

# Payment Integrity Scorecard

Program or Activity  
Civilian Pay

Reporting Period  
Q1 2021

Change from Previous FY (\$M)

-\$92M

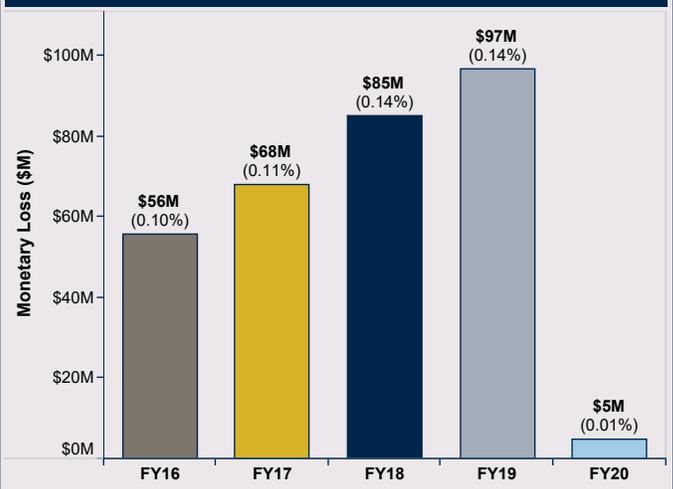


**DOD**  
Civilian Pay

**Brief Program Description:**

Payments made by the Defense Finance and Accounting Service (DFAS) to Civilian employees and civil service Mariners for salary, benefits, and other compensation entitlements.

**Monetary Loss (\$M)**  
(Overpayment as Percentage of Total Outlays)



Key Milestones	Status	ECD
1 Develop mitigation strategies to get the payment right the first time	On-Track	May-21
2 Evaluate the ROI of the mitigation strategy	On-Track	May-21
3 Determine which strategies have the best ROI to prevent cash loss	On-Track	May-21
4 Implement new mitigation strategies to prevent cash loss	On-Track	May-21
5 Analyze results of implementing new strategies	On-Track	May-21
6 Achieved compliance with PIIA	On-Track	May-22
7 Identified any data needs for mitigation	On-Track	May-21

Goals towards Reducing Monetary Loss	Status	ECD
1 Q1 2021 Review 75% of the Civilian Pay samples. In addition, furnish weekly emails and host monthly meetings with Action Officers to discuss the status of post payment reviews, address questions and share documentation reconciliation results.	On-Track	Apr-21
2 Q1 2021 Assess newly implemented SOPs to identify gaps in business processes to disseminate sample listing. Improve the communication between the DoD Components and payment reviewers to ensure timely submission of sufficient documentation to support samples.	On-Track	May-21

Recovery Method	Brief Description of Plans to Recover Overpayments
1 N/A	Not applicable to the root cause of improper payments identified for this program.

Accomplishments in Reducing Monetary Loss	Date
1 Distributed 100% of the samples to the DoD organizations and have received 76% of the supporting documentation to perform a thorough review of payroll related transactions.	Nov-20
2 Hosted an entrance conference with DoD Components to discuss expectations for post payment reviews, key supporting documentation requirements, and submission schedule.	Nov-20
3 Developed a centralized collaboration software tool/platform to disseminate samples to DoD Components and collect supporting documentation. Furnished PBCs using the PI SharePoint to track the overall progress of sample submission rate.	Jan-21

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
N/A	Insufficient documentation to determine	The Department determined that the root cause of the insufficient supporting documentation errors resulted primarily from internal communication challenges experienced during the implementation of the new testing methodology.	Cross Enterprise Sharing	To perform a comprehensive review of payments based on the timely submission of proper and sufficient supporting documentation which will ultimately reduce the improper payment amount and rate.

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