

## Business Case: Capital Asset Summary

### Part I: Summary Information and Justification (All Capital Assets)

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2018-09-21

**Date of Last Change to Activities:** 2021-06-30

**Investment Auto Submission Date:**

**Date of Last Investment Detail Update:** 2020-09-25

**Date of Last Business Case Update:** 2020-10-30

**Date of Last Revision:** 2021-06-30

**Agency:** 016 - Social Security Administration      **Bureau:** 00 - Agency-Wide Activity

**1. Name of this Investment:** Rep Payee Legislation

**2. Unique Investment Identifier (UII):** 016-000002807

#### Section B: Investment Detail

- Provide at least one Agency Strategic objective code ([A-11 Section 230](#)) and/or Agency Priority Goal code ([A-11 Section 250](#)) that this investment aligns to on performance.gov. If this investment aligns to more than one Agency strategic objective code and/or Agency Priority goal code list all that apply. If your agency does not report to performance.gov please use "0". This is required for Agency IT Portfolio Summary Part 1 and Part 2 Investments, not for Part 3 Investments.**

Agency Strategic Objective(s):

016SO18198: Streamline Policies and Processes

016SO18200: Improve Program Integrity

Agency Priority Goal(s):

- Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**

Quantitative benefits are based on operational cost avoidance (automated vs. manual processes). Benefit Start Dates: Section 101-FY19, Section 102-FY19, Section 103-FY19 2nd half, Section 201-FY20, Section 202-FY19, Section 203-FY19. Section 104 has minimal Operations impact and is being developed as part of Debt Management so there is no cost avoidance anticipated; Section 101: time saved on quality reviews - 5 hours vs 15 hours; Section 102: accounts for Operations no longer having to process annual accounting forms for the representative payees exempt in the legislation, savings in printing and postage costs; Section 103: time saved not having to manually check if child is a beneficiary; Section 201: accounts for Operations spending less time on representative payee development; Section 202: time saved on having to conduct criminal background checks; Section 203: time saved having to resolve records with rep payee who has a rep payee. Qualitative Benefits: Enable the agency to comply

with PL 115-165; Increase the integrity of representative payee reviews and accounting; and Provide valuable data to inform any future changes needed to the representative payee program.

3. If this investment will result in the elimination or the reduction of another major or non-major investment(s), please complete the following:

Table I.B.1 Affected Investment Information	
Investment UII	To Be Status
NONE	

4. Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:

NO

5. Does the Investment plan to include an Intra- or Inter-Agency shared service that it does not currently include (common, shared, or centralized solution)?:

NO

6. If systems contained in this Investment collect data from the public, please identify the OMB Control Numbers which authorize that data collection as per the Paperwork Reduction Act. Use [Reginfo](#) at the following link to identify information collection requests and OMB control numbers. Agencies can work with their Records Officers to determine the applicability.

0960-0014|0960-0068|0960-0069|0960-0444|0960-0229|0960-0576|0960-0618|0960-0633|0960-0814

7. Provide the name of the Investment-level project manager:

Anne-Marie C. Colegrove

8. Select the qualification/experience level of the Investment-level project manager (select one):

2 - FAC-P/PM(DAWIA-2)- Mid-Level

## Section C: Life Cycle Costs

1. Provide the total estimated life cycle costs for the investment in millions. Note: Do not enter information in the grey cells as these will be calculated.

Table I.C.1 Life Cycle Costs				
	PY-1 & Prior	PY 2021	CY 2022	BY 2023
Planning Costs:	0	0	0	0
DME (Excluding Planning) Costs:	\$5.537000	\$3.926000	\$3.798000	\$3.798000
DME (Including Planning) Govt. FTEs:	\$4.244000	\$3.787000	\$3.846000	\$3.932000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$9.781000	\$7.713000	\$7.644000	\$7.730000
O & M Costs:	0	\$0.172000	\$0.170000	\$0.170000
O & M Internal Labor (Govt. FTE):	0	0	0	0
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	\$0.172000	\$0.170000	\$0.170000
Total Cost (Including Internal Labor (Govt. FTE)):	\$9.781000	\$7.885000	\$7.814000	\$7.900000
Total Cost Internal Labor (Govt. FTE) costs:	\$4.244000	\$3.787000	\$3.846000	\$3.932000
# of FTE rep by costs:	53	23	23	23
Total change from prior year final President's Budget (\$)		\$7.885000	\$7.814000	
Total change from prior year final President's Budget		0.00%	0.00%	

Table I.C.1 Life Cycle Costs

	PY-1 & Prior	PY 2021	CY 2022	BY 2023
(%)				

2.
  - a. In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)  
2018
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2023
3. Compare the funding levels for PY and CY to the final FY 2022 President's Budget for those same years. Briefly explain any significant changes. When making comparisons, ensure that you compare same-year-to-same-year (e.g., the FY20 level for 2020 versus the FY21 level for 2020):

Funding changes reflect fluctuations in the distribution of the IT budget during the annual budgeting process.

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** REP PAYEE LEGISLATION
2. **Unique Investment Identifier (UII):** 016-000002807

## Section C1: Projects Table

Projects Table C.1

Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)	Software Project?
9562	Rep Payee Legislation (SPSSB Act)	Implement the legislation for the Strengthening Protections for Social Security Beneficiaries Act of 2018. This act focuses on improvement and strengthening of SSA's representative payee program.	10/01/2018	09/30/2023	\$31.9	Yes

## Section C2: Project Activities

1. Provide all non-agile project activities for projects in Table C.1 that started in a previous FY (PY and earlier) and that have not been completed by the beginning of the CY, as well as activities that are scheduled to start in the current FY and BY.

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
9562	Section 102: Reducing Family Burden	Implement MI	9562.1	2018-10-01	2018-10-01	2018-10-01	2018-12-31	2019-01-25	2019-01-25	0.086630	0.054784	0.054784
9562	Section 102: Reducing Family Burden	Implement exemption status changes	9562.9	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-09-30	2019-09-30	0.086630	0.065594	0.065594
9562	Section 203	Semi-annual listings	9562.10	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-10-11	2019-10-11	0.346486	0.079030	0.079030
9562	Section 104: State Overpayment Liability	Halting overpayments, notice updates	9562.11	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-10-17	2019-10-17	2.173718	1.260136	1.260136
9562	Section 103: Protecting Benes thru Info Sharing	Release 1 - Data Exchange and eRPS Changes for Initial Load and	9562.12	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-10-11	2019-10-11	1.230730	1.132894	1.132894

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		Monthly Exchange										
9562	Section 201: Advance Designation	Advanced designation application	9562.13	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-10-17	2019-10-17	2.573650	1.577549	1.577549
9562	Section 202: Criminal Bar	Develop automated criminal background check functionality	9562.14	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-09-28	2019-09-28	1.069584	1.048248	1.048248
9562	Section 101: Stronger Payee Monitoring	Additional RPMT and systems functionality	9562.15	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-10-06	2019-09-30	0.840595	0.515815	0.515815
9562	Section 101: Stronger Payee Monitoring	Additional RPMT review types	9562.16	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-09-30	2019-09-30	2.779899	2.320429	2.320429
9562	FY20 Rep Payee Product Management	Continue work on various sections of The Strengthening Protections for Social Security Beneficiaries Act of 2018	9562.2	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	0.161734	0.161734	0.163189
9562	FY20 Section 101: Stronger Payee Monitoring	Continue work on better representative payee monitor and improve misuse functionality	9562.3	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	5.859357	5.859357	3.526992
9562	FY20 Section 103: Protecting Benes Thru Info Sharing	Complete work on the data exchange with States for foster care data	9562.4	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	0.503052	0.503052	0.113596

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
9562	FY20 Section 104: State Overpayment Liability	Continue work on functionality to identify overpayments on which the State is liable and to halt the overpayment collection from the beneficiary	9562.5	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	0.886362	0.886362	0.627494
9562	FY20 Section 201: Advance Designation	Continue to work on functionality to implement advanced designation	9562.6	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	2.669779	2.483785	2.902554
9562	FY20 Section 202: Criminal Bar	Continue to implement background check functionality	9562.7	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	1.128166	1.128166	0.419417
9562	FY20 Section 203: Rep Payee Who Has A Rep Payee	Generate semi-annual listings	9562.8	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	0.287886	0.287886	0.051519
9562	Product Management - Rep Payee	We plan on implementing additional functionality for Section 104 in FY21, completing implementation of Section 201 in FY21, implementing part of Section 202 in FY21.	9562.17	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.392658	0.392658	
9562	FY21 Section 101: Stronger Payee	Section 101 strengthens program	9562.18	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		4.158976	4.158977	



Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
	Monitoring	oversight by requiring additional types of on-site reviews of rep payees, improving the effectiveness of the reviews, and providing for an increased number of reviews.										
9562	FY21 Section 103: Protecting Benes Thru Info Sharing	Section 103 requires monthly data exchange between SSA and State foster care agencies to identify beneficiaries with payees whose foster care arrangements have changed so SSA can redetermine the payee. Requires SSA to report to Congress by June 30...	9562.19	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.136315	0.136315	
9562	Rep Payee Legislation Section 104: State Overpayment Liability	Clarifies that State payees for minors in foster care are responsible for repaying overpayments	9562.20	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.569181	0.569181	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		incurred while State acted as payee.										
9562	Rep Payee Legislation Section 201: Advance Designation	Allows beneficiaries to designate an individual(s) to serve as payee should the need arise, and requires SSA to select the designated individual with certain exemptions. Requires regulations specifying the information beneficiaries must provide ....	9562.21	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.527204	0.527204	
9562	FY21 Section 202: Criminal Bar	Section 202 allows SSA to disqualify current or prospective payees who do not consent to background checks. Codifies current criminal bar policies and exemptions for certain payees (e.g., custodial parents and spouses). Requires SSA to review the...	9562.22	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		1.860816	1.860816	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
9562	Rep Payee Legislation Section 203: Rep Payee who has a Rep Payee	This project currently provides Operations a bi-annual listing, for manual resolution, that identifies records where a rep payee has a rep payee to help improve payee monitoring and oversight. Systems development has been deferred to FY22+.	9562.23	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.072278	0.072278	
9562	Rep Payee Legislation Reports to Congress and MI	Provide accurate Management Information (MI) and reports to Congress on rep payee reviews, annual reporting, misuse, and the effects of advance designation to ensure compliance with legislation and policy.	9562.24	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.068916	0.068916	

## Section D: Operational Data

1. Provide the date and results of the last Operational Analysis (for operational and mixed life cycle systems/Investments):

1. Date of Analysis:

2. Analysis Results:

3. Analysis Conclusion: continue as is

2. Report a minimum of 5 metrics using the following table to provide metrics and actual results for each individual metric:

Metrics Definitions and Actual Results Table D.2 / D.3										
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
30189	Average response to End users think the delivered product/ investment/project provides business value is 4 or higher	Average of response scores	1 - Customer Satisfaction (Process Results)			4.000000	Over target	Quarterly	016SO18200 : Improve Program Integrity	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
30189	290706	5.000000	06/30/2021	Q3 Average Response Score						
30189	282960	5.000000	03/31/2021	Q2 Average Response Score						
30189	278513	5.000000	12/31/2020	Q1 Average Response Score						
28844	Number of batch background checks performed	Number of background checks	2 - Strategic and Business Results	0.000000	70000.000000	70000.000000	Over target	Annual	016SO18200 : Improve Program Integrity	No

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
28843	Number of releases implemented by legislative effective dates; This is a cumulative metric	Number of releases	2 - Strategic and Business Results	0.000000	28844	275084	0.000000	09/30/2020	Implementation of batch background checks deferred to FY21.	
					25.000000	28.000000	Over target	Annual	016SO18200 : Improve Program Integrity	No
28842	Actual IT overall costs do not exceed the planned IT overall investment costs by more than 10%	Percent	3 - Financial Performance	10.000000	28843	275085	22.000000	09/30/2020	Cumulative count of releases at the end of FY20	
					10.000000	10.000000	Under target	Annual	016SO18200 : Improve Program Integrity	No
28841	Availability of AD intranet application	Percent	2 - Strategic and Business Results	99.000000	28842	275086	0.000000	09/30/2020	The overall IT costs did not exceed the planned IT costs at all.	
					99.000000	99.000000	Over target	Monthly	016SO18200 : Improve Program Integrity	No
					28841	291313	99.990000	07/31/2021	July 2021	
					28841	290707	99.990000	06/30/2021	June 2021	

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					28841	287743	99.990000	05/31/2021	May 2021	
					28841	286406	100.000000	04/30/2021	April 2021	
					28841	282961	99.990000	03/31/2021	March 2021	
					28841	281209	99.910000	02/28/2021	February 2021	
					28841	278514	99.990000	01/31/2021	January 2021	
					28841	276821	99.980000	12/31/2020	December 2020	
					28841	275090	99.460000	11/30/2020	November 2020	
					28841	275089	99.950000	10/31/2020	October 2020	
					28841	275088	99.970000	09/30/2020	September 2020	
					28841	275087	99.990000	08/31/2020	August 2020	
					28841	267326	100.000000	07/31/2020	July 2020	
					28841	265782	99.990000	06/30/2020	June 2020	
					28841	265781	99.930000	05/31/2020	May 2020	
					28841	265780	99.990000	04/30/2020	April 2020	
					28841	259189	99.880000	03/31/2020	March 2020	
					28841	257490	99.490000	01/31/2020	January 2020	
					28841	257489	99.990000	02/29/2020	February 2020	

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					28841	254829	99.990000	10/31/2019	October 2019	
					28841	254828	99.990000	11/29/2019	November 2019	
					28841	254827	99.990000	12/31/2019	December 2019	
28840	ForeSee score for Customer Satisfaction with online interactions is 80 or higher	ForeSee numeric score	1 - Customer Satisfaction (Process Results)	80.000000	80.000000		Over target	Quarterly	016SO18200 : Improve Program Integrity	Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					28840	275091	84.000000	09/30/2020	4th Quarter 2020 ForeSee Customer Satisfaction Result	
					28840	265783	85.000000	06/30/2020	3rd Quarter 2020 ForeSee Customer Satisfaction Result	
					28840	259188	83.000000	12/31/2019	1st Quarter 2020 ForeSee Customer Satisfaction Result	
					28840	259187	81.000000	03/31/2020	2nd Quarter 2020 ForeSee Customer Satisfaction Result	