

Survey Follow UP—June 23, 2010

Working For The Numbers

Your responses to our April Statistical Manipulation Survey confirm what we have been hearing: that in too many locations, work processes and work measurements have been corrupted when management directs or permits employees to engage in manipulation. We learned that:

- Well over one-half of respondents report that abbreviated applications or technical denials are entered into the system to earn more work credit,

Contract Negotiations Continue Through June 24th

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- Nearly one-half say that SSA makes the decision to file for an individual when there is clearly no eligibility, to increase work credits and improve average processing times,
- Nearly one-third report that extra or unnecessary work is done to add work credits, and
- About one-quarter of you say that management or non-management employees are allowed or encouraged to do extra work, without compensation, during non-duty time.

Narrative comments from respondents paint the picture of an Agency that is losing its focus on public service. Employees and offices compete with one another to meet productivity and timeliness goals in order to get a

greater share of staff and resource allocations, along with other rewards.

There is little concern for accuracy, and “make work” gimmicks are being used to create the appearance that certain SSA managers are really getting things done. While we waste our time working for their numbers, legitimate work that actually does something for applicants, beneficiaries and taxpayers is set aside. Employees tell us they are being robbed of the satisfaction that comes from doing important work, efficiently and correctly.

SSA unilaterally disbanded the Management Information Integrity Monitoring Team that was established in 1997 through negotiations with AFGE, to receive and act upon employee reports about cheating. Management has not been monitoring the integrity of work processes and measures and it refuses to work with your AFGE representatives to address these and other problems.

Therefore, as watchdogs protecting the programs administered by our agency, as well as its employees, we are taking this issue to Congressional oversight committees and considering litigation to get relief for your uncompensated hours of work. Please share any information and documentation about these issues with your Union so that we can get our agency back on the right path and restore the pride that comes from efficiently delivering high quality public service.

To read AFGE’s testimony, go to <http://www.afgec220.org/>