

Payment Integrity Scorecard

Program or Activity
Supplemental Security Income

Reporting Period
Q4 2021

Change from Previous FY (\$M)

-\$91M

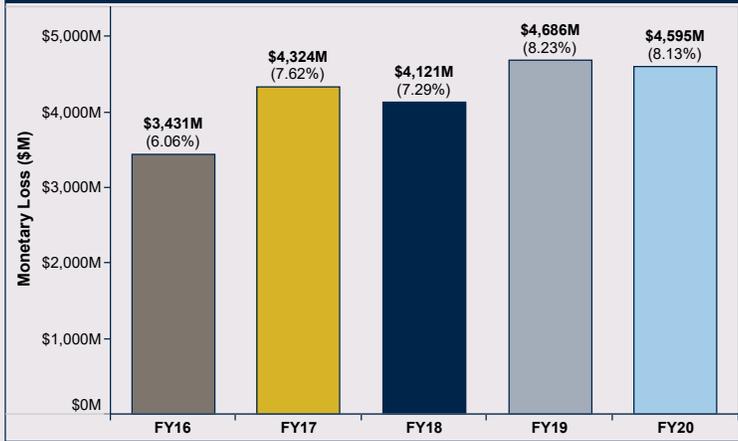


SSA
Supplemental Security Income

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.

Key Milestones	Status	ECD
1 Develop mitigation strategies to get the payment right the first time	On-Track	Sep-22
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
6 Achieved compliance with PIIA	On-Track	May-22
7 Identified any data needs for mitigation	On-Track	Sep-22

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



Goals towards Reducing Monetary Loss	Status	ECD
1 Q4 2021 Continue planning and analysis for robust management information and automate posting of wages received from payroll information exchange onto records.	On-Track	Sep-22
2 Q4 2021 Continue to promote timely wage reporting to improve timely receipt of wage and employment information.	On-Track	Sep-22

Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 Recovery Activity	We will continue development of a new debt management system to improve the installment agreement process and integrate with outside agency collection tools (such as Treasury Offset Program, etc.).	SSA is in the development phase of expanding our lockbox processing, which will redirect all mail addressed to the Mid-Atlantic Program Service Centers Remittance Accounting Unit to Treasury lockbox service.
2 Recovery Activity	We will continue to refine SSAs remittance process to reduce exceptions from the lockbox, Online Bill Pay, and Pay.gov processes.	We continued development of a new debt management system, which will improve tracking and allow for more dynamic debt collection.
3 Recovery Activity	We will continue to refine policies and processes associated with long-term repayment plans.	SSA implemented Online Bill Pay giving individuals the ability to pay SSA electronically through their financial institutions.

Accomplishments in Reducing Monetary Loss	Date
1 SSA implemented Online Bill Pay giving individuals the ability to pay SSA electronically through their financial institutions.	Jul-21
2 We implemented the first phase of the Bipartisan Budget Act of 2015 Section 824, referred to as the Payroll Information Exchange. In August 2021, we began exchanging data with the payroll data providers.	Aug-21
3 When living in the household of another, claimants may be charged in-kind support and maintenance unless they are paying their share of expenses. Policy includes a longstanding tolerance of \$5. The policy of \$5 tolerance was recently changed to \$20.	Aug-21

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$3,996M	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.
\$221M	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.
\$210M	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.

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