

# Report Summary

Social Security Administration Office of the Inspector General

November 2009



## Objective

To provide a summary and assessment of the most serious management and performance challenges facing the Social Security Administration (SSA).

## Background

Per the Reports Consolidation Act of 2000, the Inspectors General provided an assessment of the most serious management and performance challenges facing SSA in Fiscal Year (FY) 2009.

- Implement the *American Recovery and Reinvestment Act of 2009* Effectively and Efficiently
- Reduce the Hearings Backlog and Prevent its Recurrence
- Improve the Timeliness and Quality of the Disability Process
- Reduce Improper Payments and Increase Overpayment Recoveries
- Improve Customer Service
- Invest in Information Technology Infrastructure to Support Current and Future Workloads
- Strengthen the Integrity and Protection of the Social Security Number
- Improve Transparency and Accountability

To view the full report, visit <http://www.ssa.gov/oig/ADO/BEPDF/A-02-09-19175.pdf>

## ***Fiscal Year 2009 Inspector General Statement on the Social Security Administration's Major Management and Performance Challenges (A-02-09-19175)***

### Our Findings

While progress was made during FY 2009 in addressing these challenges, some improvements are still needed. For example, SSA needs to:

- Focus its efforts related to the new National Computer Center (NCC) on detailed plans (1) to acquire, construct and operate a new Data Center; (2) to estimate costs for the use and/or disposal of the existing NCC; and (3) for information technology requirements for the next 5, 10, and 20 years.
- Complete addition continuing disability reviews (CDR) and redeterminations. We estimated in a July 2009 report that SSA could have saved an additional \$3.3 billion during FYs 2008 and 2009 by conducting redeterminations at the same level it did in FY 2003. We are completing work that will determine the financial impact of SSA conducting fewer full medical CDRs.
- Improve its controls to prevent fugitive felons from serving as representative payees and use certain characteristics to identify representative payees who have an increased risk of benefit misuse. Additionally, SSA staff could bypass systems controls and establish direct payments for concurrently entitled beneficiaries who had representative payees and specific individual and organizational representative payees had not complied with SSA's policies and procedures.
- Create more telling performance measures. For example, SSA lacks a performance measure that details the cumulative time a claimant waits through the entire disability process.

### Our Recommendations

No recommendations are included in this report.