did not meet any of the key goals it set for itself; (7) unmet goals included average processing times and other timeliness measures of disability decisions at both the initial application and appellate levels; (8) SSAs FY 2001 performance plan reflects some improvements in how SSA assesses its progress; (9) the FY 1999 report also reflects that minimal progress has been made in reducing long-term disability benefits as a result of returning beneficiaries to work; (10) however, the FY 2001 plan includes improvements; (11) SSAs progress toward providing decisionmakers timely information necessary to address program policy issues in FY...

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