

Goal: Getting Payments Right

Program or Activity
Old-Age, Survivors, and
Disability Insurance

Reporting Period
Q3 2020

Change from Previous FY (\$M)

-\$3,648M



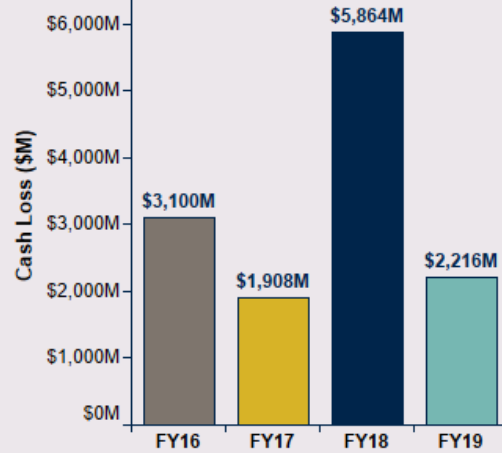
SSA

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.

Cash Loss by FY (\$M)



Key Milestones		Status	ECD
1	Develop mitigation strategies to get the payment right the first time	On-Track	Oct-20
2	Evaluate the ROI of the mitigation strategy	On-Track	Sep-21
3	Determine which strategies have the best ROI to prevent cash loss	On-Track	Sep-21
4	Implement new mitigation strategies to prevent cash loss	On-Track	Sep-21
5	Analyze results of implementing new strategies	On-Track	Dec-22

Quarterly Progress Goals			Status	Notes	ECD
1	Q3 2020	Continue efforts to improve the accuracy and consistency of death information by obtaining State death files and recruiting the remaining States and Jurisdictions for the Electronic Death Registration process.	On-Track	N/A	Oct-20
2	Q3 2020	Increase the number of wage reports using myWageReport (myWR) to improve timely receipt of wage and employment information.	On-Track	N/A	Oct-20

Recent Accomplishments		Date
1	We completed refresher training on using myWageReport and provided a desk guide of step-by-step instructions to technicians.	Mar-20
2	We continued to analyze and validate State death data records. Upon validation, 19,316 records were updated with the State death data.	Apr-20

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$1,060M	Failure to verify: other eligibility data	Reliance on timely self-reporting of information affecting payment and eligibility.	Build and implement an information exchange for monthly earnings data from third-party payroll data providers under Section 824 of the Bipartisan Budget Act of 2015.	Improve timely receipt of wages and employment information. The information exchange will reduce our reliance on beneficiary to self-report wages and employment information.
\$677M	Failure to verify: death data	Improper payments issued because the agency fails to receive timely reports of death.	Continue to enhance our death processing system to update records with death data and terminate benefits timely.	Improve the accuracy and consistency of death information and reduce untimely notifications of death.
\$352M	Administrative or process errors made by: federal agency	Administrative errors and complex manual computations affect the quality of our programmatic workloads.	Enhance applications and automate manual actions. Also, conduct refresher training, provide step-by-step processing instructions and issue periodic reminders of policy on error-prone workloads.	Increase efficiency and reduce improper payments.

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