

Report Summary

Social Security Administration Office of the Inspector General

March 2011



Objective

To determine whether Gateway Representative Payee Program (Gateway), an organizational representative payee for the Social Security Administration (SSA), had effective safeguards over the receipt and disbursement of Social Security benefits and used and accounted for these benefits in accordance with SSA's policies and procedures.

Background

SSA selects representative payees for Old-Age, Survivors and Disability Insurance (OASDI) beneficiaries or Supplemental Security Income (SSI) recipients when representative payments would serve the individuals' interests. Gateway operated as a fee-for-service representative payee for individuals who received payments under SSA's OASDI and SSI programs from 2003 through September 2010.

To view the full report, visit <http://www.ssa.gov/oig/ADO/BEPDF/A-08-10-11048.pdf>

Gateway Representative Payee Program, an Organizational Representative Payee for the Social Security Administration (A-08-10-11048)

Our Findings

Gateway did not always meet the needs of beneficiaries in its care. In addition, Gateway did not have adequate controls over the receipt and disbursement of Social Security benefits.

We believe beneficiary funds were at risk for improper safekeeping and use. Because of Gateway's continued problems in carrying out its representative payee duties and our confirmation that these issues still exist, we agree with SSA's decision to terminate the assignment of beneficiaries to Gateway's care.

Our Recommendations

We recommend SSA:

1. Pursue collection of the overpayments that resulted from SSI recipients' account balances exceeding the \$2,000 maximum allowed—either from the beneficiaries if their conserved funds still exceed the maximum, or from Gateway if, due to its insufficient monitoring, the representative payee should be held accountable.
2. Pursue collection of the \$4,987 in unsupported disbursements from Gateway.
3. Request a refund from Gateway for any amount determined to have been misused/misappropriated by the rehabilitation employee, and apply the funds to the appropriate SSA beneficiaries.

SSA agreed with the recommendations.