

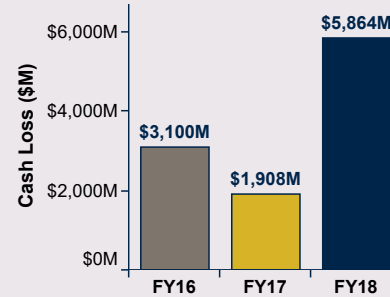
Goal: Getting Payments Right

Change from Previous FY (\$M)

\$3956M



Cash Loss by FY (\$M)



SSA

Old-Age, Survivors, and Disability Insurance

Brief Program Description:

The Social Security Administration provides monthly Social Security benefits to qualified individuals who are retired or disabled. Dependents of eligible beneficiaries and surviving dependents of deceased workers can also receive monthly benefits.

| Key Milestones | Status | ECD |
|---|----------|--------|
| 1 Finalize estimated cash loss estimation methodology | On-Track | Oct-20 |
| 2 Identify estimated cash loss amount for FY 2018 | On-Track | Oct-20 |
| 3 Identify true root causes of cash loss | On-Track | Oct-20 |
| 4 Develop mitigation strategies to get the payment right the first time | On-Track | Oct-20 |
| 5 Evaluate the ROI of the mitigation strategy | On-Track | Sep-21 |
| 6 Determine which strategies have the best ROI to prevent cash loss | On-Track | Sep-21 |

| Quarterly Progress Goals | Status | Notes | ECD |
|--|----------|---|--------|
| 1 Q2 2019 Improve the medical continuing disability review appeal process by automating manual actions and expanding functionality to track and control cases. | On-Track | Continue identifying automated enhancements to track and cease cases timely. | Sep-19 |
| 2 Q2 2019 The WorkSmart pilot programs will allow us to timely identify beneficiaries working above SGA* We will use monthly, annual, and quarterly, earnings to identify cases that require a work CDR** to determine if they should continue receiving benefits. | On-Track | In FY 2019, we expect to see an increase in the number of cases that require processing of a work CDR. *SGA - substantial gainful activity **CDR - continuing disability review | Sep-19 |

| Recent Accomplishments | Date |
|---|--------|
| 1 Completed automation enhancements to address corrective actions for Windfall Elimination Provision (WEP) & Government Pension Offset (GPO) cases; implemented several software changes. Result: more efficient & reduces likelihood of improper payments. | Nov-18 |
| 2 Completed training for automation enhancement for WEP and GPO cases. VOD training provided guidance on how to complete the new MCS WEP/GPO mini-path screens, Change in PIA screens and the new Non-Covered Earnings screen about non-covered pension. | Nov-18 |
| 3 Expanded functionality in myWageReport internet application to include: messaging for overlapping pay periods, sorting pay periods, upgrading security, adding receipts to Message Center, adding Dynamic Help widget, and updating audit trail. | Dec-18 |

| FY18 Amt(\$) | Root Cause | Root Cause Description | Mitigation Strategy | Anticipated Impact of Mitigation |
|--------------|--|---|--|--|
| \$4,032M | Failure to verify: other eligibility data | Reliance on timely self-reporting of information affecting payment and eligibility. | BBA 824:In FY 2019, restart acquisition process; systems requirements & market research needed to procure contract with payroll data providers. Meet to discuss automated solutions to ensure medical continuing work disability reviews are ceased timely | Improve the timely receipt of payroll information to mitigate against improper payments due to wages. Reduce the number of unprocessed medical cessation cases resulting from ongoing continuing disability reviews. |
| \$796M | Failure to verify: death data | Improper payments issued because the agency fails to receive timely reports of death. | In FY 2019, we will continue efforts to improve the accuracy and consistency of death information by adding nearly 3 million death records to the Death Master File, which will benefit external users of our data and prevent improper payments. | Reduce the number of discrepancies in our records related to reports of death. |
| \$577M | Administrative or process errors made by: federal agency | Administrative errors and complex manual computations affect the quality of our programmatic workloads. | Issue periodic reminders regarding policy and preform quality reviews of error-prone workloads. | Reduce administrative and processing errors in our programmatic workloads. |

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