

Report Summary

Social Security Administration Office of the Inspector General

January 2011



Objectives

To comprehend and document the sources of data that were collected to report on the performance indicator (PI); identify and test critical controls (both electronic data processing and manual) of systems from which the performance data were generated; test the adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data for the PI; and recalculate the measure to ascertain its accuracy.

To view the full report, visit <http://www.ssa.gov/oig/ADO/BEPDF/A-15-10-11074.pdf>

Performance Indicator Audit: Disability Process (A-15-10-11074)

Background

We audited the following PIs, which were included in the Social Security Administration's (SSA) Fiscal Year 2009 Performance and Accountability Report (PAR): (1) Achieve the target percentage of initial disability claims identified as a Quick Disability Determination or a Compassionate Allowance; (2) Process the budgeted number of initial disability claims; and (3) Update the medical *Listing of Impairments*.

The strategic objectives related to these PIs are as follows: (1) Fast-tracking cases that obviously meet disability standards, and (2) Regularly update disability policies and procedures. All three PIs and the two strategic objectives correspond to SSA's Strategic Goal 2: Improve the speed and quality of SSA's Disability Process.

Our Findings

We did not identify any significant findings related to the internal controls, adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data for the indicators subject to audit. However, our audit identified areas for improvement related to the accuracy of the results presented and disclosed in the PAR.

Our Recommendations

Although we are not making formal recommendations in this report, we encourage SSA to revisit the issue of maintaining data to support the PIs reported in the Agency's annual PAR. Maintaining the supporting data would enable third party evaluations of the PI, as suggested by Office of Management and Budget Circular A-11.