Payment Integrity Scorecard

Program or Activity	Reporting Period
Supplemental Security Income (SSI)	Q4 2022

Change from Previous FY ($M)
**$390M** ⬆

SSA
Supplemental Security Income (SSI)

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.

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

Bar chart — Monetary Loss ($M):
- FY16: $3,431M (6.06%)
- FY17: $4,324M (7.62%)
- FY18: $4,121M (7.29%)
- FY19: $4,686M (8.23%)
- FY20: $4,595M (8.13%)
- FY21: $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
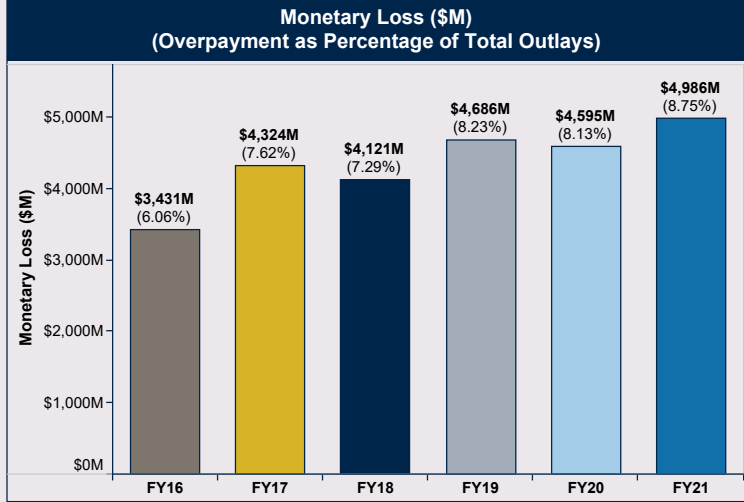
Goals towards Reducing Monetary Loss			Status	ECD
1	Q4 2022	Continue planning and analysis for management information and automate employer participation notices, pending information technology prioritization.	On-Track	Sep-23
2	Q4 2022	Continue to promote timely wage reporting to improve timely receipt 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 over 80% of remittances for conserved funds from January through September 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	We released a blog and social media posts to promote the my Social Security account's 10th anniversary and to highlight the many secure and convenient self-service options online, including wage reporting.	Jun-22
2	We released a blog for SSI recipients and their representative payees on the importance of reporting life changes to us. We used behavioral insights in developing the blog in an effort to improve engagement with the public.	Aug-22
3	As of September 2022, Pay.gov has recorded approximately 782,000 transactions, collecting over $172 million dollars in overpayments. Online Bill Pay has recorded over 18,725 transactions, with a total of approximately $2.67 million collected.	Sep-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.