

## Goal: Getting Payments Right

Program or Activity  
Supplemental Security  
Income

Reporting Period  
Q4 2020

Change from Previous FY (\$M)

\$565M

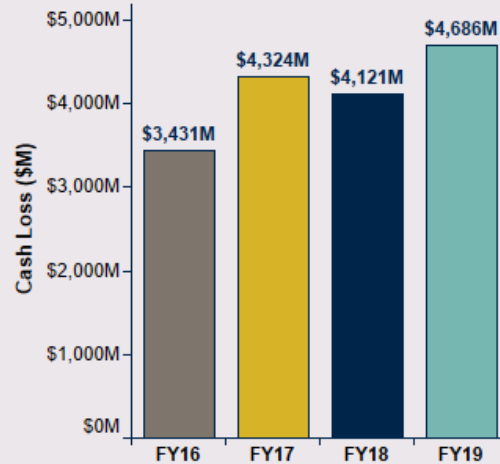


**SSA**  
Supplemental Security Income

**Brief Program Description:**

The Supplemental Security Income (SSI) program provides financial support to aged, blind, and disabled adults and children who have limited income and resources.

### Cash Loss by FY (\$M)



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

Quarterly Progress Goals			Status	Notes	ECD
1	Q4 2020	Automate an information exchange with PDPs as authorized in the BBA 824 to obtain wage data for the purpose of improving and preventing improper payments.	On-Track	N/A	Dec-20
2	Q4 2020	Increase the number of wage reports we process using all SSI wage reporting options by 2 percent over the FY 2020 annual total.	On-Track	N/A	Dec-20

Recent Accomplishments					Date
1	BBA 824 authorizes us to enter into an info exchange agreement with PDPs. In order to receive WEI via an info exchange, we implemented the WEI repository. Technicians have the ability to view, print, and save WEI received from myWageReport.				Sep-20
2	We completed a 100 percent of the 2,150,000 budgeted SSI non-medical redeterminations in FY 2020.				Sep-20
3	We met our key milestone to increase the number of total wage reports we process using all SSI telephone and mobile wage reporting and myWageReport by 2 percent over the number in FY 2019. In FY 2020, we had a total of 1,323,594 transactions.				Sep-20

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$3,973M	Inability to authenticate eligibility: inability to access data	. Reliance on timely self-reporting of income and assets affecting SSI payment and eligibility.	Cross Enterprise Sharing	Improve timely receipt of wages and employment information (WEI). The information exchange will reduce our reliance on recipients to self-report WEI.
\$274M	Inability to authenticate eligibility: data needed does not exist	In-kind Support and Maintenance (ISM) refers to the policy for reducing benefits amounts for recipients who receive support in the form of food, shelter, or both from family.	Internal Process or Policy Change	Simplify the SSI program and reduce the burden on recipients and representative payees.
\$244M	Administrative or process errors made by: federal agency	Improper payments caused by incorrect data entry, classifying, or processing of application or payments made by Federal agencies that administer Federal dollars.	Internal Process or Policy Change	Reduce payment errors due to administrative and processing errors.

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