

# Payment Integrity Scorecard

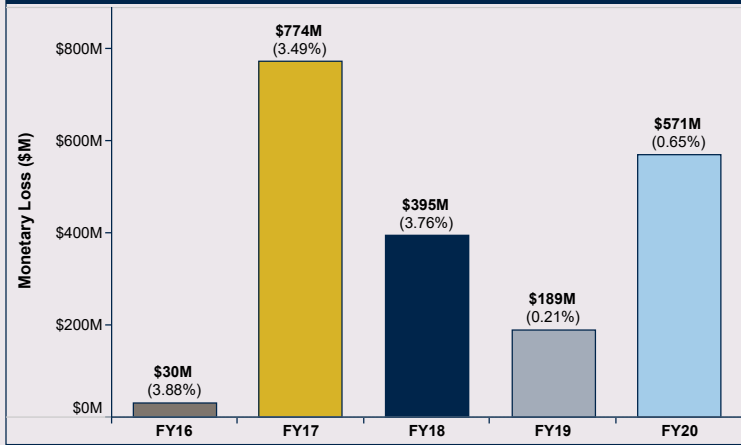
<b>Program or Activity</b> Direct Loan	<b>Reporting Period</b> Q2 2021
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<b>Change from Previous FY (\$M)</b>	<b>\$382M</b>	
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**ED**  
Direct Loan

**Brief Program Description:**  
The Direct Loan program, added to the Higher Education Act of 1965 (HEA) in 1993 by the Student Loan Reform Act of 1993, authorizes the Department to make loans through participating schools to eligible undergraduate and graduate students.

### 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	Nov-22
2 Evaluate the ROI of the mitigation strategy	On-Track	Nov-22
3 Determine which strategies have the best ROI to prevent cash loss	On-Track	Nov-22
4 Implement new mitigation strategies to prevent cash loss	On-Track	Nov-22
5 Analyze results of implementing new strategies	On-Track	Nov-22
6 Achieved compliance with PIIA	At Risk	May-22
7 Identified any data needs for mitigation	On-Track	Nov-22

Goals towards Reducing Monetary Loss	Status	ECD
1 Q2 2021 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.	On-Track	Nov-21
2 Q2 2021 Coordinate with OMB to request updates to the OMB Compliance Supplement to further enhance and refine auditor requirements, including sampling requirements.	On-Track	Nov-21

Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 Recovery Activity	ED will continue to collect monies from schools against the accounts receivable established for assessed liabilities resulting from compliance audits and, if/as necessary, pursue collection.	FSA also reviews the annual Single Audit Act compliance audits of schools performed by independent auditors to evaluate schools administration of FSA programs. For deficiencies identified by the auditors, schools are required to develop corrective acti
2 Recovery Activity	ED will continue to collect monies from schools against the accounts receivable established for assessed liabilities resulting from program reviews and, if/as necessary, pursue collection.	As part of its oversight activities, FSA performs program reviews of selected schools to confirm FSA requirements for institutional eligibility, financial responsibility, and administrative capability were met. For errors identified in performance, FSA as
3 Recovery Activity	ED will continue to collect monies from vendors against the accounts receivable established and, if/as necessary, pursue collection.	ED has established an integrated system of complementary oversight functions to help detect and recover improper payments and ensure compliance by all participating parties. When an improper payment is detected and deemed collectable, FSA establishes an a

Accomplishments in Reducing Monetary Loss	Date
1 FSA held the 2020 (Virtual) Federal Student Aid Conference for Financial Aid Professionals.	Dec-20
2 FSA issued additional guidance to address the continued challenges that schools and their students face due to the COVID-19 pandemic.	Mar-21
3 FSA launched the FSA Partner Connect Website which includes policy and guidance in the Knowledge Center, access to helpful tools, training announcements, and links to other FSA websites to manage Title IV program eligibility and aid administration.	Mar-21

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$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.	Automation; Change Process; Cross Enterprise Sharing	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.	Training	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.