

Payment Integrity Scorecard

Program or Activity
Supplemental Security Income

Reporting Period
Q3 2022

Change from Previous FY (\$M)

\$390M



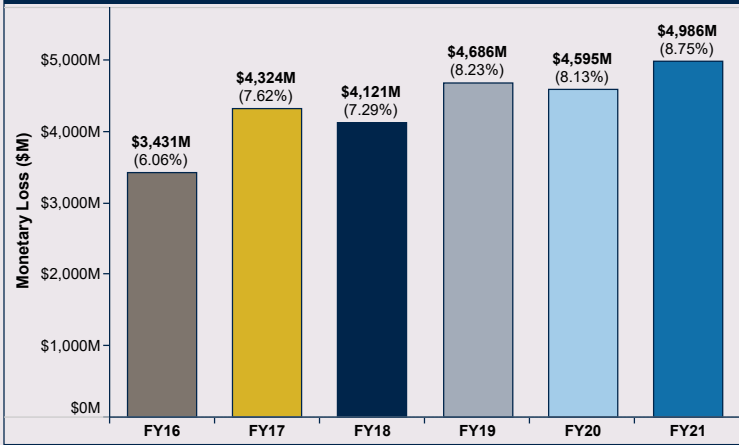
SSA
Supplemental Security Income

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-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

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



Goals towards Reducing Monetary Loss	Status	ECD
1 Q3 2022 Continue planning and analysis for management information and automate employer participation notices, pending information technology prioritization.	On-Track	Sep-23
2 Q3 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).	Expanding the Social Security Electronic Remittance System reduced the remittance workload in the Mid-Atlantic Program Service Center by processing, on average, 79% of remittances for conserved funds from January through May 2022.
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 continued development of a new debt management system, which will improve tracking and allow for more dynamic debt collection.

Accomplishments in Reducing Monetary Loss	Date
1 SSI recipients, deermors, and representative payees use the SSA Mobile Wage Reporting app (download at no cost from Google Play and Apple App) to report wages. We enhanced the app functionality by adding features to improve customer experience.	May-22
2 As of June 2022, we have collected over 668,000 overpayments (OP) totaling over \$148 million via Pay.gov, over 400,000 OPs totaling over \$95 million via Lockbox, and over 10,000 OPs totaling over \$1.7 million via Online Bill Pay.	Jun-22
3 Field offices can access a LexisNexis/Accurint database to obtain real property data from a third-party resource to use as a lead for further development. Procedural instructions were added on developing and documenting based on individual responses.	Jun-22

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.