

# Report Summary

Social Security Administration Office of the Inspector General

November 2010



## Objective

To evaluate (1) the Social Security Administration's (SSA) field office (FO) workload associated with nonconfirmation responses generated from the Employment Verification (E-Verify) program and (2) Agency's reimbursement process for E-Verify.

## Background

E-Verify is a joint initiative between SSA and the Department of Homeland Security (DHS) that assists employers in verifying the employment eligibility of newly hired employees. The Employment Verification SSA Tentative Nonconfirmation Automated Response (EV-STAR) is a web-based system created for SSA staff to manage and resolve SSA Tentative Nonconfirmations (TNC).

To view the full report, visit <http://www.ssa.gov/oig/ADO/BEPDF/A-03-09-19052.pdf>

## **Field Office Workload Related to Nonconfirmation Responses from the Employment Verification Program (A-03-09-19052)**

### Our Findings

SSA's methodology for determining its Fiscal Year (FY) 2008 E-Verify workload and the related reimbursement costs could be improved because the current methodology captured workloads that did not relate to E-Verify. We found SSA received about \$159,000 for 4,125 visits and calls by individuals who were not responding to a TNC response. SSA also received about \$462,000 for 15,283 contacts where the purpose of the visits or calls could not be determined based on available data in SSA's systems. Also, for FYs 2005 and 2006, SSA did not pursue reimbursement for all costs incurred in supporting E-Verify. While SSA received about \$1.5 million for its FO workload for the 2 years, it did not seek reimbursement for about \$246,000 in system costs associated with processing about 2.7 million queries. Additionally, SSA was not reimbursed timely as required by the *Economy Act* and SSA's fiscal policy. For FYs 2005 through 2008, SSA was reimbursed 10 months to almost 4 years after providing support to the DHS for E-Verify. Lastly, SSA FO staff rarely used the EV-STAR program to process E-Verify cases. FO staff had only used EV-STAR to process 14 percent of the E-Verify cases where individuals visited FOs.

### Our Recommendations

We recommended SSA: (1) add E-Verify topic codes to its tracking systems so management information can be generated to accurately track workloads associated with E-Verify; (2) continue to work with DHS to develop a process or system that alerts FO staff to use EV-STAR; (3) send reminders to FO staff to use EV-STAR when processing SSA TNC cases; and (4) evaluate FO staff training needs for EV-STAR and provide training as appropriate.

SSA disagreed with recommendation 1; however, the Agency provided an alternate approach using an E-verify alert that meets the intent of our recommendation. Therefore, we encourage SSA to move forward with implementing this new process.