

Report Summary

Social Security Administration Office of the Inspector General

May 2012



Objective

To determine whether (1) the Social Security Administration (SSA) was conducting triennial site reviews timely and (2) a sample of recent reviews detected signs of potential misuse or significant noncompliance with the Agency's policies and procedures.

Background

SSA selects representative payees for Old-Age, Survivors and Disability Insurance and Supplemental Security Income (SSI) beneficiaries when representative payments would serve the individual's interests.

The *Social Security Protection Act of 2004* requires that SSA conduct periodic reviews of volume organizational payees. For our audit period, Agency policy required reviews at least once every 3 years. Triennial site reviews are conducted to ensure payees are performing their duties satisfactorily and protect beneficiaries from misuse.

To view the full report, visit <http://oig.ssa.gov/audits-and-investigations/audit-reports/A-13-11-11127>

The Social Security Administration's Triennial Site Reviews of Volume Organizational Representative Payees **(A-13-11-11127)**

Our Findings

Generally, SSA conducted the triennial site reviews in accordance with its 3-year cycle policy. Of the 2,705 active volume organizational payees, the Agency timely completed triennial reviews for 2,466. However, we determined the Agency did not timely complete triennial reviews for 239 payees. In addition, we determined the data recorded on the Representative Payee Monitoring Application (RPMA) Website did not always contain information for all volume organizational representative payees. As a result, we determined SSA did not always identify all volume organizational payees subject to site reviews.

Finally, while we did not find any indications that Social Security benefits were misused by the 18 payees we visited, 11 payees did not comply with all SSA's policies and procedures.

Our Recommendations

We recommend SSA:

1. Comply with its policies to complete site reviews timely.
2. Determine whether it is cost-effective to update the RPMA Website more frequently to identify all volume organizational payees subject to site reviews.
3. Review the records of the eight SSI beneficiaries we identified as being over the \$2,000 resource limit and the eight beneficiaries we identified as having unreported income, and recover any overpayments, as applicable.

SSA agreed with the recommendations.