Payment Integrity Scorecard

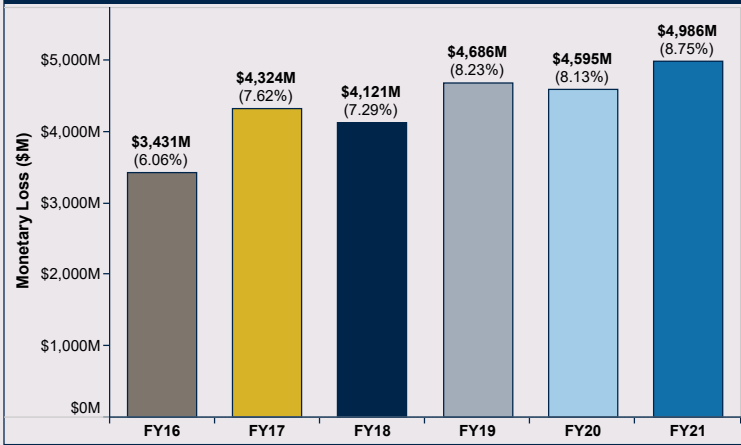| Program or Activity	Reporting Period
Supplemental Security Income	Q1 2022

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.

Change from Previous FY ($M) $390M ↑

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

FY16	FY17	FY18	FY19	FY20	FY21
$3,431M (6.06%)	$4,324M (7.62%)	$4,121M (7.29%)	$4,686M (8.23%)	$4,595M (8.13%)	$4,986M (8.75%)

Key Milestones

		Status	ECD
1	Develop mitigation strategies to get the payment right the first time	On-Track	Sep-23
2	Evaluate the ROI of the mitigation strategy	On-Track	Dec-25
3	Determine which strategies have the best ROI to prevent cash loss	On-Track	Dec-25
4	Implement new mitigation strategies to prevent cash loss	On-Track	Dec-25
5	Analyze results of implementing new strategies	On-Track	Dec-25
6	Achieved compliance with PIIA	On-Track	May-23
7	Identified any data needs for mitigation	On-Track	Sep-23

Goals towards Reducing Monetary Loss

			Status	ECD
1	Q1 2022	Continue planning and analysis for robust management information and automated employer participation notices, pending information technology prioritization.	On-Track	Sep-23
2	Q1 2022	Continue to promote timely wage reporting to improve timely receipt of wage and employment information.	On-Track	Sep-23

	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.).	We are 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 Treasurys lockbox service.
2	Recovery Activity	We will continue to refine our 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.	We expanded capabilities of the Social Security Electronic Remittance System in our field offices to allow the collection of Conserved Funds.

Accomplishments in Reducing Monetary Loss

		Date
1	We updated a sub-regulatory policy that is built into the SSI claims system that determines if a claimant meets his or her pro rata share tolerance amount when living in the household of another. Â Â We raised the tolerance amount from $5 to $20.	Oct-21
2	We expanded capabilities of the Social Security Electronic Remittance System in our field offices to allow the collection of Conserved Funds.	Dec-21
3	We implemented the first phase of the Bipartisan Budget Act of 2015 Section 824, referred to as the Payroll Information Exchange. In December 2021, we continued exchanging data with the payroll data providers.	Dec-21

Amt($)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
$4,203M	Overpayments outside the agency control that occurred because of an Inability to Access the Data/Information Needed.	Reliance on timely self-reporting of employment and wage information.	Cross Enterprise Sharing - sharing of documents, processes, and opportunities with intra-agency partners and stakeholder. Potentially managed through federated repositories and a registry to create a longitudinal connection to information used to mitigate Improper Payments	Improve timely receipt of wages and employment information. The payroll information exchange should reduce our reliance on recipients to self-report wage and employment information.
$426M	Overpayments within agency control that occurred because of a Failure to Access Data/Information Needed.	Computing the payment and failure to obtain or act on available information affecting the payment.	Training teaching a particular skill or type of behavior; refreshing on the proper processing methods.	Reduce payment errors due to administrative and processing errors.
$357M	Overpayments outside the agency control that occurred because the Data/Information Needed Does Not Exist.	Reliance on timely self-reporting of In-kind Support and Maintenance that can be in the form of food, shelter, or both from family, friends, or other third-party sources.	Change Process altering or updating a process or policy to prevent or correct error.	Simplify the SSI program and reduce the burden on recipients and representative payees.

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