

Goal: Getting Payments Right

Program or Activity
Old-Age, Survivors, and
Disability Insurance

Reporting Period
Q1 2020

Change from Previous FY (\$M)

-\$3,648M



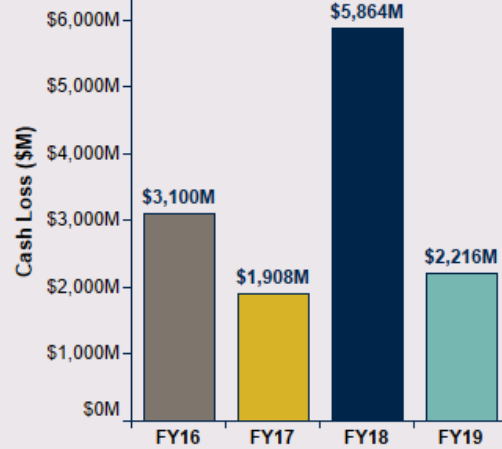
SSA

Old-Age, Survivors, and Disability Insurance

Brief Program Description:

The Social Security Administration provides monthly Social Security benefits to qualified individuals who are retired or disabled. Dependents of eligible beneficiaries and surviving dependents of deceased workers can also receive monthly benefits.

Cash Loss by FY (\$M)



Key Milestones		Status	ECD
1	Develop mitigation strategies to get the payment right the first time	On-Track	Oct-20
2	Evaluate the ROI of the mitigation strategy	On-Track	Sep-21
3	Determine which strategies have the best ROI to prevent cash loss	On-Track	Sep-21
4	Implement new mitigation strategies to prevent cash loss	On-Track	Sep-21
5	Analyze results of implementing new strategies	On-Track	Dec-22

Quarterly Progress Goals			Status	Notes	ECD
1	Q1 2020	Continue efforts to analyze and validate state death data records for 12 additional states.	On-Track		Oct-20
2	Q1 2020	Increase the use of myWageReport (myWR) to improve the accuracy and timeliness of wage reporting.	On-Track		Oct-20

Recent Accomplishments		Date
1	Not applicable at this time.	Jan-00
2	We released a systems enhancement to reduce the number of failed myWR submissions. Resultantly, failed submissions decreased from approximately 3,360 in November 2019 to 7 in December.	Nov-19
3	We developed a script for a video explaining how recipients can submit paystubs using myWR to improve reporting of wages and self-employment earnings. We will broadcast this video to the public on SSA closed-circuit televisions in field offices.	Dec-19

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$1,060M	Failure to verify: other eligibility data	Reliance on timely self-reporting of information affecting payment and eligibility.	Pursue external data to reduce our reliance on beneficiary self-reporting (i.e., data exchanges with payroll providers, states, and other federal agencies).	Decreased reliance on self-reporting and the timely receipt of information will improve accuracy of payments to beneficiaries.
\$677M	Failure to verify: death data	Improper payments issued because the agency fails to receive timely reports of death.	Continue to update death records with state data to improve the accuracy and consistency of death information.	Reduction in the number of discrepancies in our records related to reports of death, thus reducing improper payments.
\$352M	Administrative or process errors made by: federal agency	Administrative errors and complex manual computations affect the quality of our programmatic workloads.	Utilize automation to reduce dependence on manual calculations. Also, issue periodic reminders regarding policy and perform quality reviews of error-prone workloads.	Reduction of administrative and processing errors in our programmatic workloads.

Cash Loss - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.