## Payment Integrity Scorecard

### Change from Previous FY ($M)

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>Change from Previous FY ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2021</td>
<td>$382M</td>
</tr>
</tbody>
</table>

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

- **FY16**: $800M ($30M, 3.88%)
- **FY17**: $600M ($0M, 0%)
- **FY18**: $400M ($395M, 3.76%)
- **FY19**: $200M ($189M, 0.21%)
- **FY20**: $0M ($571M, 0.65%)

### Goals towards Reducing Monetary Loss

<table>
<thead>
<tr>
<th>Goal</th>
<th>Status</th>
<th>ECD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Q1 2021</td>
<td>FSA continues to utilize and promote the IRS Data Retrieval Tool, which enables Title IV student aid applicants and, as needed, parents of applicants, to transfer certain tax return data from an IRS website directly to their FAFSA.</td>
</tr>
<tr>
<td>2</td>
<td>Q1 2021</td>
<td>Coordinate with OMB to request updates to the OMB Compliance Supplement to further enhance and refine auditor requirements, including sampling requirements.</td>
</tr>
</tbody>
</table>

### Accomplishments in Reducing Monetary Loss

1. **FSA held the 2020 (Virtual) Federal Student Aid Conference for Financial Aid Professionals which included 15,598 attendees.**
   - **Date**: Dec-20
2. **FSA released a new version of the myStudentAid mobile app with additional tools and features to be introduced to improve customers’ understanding of and interactions with the Title IV aid programs.**
   - **Date**: Dec-20
3. **FSA issued additional guidance to address the continued challenges that schools and their students face due to the COVID-19 pandemic.**
   - **Date**: Jan-21

### Root Cause of Monetary Loss

- **$553M**
  - Administrative or process errors made by: others (participating lender, health care provider, or other organization administering Federal dollars)
  - Incorrect processing of student data by institutions; student account data changes not applied/processed correctly; satisfactory academic progress not achieved; incorrectly calculated return of student aid funds; and processing errors by servicers.
  - **Mitigation Strategy**: Automation; Change Process; Cross Enterprise Sharing
  - **Brief Description of Mitigation Strategy and Anticipated Impact**: In aggregate, Federal Student Aid assumes that reduction in school and other third party administrative errors will reduce improper payments.

- **$18M**
  - Failure to verify: financial data
  - Specific root causes include, but are not limited to, ineligibility for a Direct Loan and incorrect self-reporting of an applicant’s information that leads to incorrect awards based on Expected Family Contribution.
  - **Mitigation Strategy**: Training
  - **Brief Description of Mitigation Strategy and Anticipated Impact**: In aggregate, Federal Student Aid assumes that improved accuracy of income verification will reduce improper payments.

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