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Government Operations: Observations on the Social Security Administrations Fiscal Year 1999 Performance Report and Fiscal Year 2001 Performa

By -

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,...



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