



FYs 2020–2021 Agency Priority Goal Action Plan

Improve Supplemental Security Income Payment Accuracy

Goal Leaders:

Goal Leader: Marianna LaCanfora, Deputy Commissioner, Office of Analytics, Review, and Oversight

Deputy Goal Leader: Erik Jones, Assistant Deputy Commissioner, Office of Operations

Overview

Goal Statement and Targets

Improve the integrity of the Supplemental Security Income (SSI) program by focusing our efforts on reducing overpayments (Annual Targets Only).

- By September 30, 2020, achieve an SSI overpayment accuracy rate of 94 percent.
- By September 30, 2021, achieve an SSI overpayment accuracy rate of 94 percent.

Challenge

Our greatest payment accuracy challenge is the SSI program. An SSI recipient's monthly income, resources, and living arrangements affect his or her eligibility and monthly benefit amount. Improper payments (overpayment and underpayment errors) often occur if recipients, representative payees, or deemors¹ fail to report changes timely. Even relatively minor changes can result in an improper payment.

Based on the most recent data in our FY 2018 SSI Stewardship Review (a statistically valid review of the non-medical factors of the SSI program):

- The SSI overpayment accuracy rate was 91.77 percent, totaling projected overpayments of \$4.7 billion.
- To improve SSI payment accuracy by about one-tenth of one percent represents about \$56.9 million in SSI program payments.

¹ A deemor is a person (e.g., parent or spouse) whose income and resources we consider when determining a person's eligibility or payment amount for SSI.

Overview

- To meet our overpayment accuracy goal, the agency needs to eliminate about \$1.25 billion in improper payments.

Our FY 2018 SSI Stewardship Review identified the following top reasons for SSI overpayment errors:

- Financial Accounts: Financial account-related overpayments averaged \$1.1 billion per year and represented 24 percent of the total overpayment deficiency dollars for the 5-year period FY 2014 through FY 2018.
- Wages: Wage-related overpayments averaged \$862 million per year and represented 19 percent of the total overpayment deficiency dollars for the 5-year period FY 2014 through FY 2018.
- In-Kind Support and Maintenance (ISM): Overpayments resulting from ISM, or help from others in the form of food, clothing, or shelter, averaged \$356 million per year and represented 8 percent of the total overpayment deficiency dollars for the 5-year period FY 2014 through FY 2018.

Opportunities

We strive to increase our payment accuracy by using more data and technology, including:

- Providing an option for reporting earnings using authority from the Bipartisan Budget Act of 2015, Section 826, “Electronic Reporting of Earnings;”
- Expanding our myWageReport (myWR) management information capabilities to target marketing and increase online wage reporting transactions; and
- Implementing information exchanges with payroll data providers to reduce improper payments as authorized in the Bipartisan Budget Act of 2015, Section 824, “Use of electronic payroll data to improve program administration.”

Leadership and Implementation Team

Office of Analytics, Review, and Oversight (OARO) APG Leadership and Implementation Teams

Leadership Team

Marianna LaCanfora, *Deputy Commissioner (OARO)*
Goal Leader

Erik Jones, *Assistant Deputy Commissioner (Office of Operations)*
Deputy Goal Leader

Executive Director (OARO)
Audits and Improper Payments Prevention Staff

Associate Commissioner (Office of Operations)
Office of Public Service and Operations Support

Implementation Team

Division Director (OARO)
Improper Payments Prevention Staff

Associate Commissioner (Office of Budget, Finance, and Management)
Office of Financial Policy and Operations

Associate Commissioner (Office of Retirement and Disability Policy)
Office of Income Security Programs

Associate Commissioner (Office of Operations)
Office of Electronic Services and Technology

Goal Structure and Strategies

The SSI Payment Accuracy APG supports the following strategic goal and objective defined in our FYs 2018–2022 Agency Strategic Plan.

- Strategic Goal 3: Ensure Stewardship
- Strategic Objective 3.1: Improve Program Integrity

By focusing on the root causes of improper payments, we plan to:

- Promote all wage reporting options
- Continue utilizing non-home real property commercial records
- Increase data exchange partnerships to obtain income, resources, and data regarding absence from the US

Key indicators of success in our goal progress include:

- Increased timely wage reporting
- Increased identification of countable resources
- Increased awareness of SSI rules and regulations, including situations when an individual leaves the United States and are ineligible for benefits

Goal Structure and Strategies

Implementation Strategies:

- Conduct SSI non-medical redeterminations: To ensure the most cost-effective investment of agency resources, we use an automated method that predicts and identifies cases most likely to incur overpayments. Our estimates indicate that non-medical redeterminations conducted in FY 2020 will yield a return on investment of about \$3 on average of net Federal program savings over 10 years per \$1 budgeted for dedicated program integrity funding, including SSI and Medicaid program effects.
- Increase timely wage reporting to address a root cause of improper payments and prevent its reoccurrence: SSI recipients, deemors, and representative payees may use the following options to report wages:
 - Mail;
 - Direct contact with our employees via phone or in-person;
 - A mobile application (i.e., SSI Mobile Wage Reporting);
 - A dedicated toll-free number (i.e., SSI Telephone Wage Reporting); or
 - myWageReport (myWR) (located behind the *my Social Security* portal).

Goal Structure and Strategies

- Collection of non-home real property metrics: In FY 2020, we will assess the impact and evaluate the effectiveness of the project on improper payments. We use commercial records as a lead to determine whether an individual owns real property that does not serve as his or her principal place of residence and may be a countable resource. We will collect data to measure the outcomes, based upon suspension or denial of SSI benefits, of this electronic process.
- Collaborate with partners to reduce improper payments: We will pursue additional data through a variety of sources (e.g., payroll providers, financial institutions, information providers, and other federal partners including the Department of Homeland Security) in coming years.

Summary of Progress – FY 2020 Q1 and Q2

Overall APG Progress

In the first quarter, we completed our milestone of analyzing online wage reporting submission failures, and we implemented a systems enhancement to reduce unsuccessful transmissions. On February 10, 2020, we released an instructional video to our field office (FO) employees explaining how to locate the Employer Identification Number using SSA systems. On March 6, 2020, we also released an accompanying desk guide. We are working on a second public video that will play daily in our FOs, explaining how to submit paystubs using myWageReport (myWR) to avoid office visits.

As of the end of the second quarter, we remain on track to meet our FY 2020 SSI non-medical redeterminations and SSI wage reporting targets.^{2,3} We are also working internally to develop a wage data exchange system to query records, automate computations, modify notices, and provide limited management information for SSI recipients. We continue to work with the Department of Homeland Security (DHS) to expand our data exchange to include U.S. citizens. On February 4, 2020, DHS began capturing citizen foreign travel data in the Arrival and Departure Information System. DHS will backfill historical citizen foreign travel data over the next several months.

In mid-March, we suspended processing and collection of overpayments to help ensure income and healthcare security for our beneficiaries during this pandemic. We plan to explore ways of ensuring that our FY 2020 payment accuracy report reflects the global effects of the COVID-19 event, as it will presumably also impact other goals within SSA and across government.

² FY 2020 results are through March 27, 2020, which is the end of the operating month.

³ Effective March 17, we took steps to protect the public and our employees from COVID-19. At this time, we are still assessing how the COVID-19 pandemic will impact our workload performance ([and hiring] where appropriate).

Key Milestones

We have identified quarterly milestones to assess our progress toward completing the SSI payment accuracy goal.

Milestone Summary		
Key Milestone	Milestone Due Date	Milestone Status
FY 2020		
Conduct a root cause analysis of the current online wage reporting failures and implement a systems fix.	Q1	Complete
Formalize a corrective action plan process that will serve as a mechanism for components to document, track, measure, and monitor the timely completion of activities that will help reduce improper payments.	Q2	Complete
Implement refresher myWR application training for field office employees.	Q3	On-Track
Increase the number of wage reports we process using all SSI wage reporting options by 2 percent over the FY 2019 annual total.	Q4	
Complete 100 percent of budgeted non-medical SSI redeterminations for FY 2020.	Q4	

Key Milestones

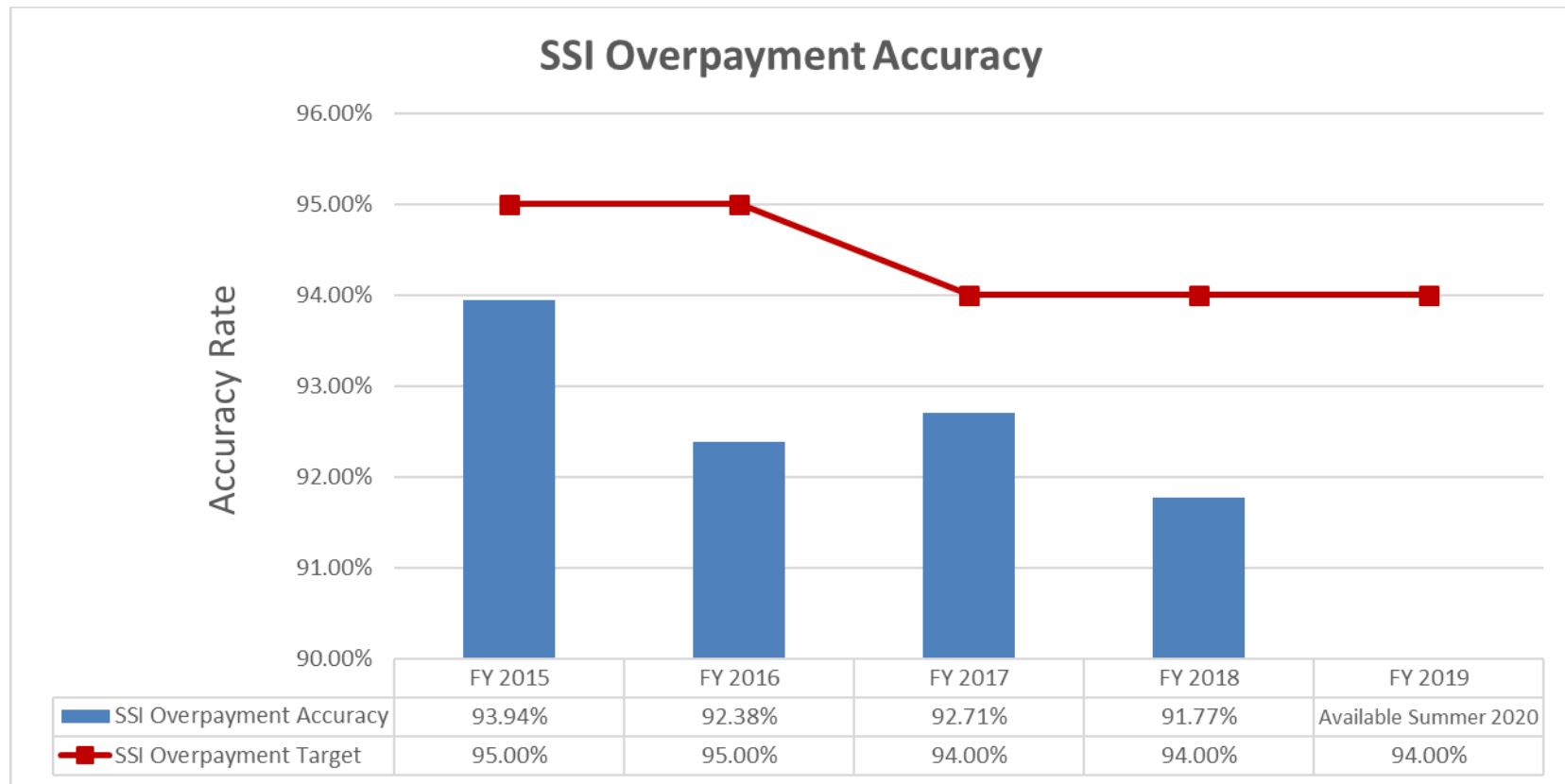
Key Milestone	Milestone Due Date	Milestone Status
FY 2021		
Issue a report on the feasibility of expanding the Access to Financial Information searches.	Q1	
Automate an information exchange with a payroll data provider as authorized in the Bipartisan Budget Act of 2015, Section 824.	Q2	
Initiate automated alerts that will prompt employees to review cases with potential SSI entitlement.	Q3	
Complete 100 percent of budgeted non-medical SSI redeterminations for FY 2021.	Q4	
Increase the number of wage reports we process using all SSI wage reporting options by 2 percent over the FY 2020 annual total.	Q4	

Key Indicators

Historical Data

Primary Indicator: SSI Overpayment Accuracy (Annual Targets Only)

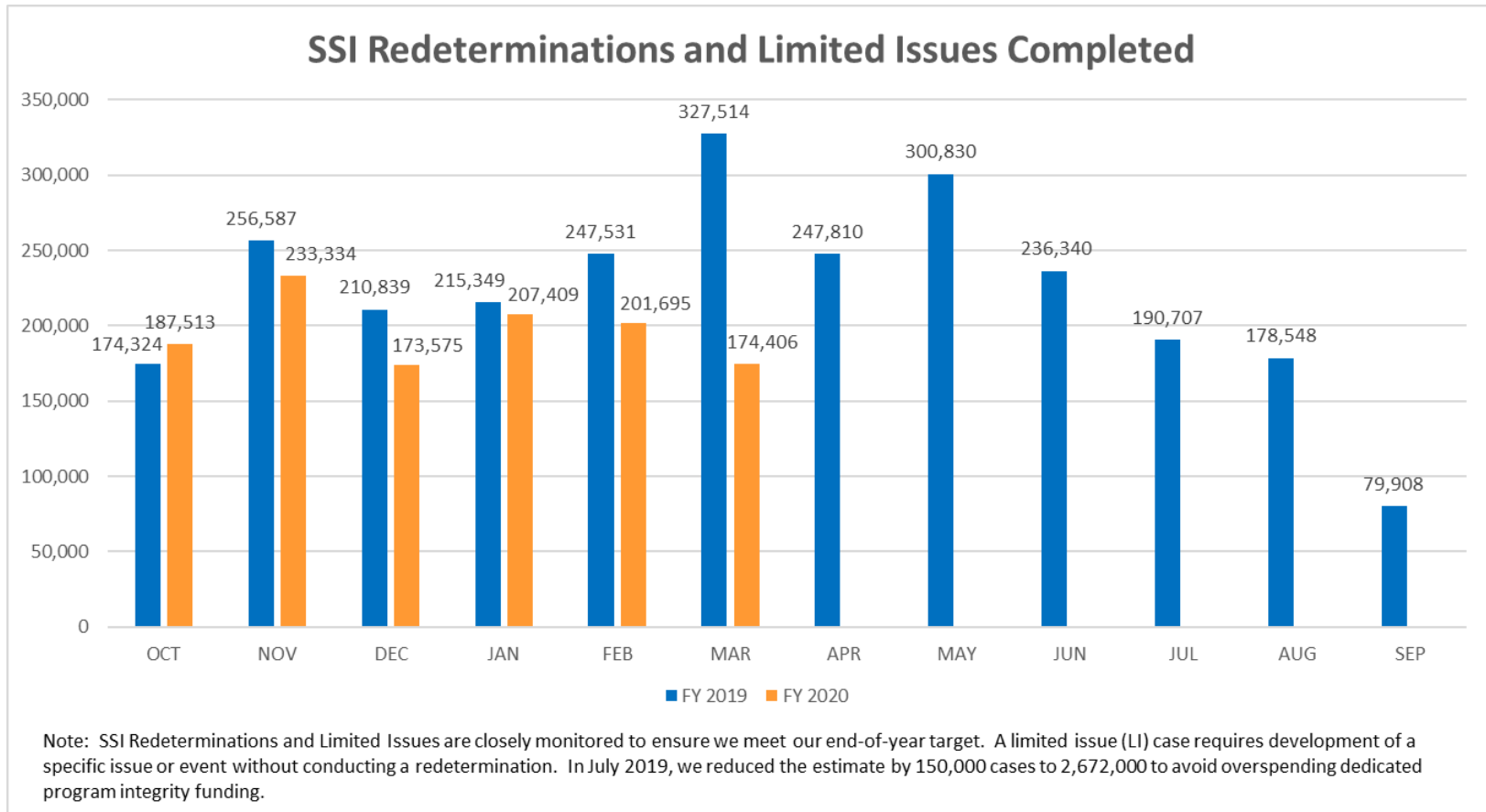
- FY 2020 Target: 94 percent of SSI payments free of overpayment.
- FY 2021 Target: 94 percent of SSI payments free of overpayment.



Key Indicators

Secondary Indicator: SSI Non-Medical Redeterminations Completed

- FY 2020 Target: 2,150,000
- FYTD 2020 Results: 1,177,932

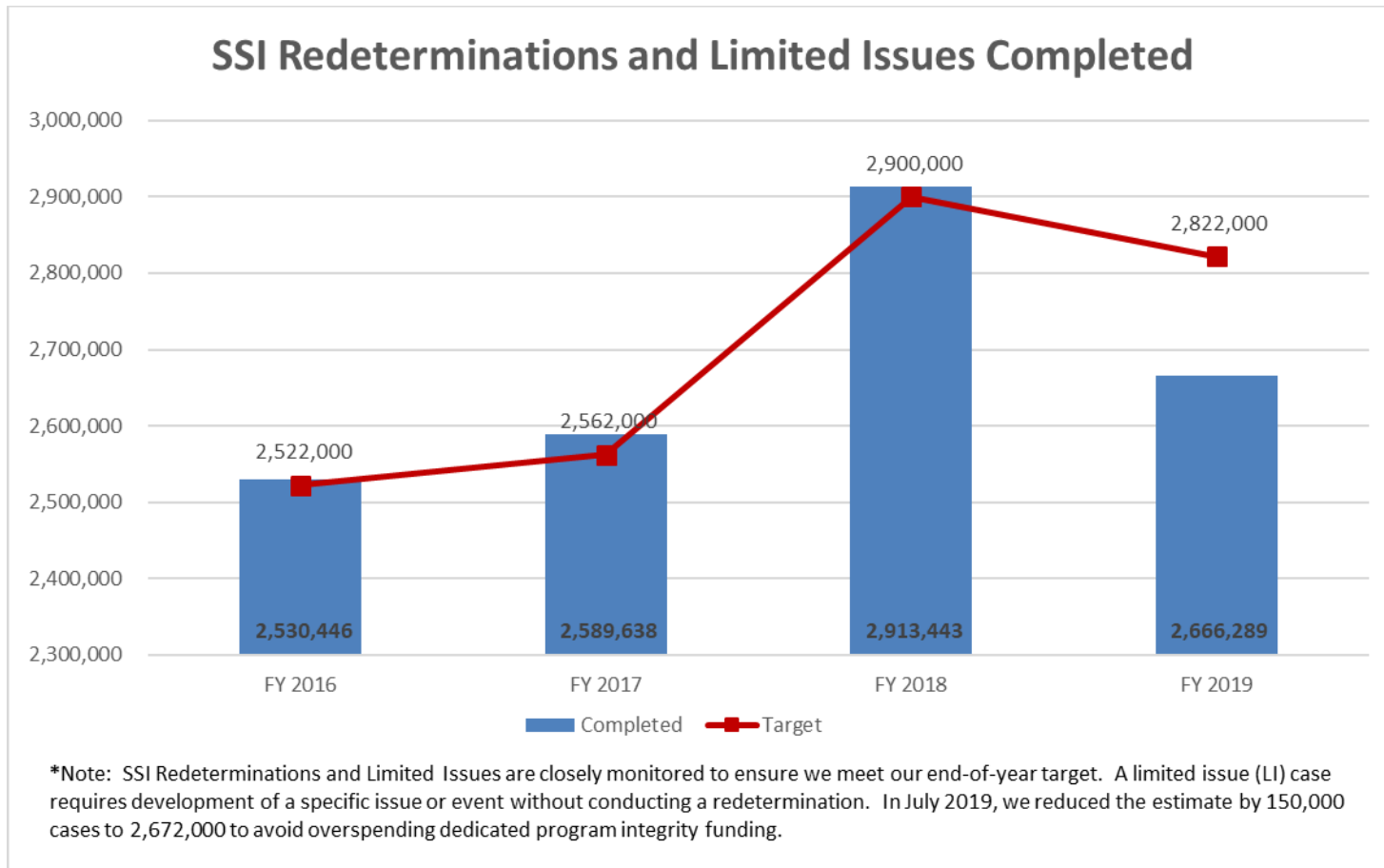


Key Indicators

Historical Data

SSI Non-Medical Redeterminations Completed:

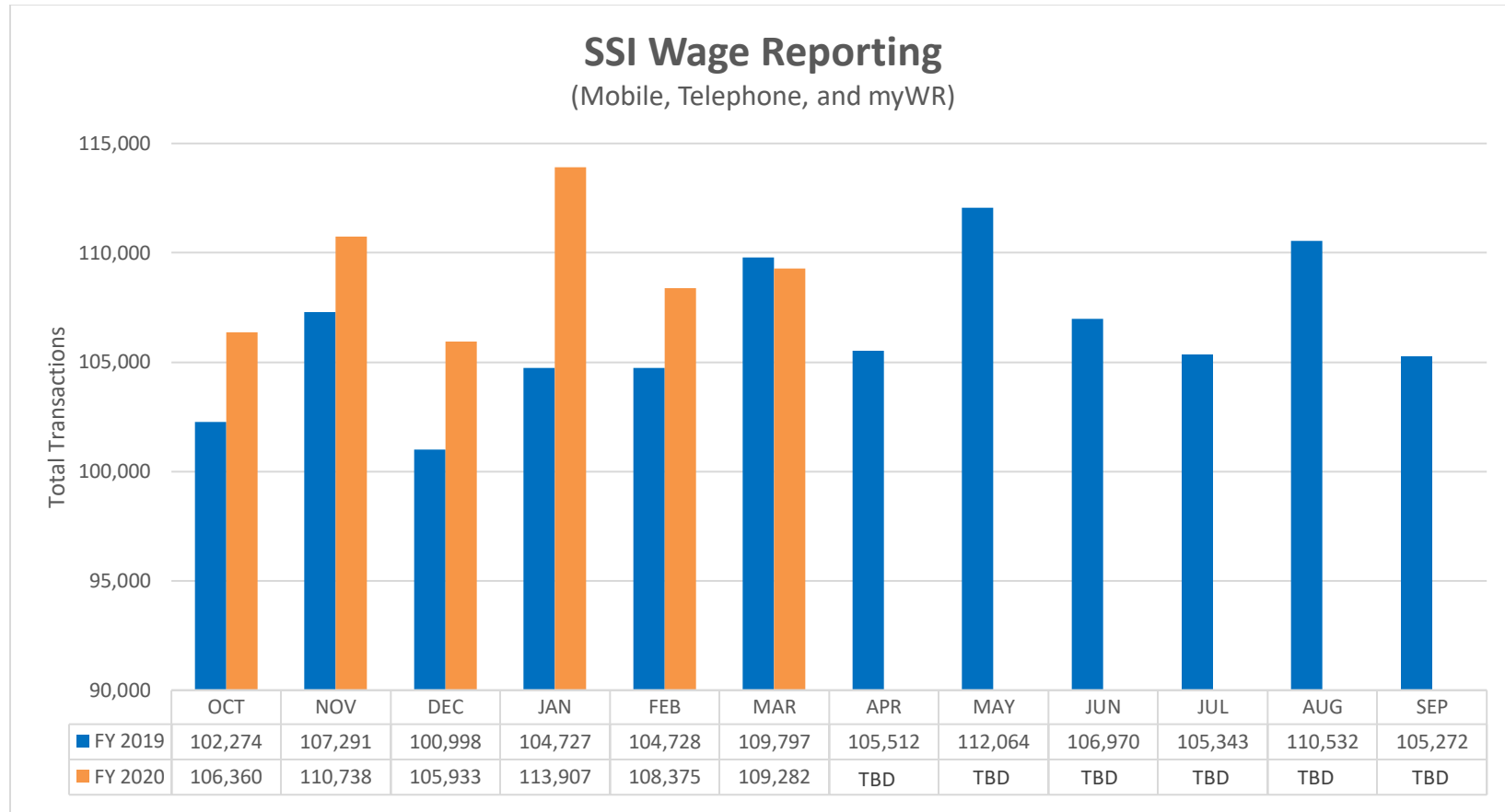
- FY 2020 Target: Complete 100 percent of budgeted SSI non-medical redeterminations (2,150,000).
- FY 2021 Target: Complete 100 percent of budgeted SSI non-medical redeterminations.



Key Indicators

Secondary Indicator: SSI Wage Reporting

- FY 2020 Target: 1,301,018
- FYTD 2020 Results: 654,595

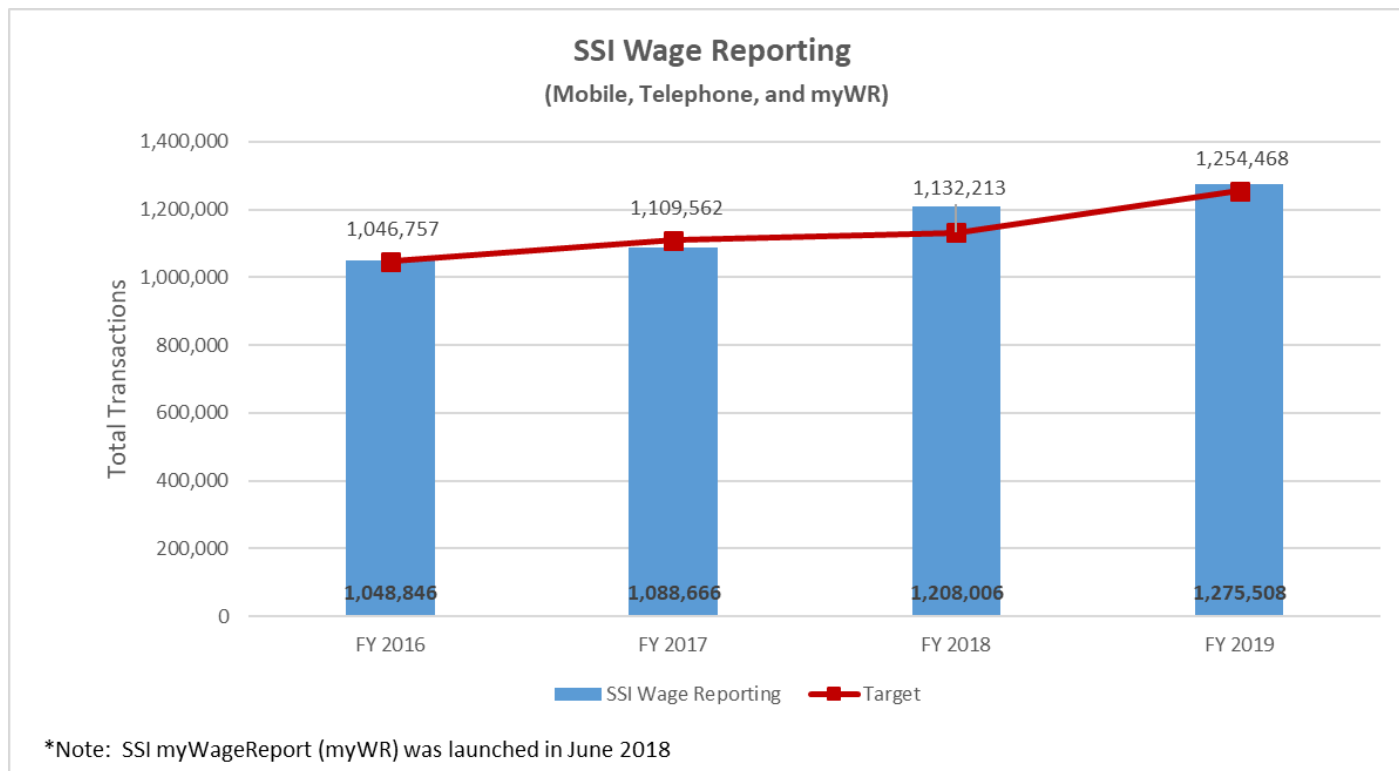


Key Indicators

Historical Data

SSI Wage Reporting:

- FY 2020 Target: Increase the number of total wage reports we process using SSI telephone wage reporting (TWR), SSI mobile wage reporting (MWR), and myWR by 2 percent (1,301,018) over the number in FY 2019.
- FY 2021 Target: Increase the number of total wage reports we process using SSI TWR, MWR, and myWR by 2 percent over the number in FY 2020.

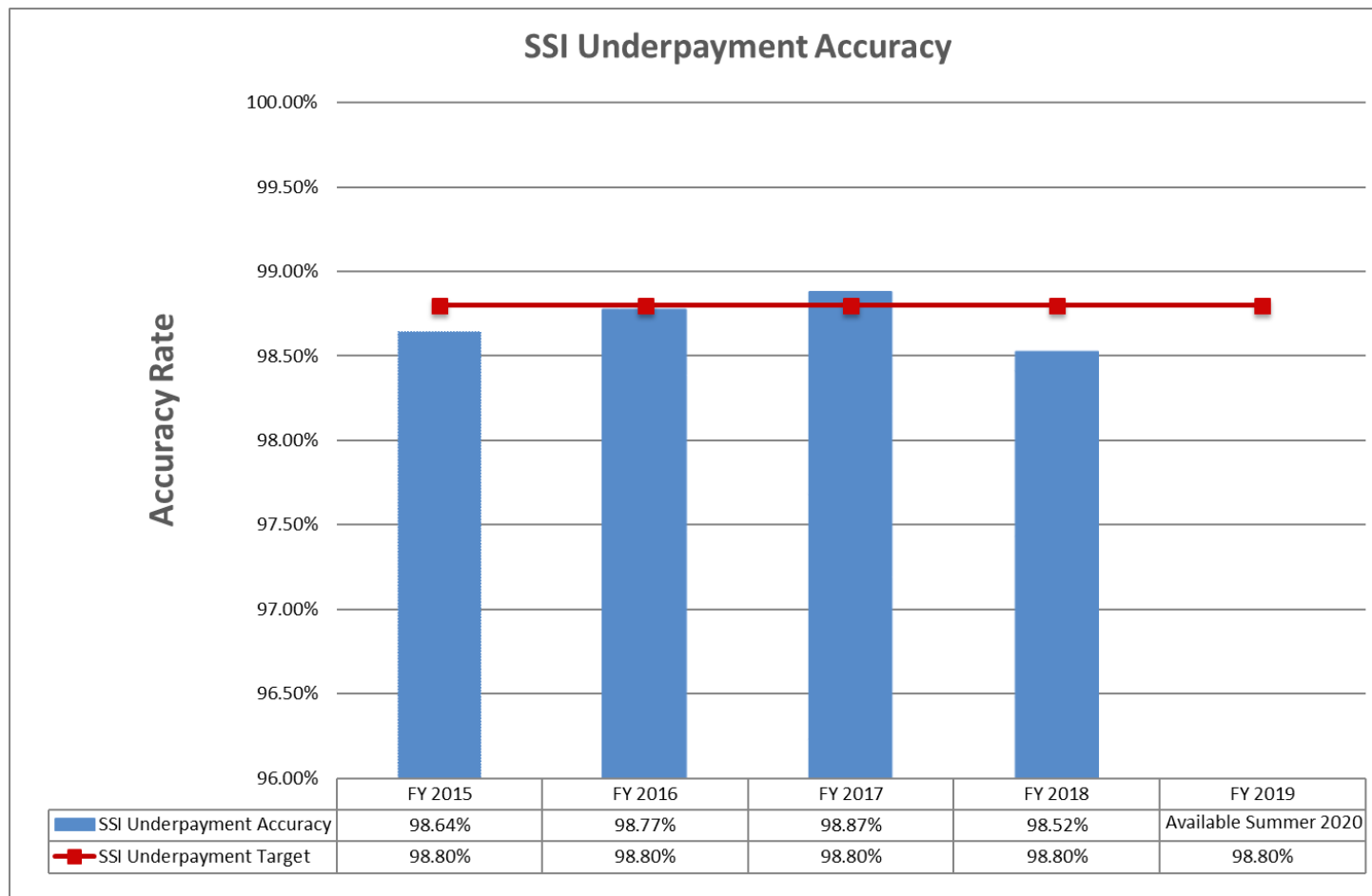


Key Indicators

Historical Data

Secondary Indicator: SSI Underpayment Accuracy (Annual Targets Only)

- FY 2020 Target: 98.8 percent of SSI payments free of underpayment.
- FY 2021 Target: 98.8 percent of SSI payments free of underpayment.



Assumptions and Risks

We have identified the following assumptions for accomplishing the goal. We have also identified the following risks that could affect our progress along with mitigation plans to address these risks.

Assumptions

We receive funding for continuation of program integrity activities, including SSI redeterminations.

We report our SSI payment accuracy on an annual basis, which we believe is the most accurate and cost-effective method for such reporting.

Key Risks	Mitigation
Reliance on SSI recipients to timely self-report changes that may affect eligibility or payment amount	We continue to pursue data exchanges to secure data directly and reduce our dependence on SSI recipients to self-report.
SSI program design makes eligibility requirements complex	We continue to propose legislation that would simplify the SSI program and reduce self-reporting requirements.
Limited information technology (IT) resources	We have a sound business process that assesses the viability of IT proposals, ensures they align with our Agency Strategic Plan, and prioritizes our IT investments to use available IT resources.

Data Accuracy and Reliability

The annual SSI Stewardship review is our methodology for determining payment accuracy.

Each year, we report the findings of our SSI stewardship (non-medical payment accuracy) review. These findings provide the basis for SSI payment accuracy reports to monitoring authorities and meet the reporting requirements of the Improper Payments Information Act of 2002, as amended by the Improper Payments Elimination and Recovery Act of 2010, and the Improper Payments Elimination and Recovery Improvement Act of 2012 (IPERA).

SSA's Office of the Inspector General (OIG) conducts an independent audit of our IPERA report each fiscal year. In doing so, we provide OIG with all supporting documentation for information in the SSI stewardship report. OIG has concluded that this information is accurate and reliable.

We also use Stewardship data to identify trends. Those trends, combined with further analysis, are used to identify corrective action plans to reduce improper payments.

Additional Information

Internal Stakeholders:

Improper Payment Oversight Board: The board provides enterprise-wide governance and accountability and serves as the corporate team that: oversees all improper payment related activities for the agency; collaborates and shapes improper payment strategies; resolves cross-component differences; and drives timely results.

External Stakeholders:

Congress: Congress has a continued interest in our efforts to reduce improper payments. Our executive leadership has testified before the House Committee on Ways and Means about our corrective actions to reduce improper payments and increase debt collection.

Claimant Advocacy and Disability Advocacy Organizations: These organizations advocate for the rights of individuals applying for and/or receiving SSI.

The Public: We balance our program integrity responsibilities with our commitment to serve the public and issue timely payments. In FY 2019, the agency paid approximately \$58 billion in Federal benefits and State supplementary payments to approximately 8 million SSI recipients on average each month (approximately 2.7 million of whom concurrently receive Old Age and Survivors Insurance or Disability Insurance benefits). We remain focused on the integrity of our programs and minimizing improper payments, which include both overpayments and underpayments.

The Office of Management and Budget (OMB): OMB oversees the implementation of our strategies to reduce improper payments.