The Social Security Administration's Anti-fraud Training
A-01-16-50035

Objective

To answer specific questions from the Subcommittee on Social Security regarding the Social Security Administration's (SSA) anti-fraud training.

Background

We received the following questions from the Subcommittee on Social Security.

1. What anti-fraud training has been done and how was the Fiscal Year (FY) 2014 training different from previous years?

2. Who participated in anti-fraud training and how did participation differ in FY 2014 versus previous years?

3. How is participation in anti-fraud training tracked?

4. Did all front-line employees receive formal anti-fraud training, and how was participation confirmed?

5. How does SSA determine the effectiveness of the training?

6. Did experts in fraud and investigations participate in the training?

7. Are current metrics to evaluate anti-fraud training appropriate? What are other ways to determine effectiveness of the training?

Findings

Before FY 2014, standardized fraud training was a segment in existing training courses for front-line employees, and SSA offered some fraud-related training on-demand via the Agency's Intranet. In addition, the Office of the Inspector General (OIG) and Cooperative Disability Investigations units provided SSA and disability determination services (DDS) employees with *ad hoc* training sessions.

In FY 2014, we worked with SSA to develop and present mandatory, standardized anti-fraud training for all SSA and DDS employees.

This was in addition to the fraud-related training efforts already in place, but differed from prior years in that mandatory anti-fraud training developed by both SSA and OIG was not required of all SSA and DDS employees before 2014.

The Agency required certification at the Deputy Commissioner level of each component that employees completed the mandatory 2014 anti-fraud training.

SSA used its online Learning Management System, Employees-with-Disabilities software, Video on Demand, and Interactive Video Teletraining equipment to conduct anti-fraud training. However, these training outlets did not always track each employee who participated in the training, since multiple employees can view a single Interactive Video Teletraining or Video on Demand broadcast together as part of a class or in a staff meeting at which participants' attendance may not be registered.

While SSA evaluated the content and delivery of anti-fraud training, the Agency does not have a baseline measure of fraud in its programs. Therefore, the Agency cannot determine the impact of the anti-fraud training.