



Report Summary

Social Security Administration
Office of the Inspector General

Internal Control Review over the Processing of Social Security Number Cards at the Second Support Center (Limited Distribution) (A-15-11-11176)

Our objective was to assess internal controls over the processing of Social Security number (SSN) cards at the Second Support Center (SSC).

Our observations and review of the SSN card printing and insertion process identified several vulnerabilities in the controls over the processing and destruction of SSN cards at the SSC. We also noted some issues with physical aspects of the print room. We discussed these issues with Social Security Administration personnel at the SSC, and they agreed to take corrective action. At the conclusion of our review, two of the issues identified had been corrected.

Adequate and consistent oversight of contractors is an essential component of successful contract performance. Based on the results of this review, we conclude that SSA needs to be more cognizant of its contractors' performance during the production of SSN cards.

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