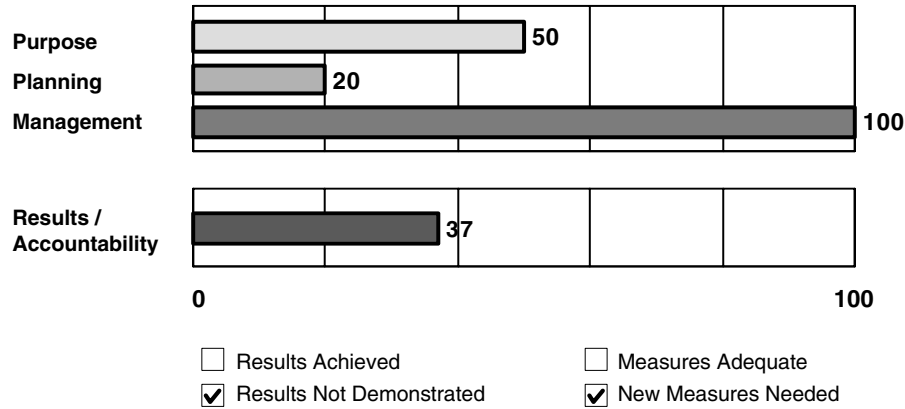


Program: Federal Employees Group Life Insurance (FEGLI)

Agency: Office of Personnel Management

Bureau: Office of Personnel Management, activities



Key Performance Measures

Year Target Actual

Measure	Year	Target	Actual
Long-term Measure: Measures under development			
Annual Measure: Timeliness of Life Insurance claims payments (in days)	2001	10	5.7
	2002	10	6.0
	2003	10	
	2004	10	
Annual Measure: Accuracy of Life Insurance claims payments (as a percentage of claims paid)	2001	99.5%	99.6%
	2002	99.5%	99.7%
	2003	99.5%	
	2004	99.5%	

Rating: Results Not Demonstrated

Program Type: Direct Federal

Program Summary:

The Federal Employees' Group Life Insurance program (FEGLI) provides life insurance policies to federal employees.

The assessment found that the program has no ambitious long-term measures to identify and evaluate the role that this employment benefit plays helping the government to recruit, retain and manage its workforce. The assessment also found that:

1. The program is well managed and administered -- no deficiencies have been cited by internal or independent audits.
2. Annual performance measures, though not very aggressive, are used to improve program operations.
3. FEGLI does not routinely collect information to measure the effectiveness of the program design.

To assure that the government's overall compensation package remains contemporary, the agency will:

1. Develop measures and conduct program evaluations to assess how compensation and benefit offerings enable the government, as an employer, to attract, retain and manage a high-performing workforce.
2. Establish ambitious long-term goals that meaningfully reflect the purpose of the program.
3. Revise unambitious annual performance goals to better emphasize continual improvement.

Program Funding Level (in millions of dollars)

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
1,961	2,170	2,254