

# Performance Indicator Audit: Disability Claims

## A-15-12-12116



April 2013

Office of Audit Report Summary

### Objectives

To (1) comprehend and document the sources of data that were collected to report on the specified performance indicator (PI); (2) identify and test critical controls (both electronic data processing and manual) of systems from which the specified performance data were gathered; (3) test the adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data for each of the specified PIs; and (4) recalculate each measure to verify its accuracy.

### Background

We contracted with KPMG, LLP (KPMG) to evaluate two of the Social Security Administration's (SSA) PIs established to comply with the *Government Performance and Results Act of 1993*. KPMG audited the PIs, *Disability determination services cases production per work year (PPWY)* and *Achieve the target number of initial disability claims pending*, which was included in Social SSA's Fiscal Year (FY) 2011 *Performance and Accountability Report (PAR)*.

### Findings

KPMG tested the key internal controls over the Disability Operational Data Store, which generates the data supporting the PIs. Test work did not identify any findings related to the internal controls over the systems supporting the PI.

#### *Disability Determination Services Cases PPWY*

KPMG recalculated the PI and noted that the PPWY per their calculation was 300 compared to 287, as reported in the PAR. In addition, KPMG was unable to obtain underlying data supporting the PI. Based on test work performed, KPMG identified significant findings related to the adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data.

#### *Achieve the Target Number of Initial Disability Claims Pending*

KPMG noted one instance where SSA could not provide the detailed underlying data supporting the disability claims pending as of the end of FY 2011. While this is one instance, the detailed underlying data is key in determining the total number of disability claims pending at the end of the year and validating the accuracy of cases pending. Test work identified significant findings related to the adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data.

### Recommendation

KPMG recommended that SSA use the same formula it uses to calculate the PPWY as reported in the FD:15, Staffing and Workload Analysis Report to calculate the PPWY, as reported in the PAR.

The Agency agreed with our recommendation.