



Economic Services Administration

Department of Social and Health Services

Strategic Plan Metrics

February 2025

Economic Services Administration

Success Measures Associated with Charts

Strategic Plan
Success Measure #

Operational Excellence

E1.7	The average time to process initial disability determinations for Social Security Disability Insurance cases (Title II-SSDI), and for Supplemental Security Income cases (Title XVI-SSI)	1.4
EX.4	Performance Accuracy Rate	4.1

Employer of Choice

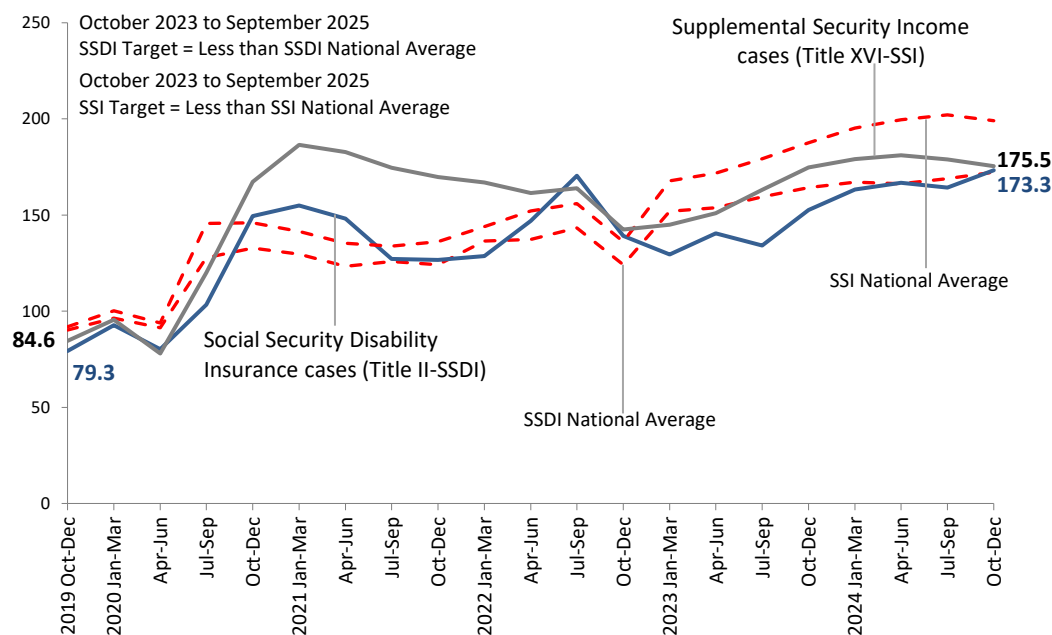
EX.8	ESA Employee Opportunities for Learning and Development	2.5a
EX.9	ESA Employee Feeling of Belonging	2.5b
EX.10	Support during Organizational Change	2.5c

Economic Services Administration

Operational Excellence

The average time to process initial disability determinations for Social Security Disability Insurance cases (Title II-SSDI), and for Supplemental Security Income cases (Title XVI-SSI)

Average days to process by quarter



SUMMARY

- Social Security disability benefits are critical to individuals with disabilities to meet their basic needs, and timely processing is essential.
- Initial Disability Determinations are eligibility decisions, whether approved or denied, on an individual's initial, or first time, application for Supplemental Security Income (Title XVI-SSI) and/or Social Security Disability Insurance (Title II-SSDI).

ACTION PLAN

- Updated Action Plans for this measure are located in the ESA Strategic Plan.

DATA SOURCE: Division of Disability Determination, Economic Services Administration; supplied by Amy Schofield, Division of Disability Determination, ESA.

MEASURE DEFINITION: The average time (number of days) from when DDDS receipts an initial claim, to when DDDS makes a determination and sends the claim back to the Social Security Administration field office.

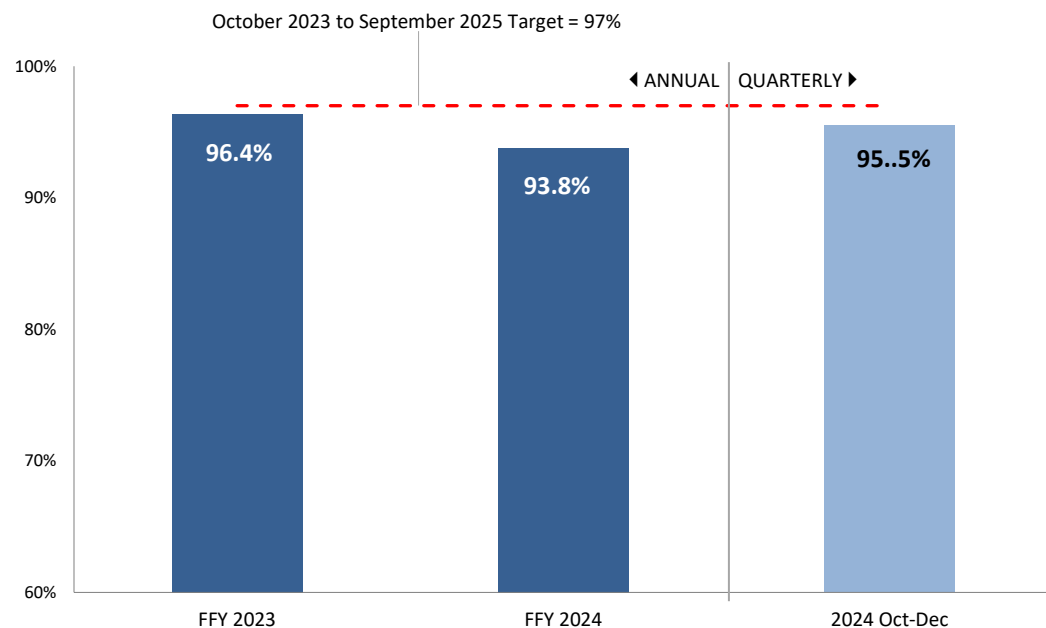
DATA NOTES: 1 Initial Disability Determinations are eligibility decisions, whether approved or denied, on an individual's initial, or first time, application for Supplemental Security Income (Title XVI-SSI) and/or Social Security Disability Insurance (Title II-SSDI).

TO DATA <https://www.dshs.wa.gov/data/metrics/E1.7.xlsx>

Economic Services Administration

Operational Excellence

Performance Accuracy Rate



DATA SOURCE: Division of Disability Determination, Economic Services Administration; supplied by Amy Schofield, Division of Disability Determination, ESA.

MEASURE DEFINITION: Performance accuracy refers to the percentage of cases that do not have to be returned to the DDS for further development or correction of decisions based on evidence in the files and as such represents the reliability of State agency adjudication. The definition of performance accuracy includes the measurement of factors that have a potential for affecting a decision, as well as the correctness of the decision.

DATA NOTES: 1 Beginning in quarter October-December 2022, a new methodology has been used resulting in an official performance accuracy number. 2 Annual (FFY) data shown is the quarterly data for the last quarter in that FFY.

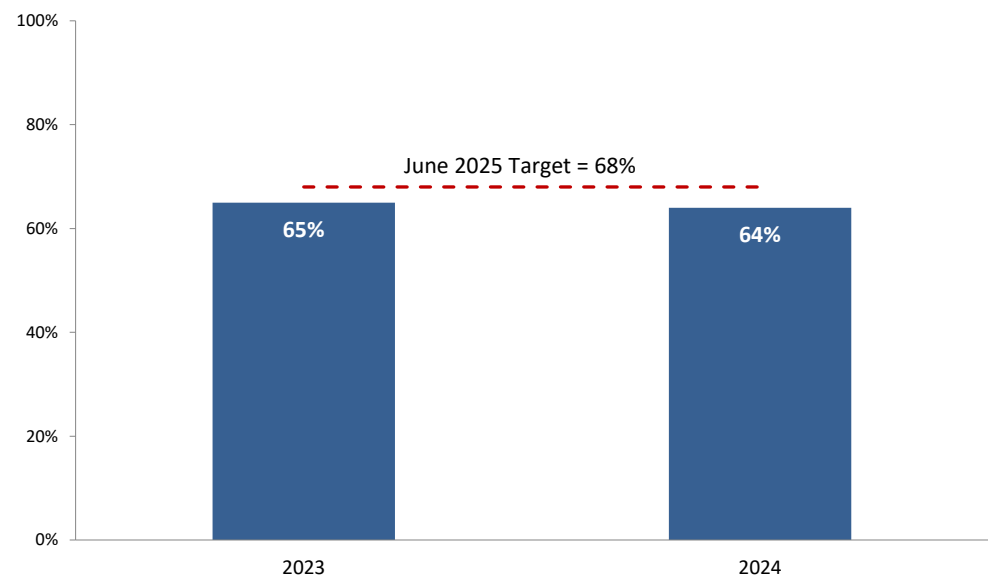
TO DATA: <https://www.dshs.wa.gov/data/metrics/EX.4.xlsx>

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ESA Employee Opportunities for Learning and Development

Percent positive staff responses to DSHS Employee Survey question "My agency provides me with the opportunity for learning and development."



DATA SOURCE: DSHS Employee Survey reported by RDA (ESA Statistical Report or Employment Engagement Survey PowerBI Dashboard); provided by Jessica Mobbs.

MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "My agency provides me with the opportunity for learning and development."

DATA NOTES: 1 Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question.

TO DATA: <https://www.dshs.wa.gov/data/metrics/EX.8.xlsx>

SUMMARY

This measure supports ESA's Strategic Goal 2: Be an employer of choice by valuing our employees, intentionally soliciting employee feedback, and incorporating employee insights to continually evolve and improve as an organization.

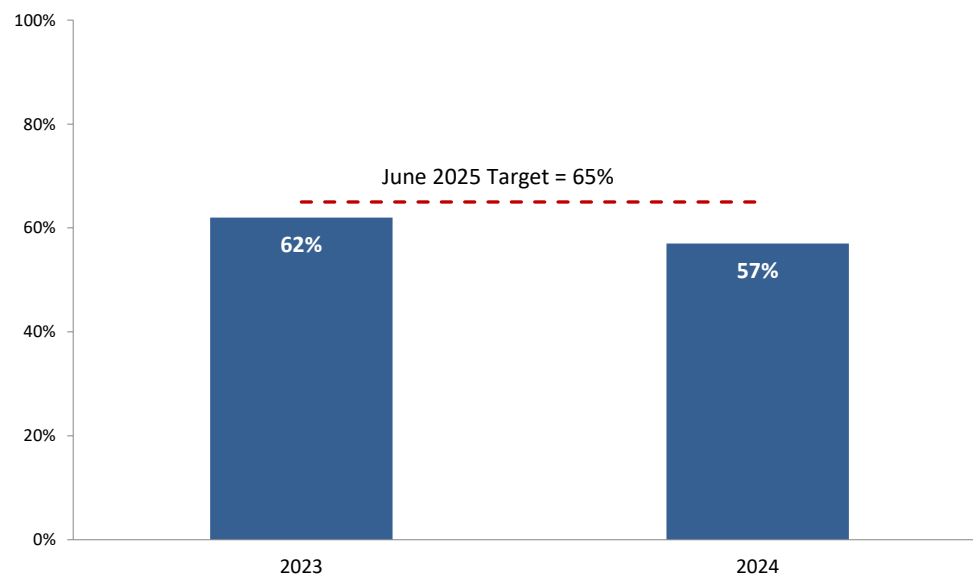
Success Measure 2.5: Improve positive employee responses to the Employee Engagement Survey questions regarding opportunities for learning and development, belonging, and support through organizational change by 5% on the 2025 survey.

Economic Services Administration

Employer of Choice

ESA Employee Feeling of Belonging

Percent positive staff responses to DSHS Employee Survey question.
"I feel as if I belong at my agency."



DATA SOURCE: DSHS Employee Survey reported by RDA (ESA Statistical Report or Employment Engagement Survey PowerBI Dashboard); provided by Jessica Mobbs.

MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "I feel as if I belong at my agency."

DATA NOTES: 1 Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question.

TO DATA: <https://www.dshs.wa.gov/data/metrics/EX.9.xlsx>

SUMMARY

This measure supports ESA's Strategic Goal 2: Be an employer of choice by valuing our employees, intentionally soliciting employee feedback, and incorporating employee insights to continually evolve and improve as an organization.

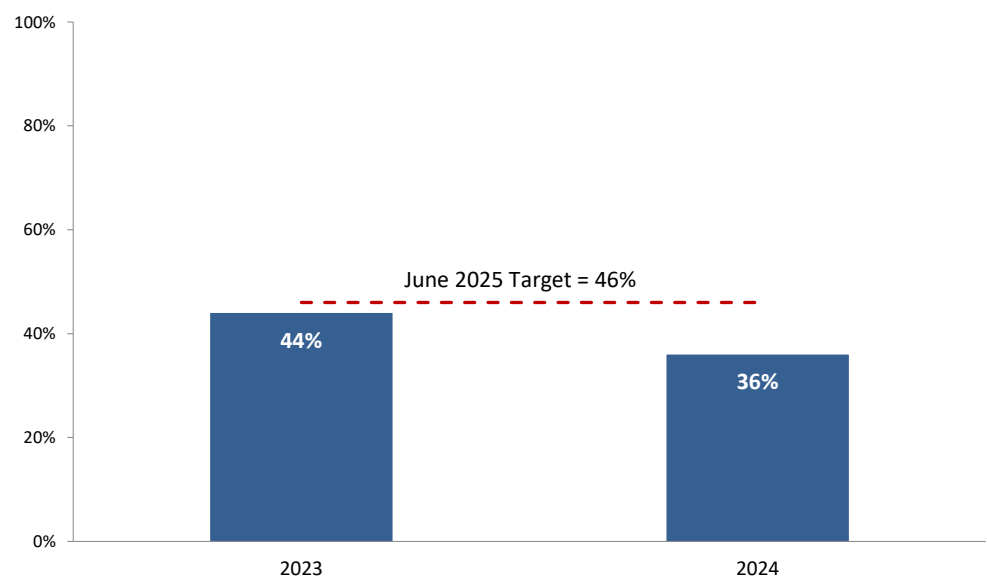
Success Measure 2.5: Improve positive employee responses to the Employee Engagement Survey questions regarding opportunities for learning and development, belonging, and support through organizational change by 5% on the 2025 survey.

Economic Services Administration

Employer of Choice

Support during Organizational Change

Percent positive staff responses to DSHS Employee Survey question.
"I feel supported during organizational change at this agency."



DATA SOURCE: DSHS Employee Survey reported by RDA (ESA Statistical Report or Employment Engagement Survey PowerBI Dashboard); provided by Jessica Mobbs.

MEASURE DEFINITION: Percent positive staff responses to DSHS Employee Survey question "I feel supported during organizational change at this agency."

DATA NOTES: 1 Numerator: Number answering "Strongly Agree" or "Agree" in response to question. Denominator: Total number of employees who answered the question.

TO DATA: <https://www.dshs.wa.gov/data/metrics/EX.10.xlsx>

SUMMARY

This measure supports ESA's Strategic Goal 2: Be an employer of choice by valuing our employees, intentionally soliciting employee feedback, and incorporating employee insights to continually evolve and improve as an organization.

Success Measure 2.5: Improve positive employee responses to the Employee Engagement Survey questions regarding opportunities for learning and development, belonging, and support through organizational change by 5% on the 2025 survey.