

Performance Indicator Audit: Recruiting and Employment Indicators

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September 2014

Office of Audit Report Summary

Objective

To assess the Social Security Administration's (SSA) performance indicators (PI) for Recruiting and Hiring Veterans and Disabled Veterans as well as Employing Individuals with Targeted Disabilities. Specifically, we (1) documented the sources of data collected to report on the PIs; (2) identified and tested critical controls of systems from which the specified performance data were gathered; (3) tested the adequacy, accuracy, reasonableness, completeness, and consistency of the underlying data for the specified PIs; and (4) recalculated the values reported for the indicators to verify accuracy.

Background

SSA reported it used PIs to gauge its progress in meeting strategic goals and objectives outlined in its Strategic Plan. We reviewed two performance indicators in SSA's *Performance and Accountability Report for Fiscal Year (FY) 2012*: (1) Recruit and Hire Veterans and Disabled Veterans and (2) Employ Individuals with Targeted Disabilities.

Our Findings

Underlying data used to report SSA's FY 2012 PI for Recruiting and Hiring Veterans and Disabled Veterans were adequate, reasonable, complete, and consistent; and we were able to recalculate the performance reported for both PIs using data provided by SSA. However, we were unable to test the underlying data for Employing Individuals with Targeted Disabilities because updated employee disability status information replaced the previous disability data in the Federal Personnel/Payroll System, and the Agency was not required to maintain the forms employees submitted. Furthermore, the Agency did not include employees who converted from temporary to permanent employment in its performance reporting for recruiting and hiring veterans and disabled veterans. However, starting in FY 2015, the Agency will adopt a new Office of Personnel Management performance model. Lastly, SSA incorrectly identified the Human Resources Operational Data Store as the data source for the PIs in certain Agency reports.

Our Recommendation

We recommend that SSA correct the data source in future Agency reporting for the targeted disabilities PI.

SSA agreed with our recommendation.