

CONTENTS

APPROPRIATION LANGUAGE/BACKGROUND 92

 Authorizing Legislation..... 92

 Appropriation Language 93

 Language Analysis 95

 Significant Items in Appropriations Committee Reports 99

 Improper Payments 108

 Pilot Programs 108

 Consultative Exams 120

 Appropriation History 124

 SSA-Related Legislation from January 2020 to March 2021 129

GENERAL STATEMENT/BUDGETARY RESOURCES/PERFORMANCE..... 132

 Limitation on Administrative Expenses Overview 132

 Key Assumptions 132

 Size and Scope of Our Programs..... 133

 Funding Request..... 134

 All Purpose Table..... 136

 Additional funding for Coronavirus Pandemic (COVID-19) 137

 SSI State Supplementation/Impact of States Dropping Out..... 140

 Outreach to Vulnerable Populations 141

 Budget Authority and Outlays..... 147

 Amounts Available for Obligation/Analysis of Changes..... 150

 Summary of Change in Administrative Obligations From FY 2021 to FY 2022 152

 Budgetary Resources by Object 154

 Estimated Distribution of Agency Costs..... 155

 Workload Processing and Cost Distribution Across the Organization 157

 Performance Targets 159

 Program Integrity 161

 FY 2020 Disability Decision Data 165

 Priority Goals 166

ADDITIONAL BUDGET DETAIL 167

 Information Technology..... 167

Limitation on Administrative Expenses

SSA Organizational Chart..... 190
Major Building Renovations and Repair Costs..... 191
Physical Infrastructure..... 192
Social Security Advisory Board 197

TABLES

Table 3.1 – Authorizing Legislation.....92

Table 3.2 – Appropriation Language Analysis.....96

Table 3.3 – Significant Items in Appropriations Committee Report.....98

Table 3.4 – FY 2020 Consultative Examination Counts and Cost Data.....121

Table 3.5 – Appropriation History Table.....124

Table 3.6 – Benefit Outlays.....133

Table 3.7 – Beneficiaries.....133

Table 3.8 – Budgetary Request.....134

Table 3.9 – All Purpose Table.....136

Table 3.10 – COVID-19 CARES Act Obligations.....138

Table 3.11 – State Supplement Payments.....139

Table 3.12 – SSI User Fee Collections.....140

Table 3.13 – Estimated SSA User Fee Collections by State.....141

Table 3.14 – Estimate of Costs for Outreach Efforts.....147

Table 3.15 – Budget Authority and Outlays.....148

Table 3.16 – Amounts Available for Obligation.....150

Table 3.17 – Summary of Changes.....152

Table 3.18 – Budgetary Resources by Object.....154

Table 3.19 – FY 2020 – Estimated Distribution of Agency Costs.....155

Table 3.20 – FY 2021 – Estimated Distribution of Agency Costs.....155

Table 3.21 – FY 2022 – Estimated Distribution of Agency Costs.....156

Table 3.22 – Key Performance Targets.....157

Table 3.23 – Program Integrity Estimated Spending and Savings.....160

Table 3.24 – Program Integrity Workloads and Funding by Source.....160

Table 3.25 – Fiscal Year 2020 Disability Decision Data.....163

Table 3.26 - Total Information Technology Systems (ITS) Budget Authority.....165

Table 3.27 – LAE Expired Balances and No-Year IT Account.....185

Table 3.28 – Total IT Modernization Plan by Domain.....186

Table 3.29 – IT Modernization Plan by Funding Source.....186

Table 3.30 - FY 2020 Physical Infrastructure Costs by Component.....190

Table 3.31 - FY 2021 Estimated Physical Infrastructure Costs by Component.....191

Table 3.32 - FY 2022 Estimated Physical Infrastructure Costs by Component.....192

Table 3.33 – FY 2020 Physical Infrastructure Costs by Region.....195

Table 3.34 – FY 2021 Estimated Physical Infrastructure Costs by Region.....195

Table 3.35 – FY 2022 Estimated Physical Infrastructure Costs by Region.....196

Table 3.36 – SSAB Budget Authority by Object Class and Staffing.....198

Limitation on Administrative Expenses

APPROPRIATION LANGUAGE/BACKGROUND

AUTHORIZING LEGISLATION

The LAE account is authorized by section 201(g) of the Social Security Act. The authorization language makes available for expenditure, out of any or all of the Trust Funds, such amounts as Congress deems appropriate for administering Title II, Title VIII, Title XVI, and Title XVIII of the Social Security Act for which we are responsible and Title XVIII of the Act for which the Secretary of the Department of Health and Human Services is responsible.

Table 3.1—Authorizing Legislation
(Dollars in thousands)

	2020 Amount Authorized	2020 Enacted ^{1,2}	2021 Amount Authorized	2021 Enacted ^{3,4}	2022 Amount Authorized	2022 Estimate ^{5,6}
Title II, Section 201(g)(1) of the Social Security Act	Indefinite	\$12,870,945	Indefinite	\$12,930,945	Indefinite	\$14,188,896

¹ The Further Consolidated Appropriations Act, 2020 (P.L. 116-94), appropriated this amount. The total includes \$45,000,000 to remain available until expended for IT modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with IT modernization. The total includes \$100,000,000 in available funding through September 30, 2021, for activities to address the hearings backlog within the Office of Hearings Operations. The total also includes \$1,582,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, cooperative disability investigation (CDI) units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,309,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L. 114-74) to remain available for 18 months through March 31, 2021. P.L. 116-94 allows SSA to transfer up to \$10 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units in FY 2020.

² The total also includes \$130,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

³ The Consolidated Appropriations Act, 2021 (P.L. 116-260), appropriated this amount. The total includes \$45,000,000 to remain available until expended for IT modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with IT modernization. The total includes \$50,000,000 in available funding through September 30, 2022, for activities to address the hearings backlog within the Office of Hearings Operations. The total includes \$1,575,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,302,000,000 in funds outside the discretionary caps, as authorized by the BBA of 2015 (P.L. 114-74) to remain available until March 31, 2022. P.L. 116-260 allows SSA to transfer up to \$11.2 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated cooperative disability investigations units.

⁴ The total includes up to \$135,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

⁵ We take seriously our responsibilities to ensure eligible individuals receive the benefits to which they are entitled, and to safeguard the integrity of benefit programs to better serve recipients. The FY 2022 Budget requests \$1,708,000,000 in dedicated program integrity funding, including a \$1,435 million allocation adjustment to remain available until March 31, 2023. Dedicated program integrity funding allows SSA to conduct CDRs and SSI redeterminations to confirm that participants remain eligible to receive benefits, and it supports anti-fraud CDI units and special attorneys for fraud prosecutions. The Budget proposes transferring up to \$12.1 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units.

⁶ The total includes up to \$138,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

APPROPRIATION LANGUAGE

For necessary expenses, including the hire *and purchase* of [two] passenger motor vehicles, and not to exceed \$20,000 for official reception and representation expenses, not more than [\$12,794,945,000] *\$14,049,896,000* may be expended, as authorized by section 201(g)(1) of the Social Security Act, from any one or all of the trust funds referred to in such section:

Provided, That not less than [\$2,500,000] *\$2,700,000* shall be for the Social Security Advisory Board[: *Provided further*, That \$45,000,000 shall remain available until expended for information technology modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with information technology modernization: *Provided further*, That \$50,000,000 shall remain available through September 30, 2022, for activities to address the disability hearings backlog within the Office of Hearings Operations]: *Provided further*, That unobligated balances of funds provided under this paragraph at the end of fiscal year [2021] *2022* not needed for fiscal year [2021] *2022* shall remain available until expended to invest in the Social Security Administration information technology and telecommunications hardware and software infrastructure, including related equipment and non-payroll administrative expenses associated solely with this information technology and telecommunications infrastructure: *Provided further*, That the Commissioner of Social Security shall notify the Committees on Appropriations of the House of Representatives and the Senate prior to making unobligated balances available under the authority in the previous proviso:

Provided further, That reimbursement to the trust funds under this heading for expenditures for official time for employees of the Social Security Administration pursuant to 5 U.S.C. 7131, and for facilities or support services for labor organizations pursuant to policies, regulations, or procedures referred to in section 7135(b) of such title shall be made by the Secretary of the

Limitation on Administrative Expenses

Treasury, with interest, from amounts in the general fund not otherwise appropriated, as soon as possible after such expenditures are made.

[Of the total amount made available in] *From funds provided under* the first paragraph [under this heading, not more than \$1,575,000,000], \$1,708,000,000, to remain available through March 31, [2022] 2023, is for the costs associated with continuing disability reviews under titles II and XVI of the Social Security Act, including work-related continuing disability reviews to determine whether earnings derived from services demonstrate an individual's ability to engage in substantial gainful activity, for the cost associated with conducting redeterminations of eligibility under title XVI of the Social Security Act, for the cost of co-operative disability investigation units, and for the cost associated with the prosecution of fraud in the programs and operations of the Social Security Administration by Special Assistant United States Attorneys: *Provided*, That, of such amount, \$273,000,000 is provided to meet the terms of [section 251(b)(2)(B)(ii)(III) of the Balanced Budget and Emergency Deficit Control Act of 1985, as amended] *a concurrent resolution on the budget*, and [\$1,302,000,000] \$1,435,000,000 is additional new budget authority specified for purposes of [section 251(b)(2)(B) of such Act] *a concurrent resolution on the budget: Provided further*, That, of the additional new budget authority described in the preceding proviso, up to [\$11,200,000] \$12,100,000 may be transferred to the "Office of Inspector General", Social Security Administration, for the cost of jointly operated co-operative disability investigation units: *Provided further*, That such transfer authority is in addition to any other transfer authority provided by law: *Provided further*, That the Commissioner shall provide to the Congress (at the conclusion of the fiscal year) a report on the obligation and expenditure of these funds, similar to the reports that were required by section 103(d)(2) of Public Law 104–121 for fiscal years 1996 through 2002: *Provided further*, That

Limitation on Administrative Expenses

none of the funds described in this paragraph shall be available for transfer or reprogramming except as specified in this paragraph.

In addition, [\$135,000,000] \$138,000,000 to be derived from administration fees in excess of \$5.00 per supplementary payment collected pursuant to section 1616(d) of the Social Security Act or section 212(b)(3) of Public Law 93–66, which shall remain available until expended: *Provided*, That to the extent that the amounts collected pursuant to such sections in fiscal year [2021] 2022 exceed [\$135,000,000] \$138,000,000, the amounts shall be available in fiscal year [2022] 2023 only to the extent provided in advance in appropriations Acts.

In addition, up to \$1,000,000 to be derived from fees collected pursuant to section 303(c) of the Social Security Protection Act, which shall remain available until expended. (*Departments of Labor, Health and Human Services, and Education, and Related Agencies Appropriations Act, 2021.*)

LANGUAGE ANALYSIS

The Limitation on Administrative Expenses (LAE) appropriation language provides us with the funds needed to administer the Old Age and Survivors Insurance (OASI), Disability Insurance (DI), and Supplemental Security Income (SSI) programs, and to support the Centers for Medicare and Medicaid Services in administering their programs. The LAE account is funded by the OASI, DI, and Medicare trust funds for their shares of administrative expenses, by the General Fund of the Treasury for the SSI program’s share of administrative expenses, and through applicable user fees. The language provides the limitation on the amounts that may be expended, in total from these separate sources, for our administrative expenses.

We take seriously our responsibilities to ensure eligible individuals receive the benefits to which they are entitled, and to safeguard the integrity of benefit programs to better serve recipients. We are requesting \$1,708,000,000 in dedicated program integrity funding, including a \$1,435,000,000 allocation adjustment. We conduct continuing disability reviews (CDRs) to ensure that only beneficiaries who still qualify to receive benefits under the OASDI and SSI programs continue to receive them benefits (includes both medical and work CDRs). For those receiving SSI, we also perform non-medical redeterminations to determine whether recipients continue to meet the program’s income and resource limits. The funding also supports anti-fraud Cooperative Disability Investigation (CDI) units and the prosecution of fraud by Special Assistant U.S. Attorneys (SAUSA). In FY 2022, the Budget provides for the transfer of up to \$12,100,000 from the program integrity cap adjustment funds to the Inspector General (OIG) CDI unit related costs. Following expiration of the discretionary caps in 2021, the Budget

Limitation on Administrative Expenses

includes an allocation adjustment for FY 2022. This adjustment is shown in the Budget for use in the Congressional budget process, pursuant to the Congressional Budget Act. In addition to the appropriated amounts, we are requesting to spend up to \$138,000,000 in SSI State Supplement user fees and up to \$1,000,000 in non-attorney representative fees.

Table 3.2—Appropriation Language Analysis

Language Provision	Explanation
<p>“For necessary expenses, including the hire and purchase of [two] passenger motor vehicles...”</p>	<p>In support of the President’s goal of transitioning to a fully Zero Emission Vehicle Federal fleet, the language includes \$200,000 for zero emission vehicle (ZEV - battery electric, plug-in electric hybrid, and hydrogen fuel cell vehicles) acquisitions and deploying necessary vehicle charging and refueling infrastructure. These acquisitions are a significant step towards eliminating tailpipe emissions of greenhouse gases (GHG) from our fleet and aligning fleet operations with the goal of achieving a fully ZEV federal fleet. ZEV acquisitions may include vehicles for both agency-owned and GSA-leased segments of our vehicle fleet, including incremental costs of leased vehicles and lease payments to GSA for conversion of agency-owned vehicles to GSA’s leased fleet where appropriate.</p>
<p>“<i>Provided further</i>, That unobligated balances of funds provided under this paragraph at the end of fiscal year [2021] 2022 not needed for fiscal year [2021] 2022 shall remain available until expended to invest in the Social Security Administration information technology and telecommunications hardware and software infrastructure, including related equipment and non-payroll administrative expenses associated solely with this information technology and telecommunications infrastructure: <i>Provided further</i>, That the Commissioner of Social Security shall</p>	<p>The language allows us to carryover unobligated balances for non-payroll automation and telecommunications investment costs in future fiscal years.</p>

Limitation on Administrative Expenses

Language Provision	Explanation
<p>notify the Committees on Appropriations of the House of Representatives and the Senate prior to making unobligated balances available under the authority in the previous proviso...”</p>	
<p>“[Of the total amount made available in] <i>From funds provided under</i> the first paragraph [under this heading, not more than \$1,575,000,000], <i>\$1,708,000,000</i>, to remain available through March 31, [2022] <i>2023</i>, is for the costs associated with continuing disability reviews under titles II and XVI of the Social Security Act, including work-related continuing disability reviews to determine whether earnings derived from services demonstrate an individual's ability to engage in substantial gainful activity, for the cost associated with conducting redeterminations of eligibility under title XVI of the Social Security Act, for the cost of co-operative disability investigation units, and for the cost associated with the prosecution of fraud in the programs and operations of the Social Security Administration by Special Assistant United States Attorneys: <i>Provided</i>, That, of such amount, \$273,000,000 is provided to meet the terms of [section 251(b)(2)(B)(ii)(III) of the Balanced Budget and Emergency Deficit Control Act of 1985, as amended] <i>a concurrent resolution on the budget</i>, and [\$1,302,000,000] <i>\$1,435,000,000</i> is additional new budget authority specified for purposes of [section 251(b)(2)(B) of such Act] <i>a concurrent resolution on the budget: Provided further</i>, That, of the additional new budget authority described in the preceding proviso, up to [\$11,200,000] <i>\$12,100,000</i> may be transferred to the "Office of Inspector General", Social Security Administration, for the cost of jointly operated co-operative</p>	<p>The language appropriates \$1,708,000,000 of dedicated program integrity funding, to remain available through March 31, 2023, for full medical CDRs, redeterminations, work related CDRs, CDI units, and fraud prosecutions by Special Assistant United States Attorneys. In FY 2022, we may transfer up to \$12,100,000 from the program integrity allocation adjustment to the Inspector General (OIG) to fund CDI unit team leaders. Additionally, this language prohibits the transfer or reprogramming of program integrity funding, except for the \$12,100,000 transfer to OIG. For additional information, please refer to the Program Integrity section.</p>

Limitation on Administrative Expenses

Language Provision	Explanation
<p>disability investigation units: <i>Provided further</i>, That such transfer authority is in addition to any other transfer authority provided by law: <i>Provided further</i>, That the Commissioner shall provide to the Congress (at the conclusion of the fiscal year) a report on the obligation and expenditure of these funds, similar to the reports that were required by section 103(d)(2) of Public Law 104–121 for fiscal years 1996 through 2002 : <i>Provided further</i>, That none of the funds described in this paragraph shall be available for transfer or reprogramming except as specified in this paragraph.”</p>	
<p>“In addition, [\$135,000,000] <i>\$138,000,000</i> to be derived from administration fees in excess of \$5.00 per supplementary payment collected pursuant to section 1616(d) of the Social Security Act or section 212(b)(3) of Public Law 93–66, which shall remain available until expended: <i>Provided</i>, That to the extent that the amounts collected pursuant to such sections in fiscal year [2021] <i>2022</i> exceed [\$135,000,000] <i>\$138,000,000</i>, the amounts shall be available in fiscal year [2022] <i>2023</i> only to the extent provided in advance in appropriations Acts.”</p>	<p>The language makes available up to \$138,000,000 collected from States for administration of their supplementary payments to the SSI program. This assumes the fee will increase from \$12.49 per check in FY 2021 to \$12.85 in FY 2022 according to increases established by statute. We receive the amount collected above \$5.00 from each fee.</p>
<p>“In addition, up to \$1,000,000 to be derived from fees collected pursuant to section 303(c) of the Social Security Protection Act, which shall remain available until expended.”</p>	<p>The language provides for the use of up to \$1,000,000 derived from fees charged to non-attorneys who apply for certification to represent claimants.</p>

SIGNIFICANT ITEMS IN APPROPRIATIONS COMMITTEE REPORTS

The table below includes the significant items requested in House Report 116-450 and the explanatory statement accompanying the Consolidated Appropriations Act, 2021 (Public Law 116-260).

Table 3.3—Significant Items in Appropriations Committee Report

Committee Report Item	Action
<u>Continuing Disability Reviews</u>	<u>Actions Taken or To Be Taken</u>
The agreement continues to direct SSA to include in its annual CDR Report to Congress an evaluation of its CDR prioritization models and a detailed cost-benefit analysis of how it uses estimated savings in determining which beneficiaries receive a full-medical CDR.	We will include information in our next CDR report to Congress to satisfy this requirement. Please see the Program Integrity exhibit in the Limitation on Administrative Expenses (LAE) section of this Congressional Justification (CJ) for additional information on our CDR workload.
<u>Disability Case Processing System (DCPS)</u>	<u>Actions Taken or To Be Taken</u>
The Committee requests an update on the implementation of DCPS in the fiscal year 2022 Congressional Budget Justification.	Please see the Information Technology exhibit within the LAE section of this CJ for more information.
<u>Disability Hearings Backlog</u>	<u>Actions Taken or To Be Taken</u>
The agreement continues to encourage SSA to include comprehensive information in its existing reports to Congress on the specific policies SSA has implemented, or has considered, to streamline the disability determination and adjudication process while protecting due process, ensuring that applicants have a full and adequate opportunity to present their claims.	We will include information in existing reports to Congress.
<u>Field Office Closures</u>	<u>Actions Taken or To Be Taken</u>
Field office closures can result in diminished ability for vital customer service opportunities for members of impacted communities. The agreement expects SSA to work to find an appropriate balance between field office services and online services for beneficiaries, with a focus on supporting front line operations. SSA is directed to ensure its policies and procedures for closing field offices include at least 120 days advance notice to the public, SSA employees, Congress, and other stakeholders. Such notice should include a rationale for the proposed closure and delineate the impact such closure	The Budget supports efforts to improve service in our field offices. For additional information, please refer to our Budget Overview in this CJ for more information. In addition, our policies and procedures for scheduled field office closures include at least 120 days advance notice to the public, SSA employees, Congress, and other stakeholders, with the required rationale and anticipated impact on beneficiaries.

Limitation on Administrative Expenses

Committee Report Item	Action
<p>is anticipated to have on beneficiaries. The agreement requests an update in the fiscal year 2022 congressional justification on efforts to maintain field office operations and reduce service wait times.</p>	
<p><u>Occupational Information System (OIS) and Medical Vocational Guidelines</u></p>	<p><u>Actions Taken or To Be Taken</u></p>
<p>The agreement continues to direct SSA to include it its annual report on OIS sufficient details on plans to fully implement OIS in coming years.</p>	<p>We will include information in future OIS reports to Congress.</p>
<p><u>Administrative Appeals Hearings</u></p>	<p><u>Actions Taken or To Be Taken</u></p>
<p>The Committee considers the Notice of Proposed Rulemaking (NPRM) ‘‘Hearings Held by Administrative Appeals Judges of the Appeals Council’’ (84 Fed. Reg. 70080, December 20, 2019) to be an unjustified erosion of due process for individuals who are appealing a denial of Social Security or SSI benefits. As part of a beneficiary’s right to an impartial appeal process, an on-the-record hearing, conducted by an impartial judge with decisional independence, must be conducted in accordance with the Administrative Procedure Act to ensure due process, without agency interference, or political bias. Replacing this appeals step and the role of independent administrative law judges (ALJ) with SSA employees, jeopardizes the independence of the process. In light of the harm that would be caused by this policy change, the Committee strongly urges SSA to immediately withdraw this proposed rule.</p>	<p>We acknowledge the Committee’s statement. We published a final rule that clarifies when and how administrative appeals judges on our Appeals Council may hold hearings and issue decisions. 85 Fed. Reg. 73138 (Nov. 16, 2020).</p>
<p><u>Administrative Law Judge Selection</u></p>	<p><u>Actions Taken or To Be Taken</u></p>
<p>The Committee is deeply concerned about the impact of Presidential Executive Order 13843 on the judicial independence of administrative law judges (ALJ). The Order eliminates the competitive hiring process for ALJs and has the potential impact of converting independent adjudicators to political appointees, undermining longstanding principles of fair and unbiased consideration of matters of vital</p>	<p>We will submit the requested report to the Committees.</p>

Limitation on Administrative Expenses

Committee Report Item	Action
<p>importance to the American people. ALJs must be independent decision-makers and it is the Committee’s expectation that SSA maintain the highest standards for appointment of ALJs. The Committee directs the Administration to develop and submit to the Committees on Appropriations, Ways and Means, and Oversight and Reform, a report on hiring processes, to include an explanation of the process, qualification standards, and criteria used to recruit, evaluate and hire ALJs.</p>	
<u>Continuing Disability Reviews</u>	<u>Actions Taken or To Be Taken</u>
<p>The Committee is disappointed that the Notice of Proposed Rulemaking (NPRM) ‘‘Rules Regarding the Frequency and Notice of Continuing Disability Reviews’’ (84 Fed. Reg. 63588, November 18, 2019) proposes a massive increase in CDRs without any evidence of its necessity or appropriateness. The Committee believes the NPRM is a harmful and unjustified attempt, under the guise of fiscal prudence, to deprive many people with disabilities of the Social Security, SSI, Medicare, and Medicaid benefits that they are eligible for and rely on for survival. The Committee directs the Administration to carefully review the comments received on this proposed rule, which were overwhelmingly negative. The Committee strongly urges SSA to withdraw the rule and instead use its limited resources to restore strong customer services and address the backlogs and other service issues that have become too common across the agency in recent years.</p>	<p>We have withdrawn the proposed rule.</p>
<u>Disability Payments</u>	<u>Actions Taken or To Be Taken</u>
<p>The late payment of Social Security Disability Insurance claims creates an excessive burden on claimants waiting for their Social Security Disability Insurance back pay. The Committee directs SSA to work with the relevant stakeholders to evaluate national and regional payment trends and implement changes to its disability payments process that would ensure that SSA pays all Social Security Disability</p>	<p>We provided a response to the Committees on April 30, 2021.</p>

Limitation on Administrative Expenses

Committee Report Item	Action
<p>Insurance claims within 60 days of receiving a fee request pursuant to 20 CFR 404.1725. The Committee further directs SSA to report to Congress within 90 days on the specific policies SSA has implemented, or has considered, to streamline the disability payments' process and to ensure consistent timeliness of payment across all local service areas.</p>	
<p><u>Electronic Consent Based Social Security Number Verification System Implementation</u></p>	<p><u>Actions Taken or To Be Taken</u></p>
<p>The Committee supports continued implementation of the Electronic Consent Based Social Security Number Verification system (eCBSV) in accordance with section 215 of the Economic Growth, Regulatory Relief, and Consumer Protection Act (P.L. 115–174). The Committee notes the draft user agreement published in the Federal Register (Volume 85, Number 47) on Tuesday, March 10, 2020 presents requirements that may limit the utility of the eCBSV as a tool to fight identity fraud and protect consumers, including minors. The Committee encourages SSA to be consistent with the E–SIGN Act with regards to electronic consent and to keep the Committee informed of any delays to timelines for implementation.</p>	<p>We updated the eCBSV user agreement in concert with the banking industry and the Office of Management and Budget. We acknowledge the Committee's encouragement, and we will keep the Committee informed of any delays to timelines for implementation.</p>
<p><u>Information Technology</u></p>	<p><u>Actions Taken or To Be Taken</u></p>
<p>The Committee continues to monitor the Information Technology (IT) Modernization Plan and encourages SSA to focus on improvements to customer service and efficiency improvements for customers and employees as it makes updates to the plan. The Committee requests an update of the plan referenced under this heading in House Report 114–699.</p>	<p>We updated our Information Technology Modernization Plan in June 2020. Our <i>Information Technology (IT) Modernization Plan, 2020 Update</i> builds on the progress of our original 2017 <i>IT Modernization Plan</i> and incorporates input from public and private technology experts, our frontline employees, and the public we serve. Our 2020 Update focuses on improving service delivery online, by phone, and in our offices.</p>
<p><u>Labor-Management Relations</u></p>	<p><u>Actions Taken or To Be Taken</u></p>
<p>The Committee is concerned that persistent labor-management relations problems are undermining the vital work of the SSA. Within 180 days of enactment of this Act, SSA</p>	<p>We are working to satisfy this reporting requirement.</p>

Limitation on Administrative Expenses

Committee Report Item	Action
is directed to submit to the Committee a plan, developed in consultation with labor organizations representing its workforce, to improve workplace morale and to strengthen employee recruitment and retention, to better serve the American people.	
<u>Local Media</u>	<u>Actions Taken or To Be Taken</u>
The Committee encourages SSA to consider using local media in their advertising, including local television, radio broadcast stations, and newspapers to the greatest extent possible. The Committee directs SSA to include in its fiscal year 2022 Congressional Budget Justification details on expenditures on local media advertising for the prior two fiscal years.	<p>In FY 2019, we spent \$391,000 to distribute public service announcements (PSA) that aired on local media, including local television and radio broadcast stations, and billboards, to promote Social Security scam awareness and online services.</p> <p>In FY 2020, we spent \$614,550 to distribute PSAs that aired on local media including local television and radio broadcast stations, newspapers, and billboards, and for the display of advertising with one professional sports team (also broadcast on local stations), to promote scam awareness and online services.</p> <p>*SSA does not pay for PSA airtime or billboard display time.</p> <p>The totals do not include amounts spent on PSAs to assist the Treasury with issuing economic impact payments. For more information on supplemental funding, refer to the Additional COVID-19 Pandemic Funding exhibit within the LAE section of this CJ.</p>
<u>Mailing Paper Statements</u>	<u>Actions Taken or To Be Taken</u>
The Committee is concerned that SSA continues to not mail Social Security benefits and earning statements to all contributors aged 25 and older not yet receiving benefits, in accordance with Section 1143 of the Social Security Act (42 U.S.C. 1320b-13). The Committee directs the Administration to continue to include in its annual Congressional Budget Justification the estimated costs for mailing paper statements to all contributors aged 25 or older and not yet receiving benefits, as required by law.	Please see the Budget Overview section of this CJ for information on Social Security Statement mailing costs.
<u>National Medical Evidence</u>	<u>Actions Taken or To Be Taken</u>
The Committee encourages SSA to consider additional innovations and technological	We acknowledge the Committees' encouragement.

Limitation on Administrative Expenses

Committee Report Item	Action
<p>resources that could efficiently and effectively support state Disability Determination agencies and the Office of Hearings and Appeals in medical evidence collection, data analytics, and quality assurance.</p>	
<p><u>Pilot Program Metrics</u></p>	<p><u>Actions Taken or To Be Taken</u></p>
<p>The Committee appreciates the information on pilot program metrics provided in the fiscal year 2021 Congressional Budget Justification. The Committee expects that, prior to undertaking any new pilots, SSA will ensure that it has developed a research design that identifies a clear purpose for the pilot, key objectives and an evaluation plan, including adequate metrics to determine the pilot’s effectiveness. Metrics should be specific, quantifiable measures—accompanied by specific goals for the measures— that can be used to evaluate success. The Committee reminds SSA that it uses the term “pilot” to encompass all efforts to test the effects of process changes, including “initiatives” and “tests.”</p> <p>The Committee directs SSA to include in its fiscal year 2022 Congressional Budget Justification a description of all pilots conducted in fiscal years 2020 and 2021, or proposed for fiscal year 2022; the purpose and key objectives of each pilot; its start date and timeline; which SSA components are involved in the pilot; the evaluation plan; the measures or metrics the SSA will use to evaluate the pilot; and a specific goal for each metric that will be used to determine the pilot’s effectiveness. All SSA pilots should be included in the justification, including those undertaken as part of the Compassionate and Responsive Service (CARES) plan and in other parts of the agency. The justification does not need to include programmatic demonstrations, such as those involving changes in program eligibility rules.</p>	<p>Please see the Pilot Program Metrics exhibit in the LAE section of this CJ for this information.</p>
<p><u>Reconsideration</u></p>	<p><u>Actions Taken or To Be Taken</u></p>
<p>The Committee continues to be concerned about the delays that may result due to SSA’s</p>	<p>We provided the Committee our requested plan to improve the disability process on June 26, 2020.</p>

Limitation on Administrative Expenses

Committee Report Item	Action
<p>decision to reinstate reconsideration in ten States despite bipartisan and bicameral concern for reinstatement. The Committee’s concern is heightened as the COVID–19 pandemic creates new service delivery challenges for the State Disability Determination Services agencies. The Committee looks forward to receiving and reviewing the plan requested under this section in House Report 116–62, and urges SSA to keep the Committee informed of any systematic process delays or feedback received from the States as reconsideration is reinstated.</p>	<p>On March 1, 2020, we completed a two-year rollout to reinstate the reconsideration level of appeal in California, Colorado, Louisiana, New Hampshire, New York, Pennsylvania, Alabama, Michigan, Missouri, and Alaska, returning all 10 prototype States to a uniform administrative review process. While too early to fully assess the impact of reinstating the reconsideration, we have received fewer hearings than we otherwise would have without reinstating reconsideration. This has helped our Office of Hearings Operations continue to eliminate our hearings backlog. We will continue to keep the Committees informed of our analysis on reinstating reconsideration.</p>
<u>Replacement Card Fees</u>	<u>Actions Taken or To Be Taken</u>
<p>The Committee continues to reject the proposal to charge a fee to replace a lost or stolen Social Security card and directs the Administration to not move forward with this proposal.</p>	<p>We acknowledge the Committees’ statement, and the Budget does not include this proposal.</p>
<u>Report on LAE Expenditures</u>	<u>Actions Taken or To Be Taken</u>
<p>The Committee continues to request that the data referenced under this heading in House Report 114–699 be included in future budget justifications. In addition, the Committee requests the fiscal year 2022 Congressional Budget Justification include a historical table of costs and fiscal year 2022 requests for personnel and benefits, by major SSA component to include Operations (field offices, teleservice centers, processing centers, and regional offices); Office of Hearings Operations; Systems; Office of Analytics, Review, and Oversight; and Headquarters.</p>	<p>Please see Table 3.19, Table 3.20, and Table 3.21 for a historical table of costs and FY 2022 requests for personnel and benefits by major SSA component.</p> <p>For Information Technology costs broken out by hardware/software technology and upgrade/maintenance costs, please see Appendix B of the Information Technology exhibit included in the LAE section of this CJ. For Physical infrastructure costs by region and office function, please see Tables 3.30 through 3.35. For Overall costs for personnel, time and dollars for OASI, DI, SSI, and other SSA missions, please see Table 3.15. For Program Integrity work broken out by OASI, DI and SSI as well as types of spending, please see Table 3.24. For Disability Determination Services State costs and Federal staff costs, please see Table 3.18.</p>
<u>State-Reported Data</u>	<u>Actions Taken or To Be Taken</u>
<p>The Committee believes that accurate, timely and complete death data is important for the integrity of public programs, and that allowing all Federal agencies to have secure access to complete death data for program integrity</p>	<p>The Consolidated Appropriations Act, 2021 amended Section 205(r) of the Social Security Act ensuring reimbursement to the States and SSA for State death information. The Act also allows us to share State death information with the Department</p>

Limitation on Administrative Expenses

Committee Report Item	Action
<p>purposes would help detect and prevent improper payments. The Committee recognizes that although SSA has access to confirmed death data through negotiated data-sharing agreements with States, and shares such data with certain Federal agencies, current law prohibits sharing such data more widely. The Committee supports efforts of other Federal agencies to obtain this data, and urges SSA to accommodate any Office of Management and Budget (OMB) requests for consultation on how other agencies can obtain this State reported data.</p>	<p>of Treasury for its Do Not Pay system, 3 years after enactment of the Act.</p>
<p><u>Telework</u></p>	<p><u>Actions Taken or To Be Taken</u></p>
<p>The Committee stresses its long-standing support for well-managed telework programs in the Federal workplace and is concerned about recent reductions in telework at SSA. Within 60 days of enactment of this Act, SSA is directed to submit a report to the Committee to explain each decision by SSA to reduce telework availability on or after October 1, 2019, which shall include any metrics used by SSA to reach these determinations, and an impact assessment on human capital in hiring and retention, increases to transit and parking subsidies, office space and utility needs changes, lost productivity and morale decline due to lost telework.</p> <p>In addition, the Committee notes that SSA could have been better prepared to ensure continuity of operations and deal with the challenges associated with working from home during the COVID-19 pandemic if it had a clearly defined and operational telework program in place for its employees. The Committee directs SSA to evaluate the use of telework during the COVID-19 pandemic, assess the feasibility of telework in all components of SSA, and provide to the Committee a report on such evaluation and assessment within 60 days of enactment of this Act.</p>	<p>We submitted our report to the Committees on March 29, 2021.</p>
<p><u>Video Hearings</u></p>	<p><u>Actions Taken or To Be Taken</u></p>

Limitation on Administrative Expenses

Committee Report Item	Action
<p>The Committee appreciates that SSA preserved an individual’s right to an in-person hearing before an SSA Administrative Law Judge (ALJ), rather than pursuing the original proposal in Notice of Proposed Rulemaking “Setting the Manner for the Appearance of Parties and Witnesses at a Hearing,” (83 Fed. Reg. 57368, November 15, 2018). The Committee understands that during the COVID–19 pandemic, SSA is also providing claimants with the option of a telephone hearing, or a postponement if the individual would prefer to wait until an in-person or video hearing is available. The Committee expects that once the COVID–19 pandemic ends SSA will resume in-person hearings on the same basis as prior to the pandemic. The Committee continues to encourage SSA to work with claimants who need additional flexibility by allowing a claimant to choose to use video hearings on a voluntary basis or to have an in-person hearing or proceeding if the party chooses to do so.</p>	<p>We acknowledge the Committees’ encouragement.</p>
<u>Vocational Factors</u>	<u>Actions Taken or To Be Taken</u>
<p>The Committee believes the Final Rule, “Removing Inability to Communicate in English as an Education Category” (85 Fed. Reg. 10586, February 25, 2020) will unjustifiably deny Social Security and SSI benefits to nearly 100,000 older workers with long-term or fatal medical impairments who are severely limited in their functional capacity and who cannot communicate in English. The Committee is disappointed this rule was finalized without regard to the overwhelming opposition and significant concerns raised in public comments and from Members of Congress.</p>	<p>We acknowledge the Committees’ statement.</p>
<u>Work Incentives Planning and Assistance (WIPA) and Protection and Advocacy for Beneficiaries of Social Security (PABSS)</u>	<u>Actions Taken or To Be Taken</u>
<p>The agreement includes \$23,000,000 for WIPA and \$7,000,000 for PABSS.</p>	<p>We issued all PABSS awards notices on November 4, 2020. We plan to issue WIPA award notices by June 30, 2021.</p>

Limitation on Administrative Expenses

IMPROPER PAYMENTS

We are committed to ensuring we issue correct payments to eligible individuals in the right amounts. We take seriously our responsibilities to ensure eligible individuals receive the benefits to which they are entitled, and to safeguard the integrity of benefit programs to better serve recipients. While our payment accuracy rates are very high, a small error rate can add up to substantial improper payments due to the amount of benefits we pay. For instance, in FY 2019, we issued over \$1 trillion in benefit payments, while our combined overpayments and underpayments totaled over \$7.9 billion. Our internal quality reviews, which are validated by a third-party auditor, indicate that approximately 99.80 percent of our Old-Age, Survivor, and Disability Insurance (OASDI) benefit payments were free of overpayment errors and 99.95 percent were free of underpayment errors in FY 2019, the last year for which we have published data. For the same year, we achieved 91.87 percent overpayment accuracy for Supplemental Security Income (SSI) payments, and 98.72 percent underpayment accuracy. One of our FYs 2020–2021 Agency Priority Goals is to improve the integrity of the SSI program by focusing our efforts on reducing overpayments through a variety of efforts such as adding data exchanges to prevent improper payments, performing quality reviews, and enhancing the SSI wage reporting process.

We are modernizing our debt management system by building a comprehensive system to record, track, collect, and report our overpayments more efficiently.

We also invest in initiatives that help us ensure applicants and beneficiaries continue to meet our eligibility requirements. Please refer to the Program Integrity exhibit for more information.

For more information about our efforts, please see our Agency Financial Report and Annual Performance Report, as well as information provided on our website at <https://www.ssa.gov/improperpayments/index.html>.

PILOT PROGRAMS

The following list satisfies the request for information on agency pilot programs pursuant to House Report 116-68 accompanying the Consolidated Appropriations Act, 2021.

Completed Pilots:

1. Monthly Earnings Pilot (pilot completed and implemented)

The Office of Retirement and Disability Policy (ORDP), Office of Operations (Operations), the Office of Systems (OS), and the Office of Analytics, Review, and Oversight (OARO) created a process to select disabled beneficiaries for a work continuing disability review (CDR) when a beneficiary meets specified criteria and self-reports monthly earnings based on new reporting requirements in the Bipartisan Budget Act of 2015. The Monthly Earnings Pilot (MEP) selected beneficiaries completing their ninth trial work period (TWP) month or working Substantial Gainful Activity (SGA) outside of the TWP for a work CDR.

Because monthly earnings are reported shortly after month's end, MEP allows us to identify working disabled beneficiaries sooner compared to the current CDR enforcement operation process. This will allow us to minimize improper payments to beneficiaries. This process successfully selects cases for a work CDR on a monthly basis based on evidence of a completed TWP or a beneficiary working at SGA after the TWP. We completed the pilot in August 2019. The results of a small study showed that the average number of months of SGA work reported at the completion of a work CDR was shorter for cases selected by MEP. As a result, we fully implemented monthly earnings into our work CDR process in September 2019. We are preparing to further expand the use of monthly earnings with the implementation of our payroll information exchange.

2. Employment Network Marketing Pilot (pilot completed and implemented)

In FY 2019, ORDOP tested a secure process for transferring marketing information to an Employment Network (EN). ENs provide employment support services designed to assist disabled beneficiaries in returning to work. We invited a small sample of ENs to apply for participation in the pilot. The goal was to test the secure transfer of limited beneficiary contact information and increase program participation by offering ENs an opportunity to market their services directly to beneficiaries. Through the pilot, we sent participating ENs limited beneficiary contact information consisting of the name, phone number, and/or address of the disabled beneficiary using selection criteria that the ENs provided (e.g., age, zip code). ENs used the contact information in the marketing file to inform the beneficiary about the Ticket to Work (TTW) program and marketed their services with the goal of having the beneficiary assign their Ticket to the service provider.

ENs participating in the pilot successfully demonstrated the secure use and management of the beneficiary contact information with no reported loss or compromise of information. Additionally, participating marketing pilot ENs assigned 11,549 Tickets from these marketing files with 66 percent of the assigned Tickets showing earnings. Based on pilot success and positive EN feedback, in FY 2020, we transitioned the pilot into an integrated part of our business process expanding the total number of EN participants from 21 to 45 participating organizations, developed a structured business process and established performance criteria for participating ENs, and transitioned the workload to our Ticket Program Manager contractor. As of May 2021, we have assigned 53,000 Tickets with 54 percent of marketing file Tickets assigned showing earnings. We will continue to identify enhancements to these processes in an attempt to improve marketing outcomes.

3. Online Video Hearings (pilot completed and implemented)

In FY 2020, we sought opportunities to provide flexible and convenient online service options to protect the health and safety of the people we serve during the pandemic. As a result, our Office of Hearings Operations (OHO) introduced another hearing option – online video hearings using Microsoft (MS) Teams. MS Teams, an Internet-based video collaboration service provides an option to conduct business remotely. The service allows claimants and their representatives to participate in hearings from anywhere they have access to a camera-enabled smartphone, tablet, or computer. This stable and secure online platform allows a Social Security administrative law judge (ALJ) to see and interact with claimants and their representatives in a virtual hearing.

Limitation on Administrative Expenses

We conducted an initial rollout of online video hearings in late FY 2020. We received positive feedback from both representatives/claimants and ALJs. In the first quarter of FY 2021, we offered this hearing modality to claimants with aged and critical cases; ultimately, we expanded online video hearings to all claimants in December 2020.

4. Event Based Marketing Pilot (pilot completed)

In September 2019, OS began the Event Based Marketing (EBM) pilot with the goal to encourage *my Social Security* users to maximize the functionalities of our online service delivery channel, targeting users who filed an authenticated internet claim (iClaim). The MyAPS application within *my Social Security* provides an additional option to check claim status rather than calling the National 800 Number or making an in person visit to a field office.

The EBM pilot leveraged the Granicus GovDelivery Targeted Message Service (TMS) Application Programming Interface to send e-mails instructing targeted users how to use the appropriate online services. We notify claimants when their claim status changes. The e-mail encourages claimants to log into their *my Social Security* account to see the updated status. Data show that those receiving the proactive emails contact us approximately 50 percent less than those who did not receive communications from us on claims status changes.

We ended the pilot and expanded the communication tools to 100 percent of authenticated iClaims filers.

5. SSA Form 827 Pilot (pilot completed)

In FY 2020, OS began a pilot to evaluate a tool that electronically recognizes and verifies information on a wet-signed form SSA-827, Authorization to Disclose Information to the Social Security Administration. We collect form SSA-827 from every disability applicant; the form authorizes us to collect medical records from relevant medical, educational, and other providers. The applicant may sign a paper SSA-827, or may sign the form through attestation, thereby capturing an electronic signature.

Providers have challenges with the wet-signed SSA-827 if the form is incomplete. Sending an incomplete wet-signed form to a provider affects our ability to obtain necessary medical evidence and consultative exams. Delays in obtaining medical information affect the time a claimant waits for a decision and require additional agency resources to resolve.

We may explore additional options to build upon this pilot including innovative Commercial Off the Shelf products in the future.

6. SSA Wilkes-Barre Direct Operations Center Pilot (pilot completed and implemented)

Each year, we receive required Annual Wage Reports (AWR) from employers (i.e., Forms W-3 Transmittal of Wage and Tax Statements, and W-2 Wage and Tax Statement). Our Office of Central Operations Wilkes-Barre Direct Operations Center (WBDOC) receives the reports beginning as early as December of the report year.

Limitation on Administrative Expenses

We receive approximately 2.5 million hand-written W-2/W-3 forms yearly. The WBDOC staff manually key the forms into our AWR system using a process commonly known as Key from Image (KFI)/Direct Data Entry (DDE). Manually keyed W-2/W-3s have an approximate 40 percent accuracy rate, leading to additional work.

This pilot tested, developed, and deployed an automated handwriting recognition tool within the AWR program to automate the KFI/DDE processes for hand-written W-2/W-3s.

We consider this pilot successful, as the automated tool completed 90 percent of the KFI/DDE process. We also achieved a near 90 percent reduction in reports requiring manual keying and automated the process to route exceptions to operators to correct data. We implemented the automated handwriting recognition tool to process the workload in April 2021. We are actively training the tool to improve accuracy. After running the first three ranges through our backend system for keying documents, we noted further improvements in total accuracy, from 19.5 percent of the fields requiring manual data entry down to 14.5 percent. We will continue to make improvements to further reduce the manual intervention required to process this workload.

7. Wage Reporting Pilot (pilot completed)

In July 2016, ORDP implemented a Wage Reporting Pilot. This pilot enabled our Ticket Program Manager (TPM) payment staff to initiate or update a work or paystub report in the eWork system for more timely adjudicative action by our field offices and processing centers. TTW program service providers who are assisting SSA beneficiaries' return to work report these earnings to the TPM.

The objective of our pilot was to strengthen the integrity of our TTW program and minimize improper payments due to earnings. This objective aligned with our Agency Strategic Plan Objective 3.1 – Improve Program Integrity. Necessary and timely action taken on reported wages reduces the likelihood of improper payments to disabled beneficiaries. Submitting proof of wages through the Wage Reporting Pilot provides an efficient method for ENs to receive payment in a timely manner and subsequently supports ENs to encourage disabled beneficiaries to report wages to SSA.

To test whether the earnings information from ENs improved the timeliness of the work CDRs, we randomly selected cases and entered information into eWork starting in March 2019, and followed cases for up to 6 months.

We completed our analysis of the pilot in FY 2020. We did not observe statistically significant differences in the distribution of outcomes of the work CDRs among those who received a decision, nor did we observe any statistically significant differences in either the presence or magnitude of overpayments on the MBR. Based on these results, we have discontinued the pilot.

8. Drop Box Pilot (pilot completed)

We created the “drop box” pilot program in response to the pandemic to allow the public a new service delivery method that provides limited contact with our employees. The public receives notification to provide original evidence within a certain timeframe and personally delivers it

Limitation on Administrative Expenses

into a secure receptacle located within a field office. Once we review and process the evidence, an employee returns the evidence through the postal service.

We selected 100 offices nationwide to test and evaluate the use of drop boxes in late 2020. All participating offices completed a survey of the effectiveness of the drop box process. We completed our analysis in January 2021 and found the following:

- Based on survey responses from our field office managers, we learned that 68 percent of offices indicated drop box service improved customer satisfaction. FO managers noted that customers were enthusiastic to use the new service.
- 52 percent of offices reported increased operational efficiency.

During the drop box testing period, a total of 42,795 visitors dropped off evidence, demonstrating a willingness by customers to use this service. In addition, field office managers advocated for expansion of the drop box because of the improved customer service experience.

We expanded the use of drop boxes on March 18, 2021, and have seen a steady increase in drop box usage. From the start of the pilot in November 2020, approximately 250,000 customers have used this service through May 20, 2021. Currently, we have 459 offices using drop boxes. We expect expanding by the end of FY 2021 to approximately 875 field offices.

9. Express Interview for Evidence and Enumeration (pilot completed)

Express Interviews are single-subject interviews limited to no more than 5-7 minutes in order to obtain evidence or complete an enumeration action. Individuals in limited, critical situations or those who are unable or unwilling to mail original documents, are eligible for an Express Interview.

Operations evaluated three prototype models for Express Interviewing related to applications for a Social Security card:

- Prototype 1 consisted of taking the enumeration application by phone, scheduling an in-office interview for a technician to obtain and review evidence, and complete the application;
- Prototype 2 involved customers completing the enumeration application ahead of a scheduled in-office interview, arriving for interview with the completed application, and providing evidence for review and completion; and
- Prototype 3 consisted of the technician completing the SS-5 (Application for a Social Security Card) with the customer during the time of the appointment, which is more consistent with our procedures, prior to the pandemic.

We tested the models in 81 field offices, and completed more than 2,000 Express Interviews in February 2021. Based on management information (MI) and survey results, we received overwhelming support for Prototype 2, which included more than 800 interviews. Survey results showed 81 percent of Prototype 2 Express Interviews averaged under 5 minutes, below the 5-7 minute target. We found that Prototype 2 interviews were 3.3 minutes *faster* than enumeration interviews in non-participating sites. This model provided the most efficient balance between customer acceptance, serving more customers, and limiting the time customers spend in our offices. Lastly, 97 percent of our field office managers who participated in Prototype 2

recommended continuing the model. We are taking steps to expand express interviews by the end of May 2021.

10. Benefits Planning Query Pilot

ORDP received reports of delayed and inconsistent processing of Benefit Planning Query (BPQY) requests from employment support program service providers working with disabled beneficiaries. The BPQY is a document that contains information about a beneficiary's earnings history and assists beneficiaries with understanding the effect of future earnings on disability benefits. We initiated the BPQY pilot to ensure the timely and accurate distribution of BPQYs to service providers.

Through this pilot, we intended to show how expedited processing of BPQY requests improves beneficiary work and earnings outcomes. Additionally, we planned to show how BPQY centralization and automation help ensure greater processing efficiency.

We established a small cadre of staff at headquarters who receive and process secure BPQY requests from beneficiaries, ENs, Work Incentives Planning and Assistance Projects, Protection and Advocacy for Beneficiaries of Social Security, and vocational rehabilitation offices. The centralized staff reviews the authorization, processes the BPQY request, and emails the BPQY statement to the requestor through a secure system. The centralized process fulfills the request in a more timely, efficient, and consistent manner compared to our current business process, which requires the submission and processing of paperwork in a field office.

We completed this pilot in FY 2021. We measured and compared the average processing time of BPQYs created through both centralized and de-centralized processes. We found that a centralized BPQY process, as tested in the BPQY pilot, appears to be more cost effective than the decentralized method of processing. Based on the information available throughout the evaluation period, we consider the pilot successful. We continue to finalize the development of a new process for fulfilling requests and discuss an organizational framework for responding to BPQY requests in a centralized location.

Active Pilots:

11. Ticket to Work Notice Optimization

The Ticket to Work and Work Incentives Improvement Act of 1999 established the TTW program we currently administer. This program provides Disability Insurance (DI) and Supplemental Security Income (SSI) beneficiaries and recipients with more options for receiving employment services. We provide DI and SSI beneficiaries and recipients with a Ticket to obtain VR services, employment services, and other support services from ENs or State VR agencies of their choice. Goals of the TTW program include increasing exits from the DI and SSI programs due to work, expanding the availability of services for beneficiaries, reducing dependency on disability benefits, and obtaining benefit reductions that are greater than the cost we pay for services.

Participation rates are a key factor in the program's success. Though the program has served close to 1.2 million beneficiaries and recipients since 2000, participation in the program has been relatively low in relation to the total number of beneficiaries and recipients we serve. This

Limitation on Administrative Expenses

project tests modified versions of the notices we send to beneficiaries and changes to the notice schedule to determine if the changes reduce the barriers to assigning a Ticket. The new notices provide simpler, plain language information about the Ticket program and the potential benefits of and process of assigning a Ticket. In FY 2021, we extended the time for mailing the new notices from 9 to 18 months. We will measure outcomes at 9 months post-mailing for each individual.

Evaluation Plan/Timeline

FY 2020:

- We worked with General Services Administration (GSA) to finalize the notice prototypes to send upon award of DI or SSI, and after 1 and 2 years of receiving benefits and to develop the evaluation design. We wrote the notices – otherwise known as the Good News notice that individuals receive when awarded disability benefits – to comply with plain language guidelines and potentially improve participation in the Ticket program. We also registered the study with the American Economic Association randomized study trial registry.
- We worked with OS to modify the system needed to randomize notice mailings.
- We began mailing notices in September 2020.

FY 2021:

- We will continue testing prototype notices and conducting data analyses.

FY 2022:

- We will work with GSA to conduct the final analyses of the new mailings.

Measure of Success/Metrics

We will capture data on the number of beneficiaries who we assign a Ticket, their monthly earnings, and Ticket payments. We will measure success based on increases in Ticket assignments. Currently, slightly more than 1 percent of individuals assign their Tickets in the first year. Even a small increase in Ticket assignments could lead to cost savings. Secondary outcomes of interest include earnings above substantial gainful activity and Ticket payments.

12. SSA Mobile Wage Reporting Pilot

Mobile Knowledge-based Wage Reporting (MKWR), also known as SSA Mobile Wage Reporting (SSAMWR), is a mobile phone application available in the Apple and Google play stores for SSI recipients, their representative payees, and their spouses. The MKWR allows individuals without a *my Social Security* account to report wages from a single employer using knowledge-based authentication. For this pilot, we will determine the viability of new technologies to replace the existing mobile wage reporting application with a hybrid application with the following business goals:

- Allow for knowledge-based authentication for users that cannot use *my Social Security*.
- Address poor reviews for user experience and unreliability in the Apple and Google play stores.
- Allow us to explore paystub imaging/processing including Optical Character Recognition to reduce paper processing, technician keying, and follow-up calls.
- Serve as a prototype for future mobile applications.

Limitation on Administrative Expenses

- Allow us to use the latest technologies for testing (AWS Device Farm, an application testing service to help improve the quality of web and mobile applications by testing them across an extensive range of desktop browsers and real mobile devices).

Evaluation Plan/Timeline

FY 2021:

- Continue to finalize capabilities and visual prototypes.
- Deliver a minimum viable product (MVP) by September. An MVP for this release will replace the existing system functionality and include the OCR functionality.

Measure of Success/Metrics

We will capture data on the number of wage reporters who successfully transmit wages using the new application. We will measure success based on the increases in successful submissions. Even a small increase in wage reporting will lead to fewer paper paystubs processed by the field office and the return on investment will be factored into the decision on whether to implement the pilot.

13. OARO Hearing Recordings & Transcriptions Incubation

In FY 2021, building on our prior experience with Voice to Text (VTT), we evaluated and tested VTT software to determine if it could accurately transcribe hearing audio recordings into text for official agency court transcriptions of our disability hearings to support a disability case that has been appealed to a higher court.

OHO conducts our disability hearings. The Digital Recording and Processing (DRAP) system records the audio for disability hearings. In order to provide a written transcript of a hearing, a technician retrieves the audio file and copies it to a compact disc (CD). The technician then sends the CD to a contractor, who creates the transcript. Once the contractor has created the transcript, the SSA technician reviews, certifies, and submits the court transcript document to the courts.

Because of the challenges created by the COVID-19 pandemic, the number of recorded hearings awaiting transcription has grown. We have made efforts to find a more direct method of getting the audio files to the transcription contractors.

This pilot explores using technology to generate written transcripts from the previously recorded hearings. There is the potential for significant savings in time and resources for the agency. We could reduce and eliminate the need for burning hearing recordings to CDs, as well as reduce and eliminate external contractors and costs to generate the transcripts for hearings. Additionally, the pilot will determine the viability of using automation to process previously recorded hearings into official court transcripts, including an automated workflow where possible.

Evaluation Plan/Timeline

FY 2021:

- Accelerate transcription time using automation, and deliver an MVP as quickly as possible that could create transcripts using voice to text technology.

Limitation on Administrative Expenses

- We started the pilot on October 1, 2020, and started using an MVP on February 16, 2021, a little over four months.
- The Office of Appellate Operations (OAO) staff listens to the case hearing audio in order to create official agency court transcript for appeal to a higher court. Our goal is to achieve a 50 percent time reduction spent on manual transcript creation for the initial MVP. An employee still has to listen to the hearing and review the transcription for accuracy, but the voice to text technology significantly reduces the keying required and reduces the overall employee time to complete.
- We will focus on additional automation through FY 2021, including for speaker attribution, to increase accuracy rates, and decrease the time spent by staff to manually review and correct the transcripts.

Measure of Success/Metrics

- We will use commercial off the shelf software, without enhancements, to generate hearing transcripts and reduce our manual transcription time.
- We will also consider the pilot successful with a transcript accuracy rate of close to 85 percent.
- We will continue to determine measurements of success as we use the technology in FY 2021.

14. Office of Quality Review Group II Deficiencies Pilot

As part of our ongoing efforts and mandate to deliver quality services to the public, we conduct reviews of disability claims and assess them for accuracy. These include the Pre-Effectuation Review (PER) which is a review of 50 percent of all allowance cases as well as a random Quality Assurance (QA) review of both allowance and denial cases. For example, disability examiners may not establish the correct start and end dates related to the impairments that qualify claimants for disability benefits. In FY 2018, the Office of the Inspector General identified 23 beneficiaries who had inaccurate entitlement dates resulting in \$373,906 in improper payments. Additionally in FY 2018, the Office of Quality Review (OQR) cited 20,154 distinct cases with deficiencies, including 15,750 decisional deficiencies.

The goal of this pilot is to reduce improper payments by quickly identifying deficiencies related to onset and/or disability cessation dates and assigning the correct code on reviews with minimal human intervention by leveraging Intelligent Medical Analysis GENERation (IMAGEN) to accelerate the use of Artificial Intelligence (AI). This will aid in the reduction of decision errors made on CDR cessations, childhood disability benefit claims, and established onset dates for prior denial periods with well-defined results.

Evaluation Plan/Timeline

FY 2021:

- Prioritized payment accuracy deficiencies by February 2021.
- Provided list of cases meeting deficiency criteria by March 2021.
- Provided list of databases and data elements relevant to case onset, ending, and cessation dates by March 2021.
- Conducted business process walk through by March 2021.
- Created Group II period of disability decisional deficiencies models by May 2021.

Limitation on Administrative Expenses

- Performed cycles of model training, statistical scoring, and validation testing by May 2021.
- Prepare final report by May 2021.
- Present findings by June 2021.

Measure of Success/Metrics

The IMAGEN tool will alert quality reviewers when the medical evidence records supports the dates set for entitlement. We will consider this pilot successful if the IMAGEN tool is able to identify these errors with 90 percent accuracy ratio for regularly sampled cases. In the initial data pull for the date range from January 2016 to January 2021, the IMAGEN tool identified approximately 30,000 cases matching the specified discrepancy criteria. Lastly, we hope to achieve a 50 percent reduction in errors on these payment related deficiencies by creating AI to produce correct coding of errors on cases based on AI model confidence levels. We hope to reduce improper payments by 30 percent for those cases.

15. OHO Hearing Recordings & Transcriptions Pilot

OHO is currently conducting video disability hearings using MS Teams. Currently, the DRAP system records the audio for disability hearings. For this pilot, we are testing the MS Teams recording function to record disability hearings.

We will leverage MS Teams live transcription and closed captioning features to create a text transcript of the disability court hearing in real time as the hearing occurs. By investing in recording hearings in MS Teams, there is the potential for significant savings in time and resources for the agency. Additionally, MS Teams recordings would automate and simplify creation of official court hearing transcripts needed for disability hearing appeals.

Evaluation Plan/Timeline

FY 2021 and FY 2022:

- Evaluate MS Teams, MS Stream, and MS One Drive product recording functions, both current and future planned product releases, to determine how these could fit into our rollout strategy for this technology.
- Future releases of MS Teams, MS Stream, and MS One Drive products expected to be delivered in late 2021 to early 2022 with these enhanced features.
- Test MS Teams recordings for mock disability hearings in order to better identify and quantify product transcription attributes, such as speaker attribution and accuracy rates for automated transcripts created for MS Teams recordings.

Measure of Success/Metrics

Use MS Teams to create hearing transcripts with an accuracy rating of 85 percent or higher. Achieve a level of at least 85 percent speaker attribution for automated transcripts created for MS Teams recordings.

16. Video Interviews for Workloads

During the pandemic, we took action to protect the public and our employees by limiting in-person services to reduce potential exposure to COVID-19. Some customers have difficulties mailing their important original documents, and others are unable to use our online services. To

Limitation on Administrative Expenses

bridge the gap, we piloted a new MS Teams service delivery option for certain Social Security replacement cards in November 2020 at 100 of our highest enumeration workload offices.

Through MS Teams, individuals can securely apply from any location using a computer, tablet, or smartphone with internet service, and our employees will conduct a remote video interview. We send the applicant a link to the MS Teams application; the applicant does not need to download any software to participate in the interview. During the interview, our employee asks knowledge-based questions, views the individual's evidence—either a State-issued driver's license or identification card—and verifies the information from the evidence directly with the State Department of Motor Vehicles via an exchange with the American Association of Motor Vehicle Administrators.

To evaluate Phase 1 of the MS Teams Pilot, we gathered the total number of successful MS Teams replacement card requests that resulted in the issuance of a replacement card, as well as information on the overall processing time. While we found that, on average, this process adds 6 minutes to the enumeration interview, we expect this number to decline as technicians become more familiar with the process. Because MS Teams allows us to serve more customers virtually and reduces the need for in-person visits, the increase in customer service flexibility outweighs the uptick in processing time.

In addition, we asked the participating pilot offices to complete a survey about any unsuccessful interviews to evaluate why an enumeration transaction was unsuccessful. Our survey results revealed the following reasons contributed to unsuccessful MS Teams interview requests:

- An applicant missed their appointment;
- A connectivity issue with the MS Teams Software (customer or SSA side);
- A technical issue during the MS Teams interview that caused the interview to terminate;
- An inability to clearly view and inspect the applicant's evidence;
- An issue during the American Association of Motor Vehicle Administrators/ Driver's License Data Verification;
- Inability of the customer to provide the required evidentiary documents; or
- The technician could not authenticate the evidence.

We continue to use both MI and the survey results to refine the process.

Evaluation Plan/Timeline

We plan to continue the evaluation on a larger scale once we resolve our labor obligations. Although the initial results of the pilot are promising, we need to continue evaluating MS Teams on a larger scale and include more fraud and quality assessments. We will consider long-term implementation when we have completed these assessments.

17. United States Postal Service (USPS) Proof of Concept (PoC) for Digital Identity

If customers are unable to verify their identity online for a *my Social Security* account, they may verify their identity in-person to begin the registration process. This method is known as in-person proofing (IPP) and is currently available only at our field offices.

The USPS PoC will allow customers to verify their identity in-person at certain USPS facilities.

Limitation on Administrative Expenses

We identified USPS pilot sites based on our customer's failed online attempts, number of zip codes within a given area, and distance from a USPS IPP facility. Based on that information, USPS will offer IPP in two distinct metro areas – San Diego and Washington D.C.

Evaluation Plan/Timeline

The pandemic delayed the USPS PoC, which was originally planned for May 2020. We will operationalize the PoC when it is safe to do so. We are also monitoring the changing landscape and continue to engage with Federal partners on a coordinated approach. We will continue to monitor these factors as we make a decision to launch this PoC.

If early indications show that the PoC is successful, we will consider working with USPS to expand the service to additional office locations.

Measure of Success/Metrics

We will evaluate the PoC by our customers' interest, comfortability, and success with performing IPP at the USPS. This evaluation includes both qualitative and quantitative results to assess overall performance of the PoC. USPS will send a survey to customers after visiting a post office to gauge satisfaction in the process, convenience, time to complete the identity proofing, knowledgeable ability of the clerk with identity proofing, time for email with results of identity proofing, and any additional feedback customers wish to share. We will measure success by the results of the survey and the following target success metrics:

- 15 percent of eligible customers will opt to participate;
- 50 percent of customers who participate will visit a USPS post office; and
- 90 percent of customers will complete the *my Social Security* account set up process after successfully identity proofing at a post office.

18. Headquarters Mail Digitization Pilot

In March 2021, we developed a 12-month pilot to digitize approximately 96,000 pieces of mail we receive in six headquarters components. Using our Headquarters Mail Service Center (HQMSC), we will sort incoming mail and bulk ship to our scanning vendor. The scanning vendor will open, prepare, scan, and save the images to a shared server. Participating employees will be able to access the electronic mail from the server and process their workloads virtually.

Evaluation Plan/Timeline

FY 2021:

First Quarter

- Researched commercial off the shelf, HQMSC, and National Technical Information. Service solutions for digitizing.
- Developed and released a request for information and analyzed results.
- Researched GSA advantage vendors.

First Quarter and Second Quarter

- Met with agency components to discuss requirements for service.
- Analyzed annual volumes of mail received.
- Completed a statement of work.
- Submitted requisition package.

Limitation on Administrative Expenses

Third Quarter

- Develop business process.
- Award call order.
- Begin 12-month pilot.

Measure of Success/Metrics

We will determine the pilot successful if:

- At least 95 percent of the mail sent to the vendor is scanned and uploaded to a shared server within 2 business days of receipt;
- Less than 5 percent of the scanned images will require rescan due to quality;
- We gain efficiencies in processing scanned mail over manual processing, based on the components needs;
- Ensure employees can process scanned mail remotely; and
- At least 80 percent of participants rate their experience in the pilot as “satisfied” or “very satisfied” on a five-point scale, throughout the initiative.

CONSULTATIVE EXAMS

In some cases, a claimant does not provide adequate evidence about his/her impairment(s) to us in order to determine whether he/she is disabled or blind. If we are unable to obtain adequate evidence from the claimant’s medical source(s), we may request to purchase a physical or mental examination or test from a medical source to provide evidence for the claim. While we manage our consultative examinations (CE) workload to an overall processing time goal for initial claims and reconsiderations, our systems do not capture the level of detail to identify the number of days for CE completion nationally or by State. This data can be captured in the future when DCPS2 is implemented nationwide.

On March 17, 2020, at the onset of the COVID-19 pandemic, we implemented a temporary moratorium on scheduling in-person CEs to protect the safety of claimants and reduce the burden on the medical community. As a result of the Department of Health and Human Services’ (HHS) temporary easement of Health Insurance Portability and Accountability Act (HIPPA) requirements for telehealth, we still were able to conduct certain psychiatric and psychological CEs without in-person testing. This limited universe of CEs was conducted with claimant permission and acknowledgement of associated risks using telehealth platforms outside of SSA’s network.

On May 29, 2020, we updated our policy for the State Disability Determination Services (DDSs) to resume in-person CEs on a voluntary basis. We gave each DDS the ability to decide and manage its reinstatement of in-person CEs based on CDC, State, tribal, local, and territorial government guidelines regarding non-essential medical appointments and social distancing requirements. As of September 2020, we have resumed CEs in every State and territory. However, we continue to experience delays with scheduling CEs due to the availability of our CE providers. We will continue to hold cases where a CE is required, but we are unable to complete due to COVID-19 issues. We expect CE scheduling to remain an obstacle in the disability process as a result of the pandemic.

Limitation on Administrative Expenses

Table 3.4 - FY 2020 Consultative Examination Counts and Cost Data¹

	Annual Number of Cases with at least one CE²	CE Rate³	CE Costs⁴	CE Cost per Case with at least one CE⁵
National Total (Disability Determination Services (DDS) + Federal)	942,783	27.60%	\$245,894,340	\$260.82
All DDS	941,599	28.30%	\$245,811,861	\$261.06
Boston Region	29,626	20.80%	\$6,753,170	\$227.95
Connecticut	7,031	21.70%	\$1,815,251	\$258.18
Maine	3,787	23.60%	\$918,300	\$242.49
Massachusetts	10,233	15.70%	\$2,376,960	\$232.28
New Hampshire	2,917	30.70%	\$308,655	\$105.81
Rhode Island	3,083	24.10%	\$650,233	\$210.91
Vermont	2,575	37.60%	\$683,771	\$265.54
New York Region	103,213	40.40%	\$26,405,193	\$255.83
New Jersey	16,348	24.30%	\$4,253,624	\$260.19
New York	76,195	45.20%	\$20,045,695	\$263.08
Puerto Rico ⁶	10,670	60.90%	\$2,105,874	\$197.36
Philadelphia Region	94,863	26.00%	\$23,888,347	\$251.82
Delaware	1,812	19.70%	\$588,487	\$324.77
District of Columbia	2,051	9.30%	\$1,063,511	\$518.53
Maryland	16,101	32.80%	\$4,652,542	\$288.96
Pennsylvania	48,877	32.50%	\$10,636,173	\$217.61
Virginia	15,209	15.30%	\$4,504,832	\$296.20
West Virginia	10,813	39.70%	\$2,442,802	\$225.91
Atlanta Region	263,803	31.60%	\$68,005,462	\$257.79
Alabama	21,028	27.70%	\$4,914,335	\$233.70
Florida	77,286	27.80%	\$23,518,611	\$304.31
Georgia	38,806	40.20%	\$10,442,757	\$269.10
Kentucky	24,864	34.50%	\$4,684,793	\$188.42
Mississippi	20,256	33.60%	\$4,444,840	\$219.43

¹ Extended Service Team (EST) CE data and costs are built into the State amounts (VA, AR, OK). Number of cases includes CEs for initial disability claims, disability reconsiderations, continuing disability reviews, and disability hearings.

² Our systems track the number of cases with at least one paid CE, not the total number of CEs ordered and completed for any given case.

³ CE rate is the number of cases for which at least one CE is ordered and paid compared to the total number of cases. This rate does not reflect the total volume of CEs ordered and paid. Our systems do not include the level of detail to identify if CEs were conducted by the treating medical provider.

⁴ CE costs represent costs for all CEs, including if there were more than one CE per case.

⁵ CE cost per case represents total CE Costs divided by the number of cases with at least one CE.

Limitation on Administrative Expenses

	Annual Number of Cases with at least one CE ²	CE Rate ³	CE Costs ⁴	CE Cost per Case with at least one CE ⁵
North Carolina	36,735	30.10%	\$8,971,423	\$244.22
South Carolina	16,005	27.60%	\$3,468,213	\$216.70
Tennessee	28,823	40.30%	\$7,560,490	\$262.31
Chicago Region	145,523	29.30%	\$32,355,644	\$222.34
Illinois	29,873	32.70%	\$8,635,628	\$289.08
Indiana	26,952	36.60%	\$6,926,690	\$257.00
Michigan	27,098	26.00%	\$5,650,969	\$208.54
Minnesota	10,962	24.70%	\$3,495,423	\$318.87
Ohio	35,830	27.60%	\$8,896,309	\$248.29
Wisconsin	14,808	27.50%	\$4,401,594	\$297.24
Dallas Region	126,259	24.70%	\$33,980,497	\$269.13
Arkansas	15,466	23.40%	\$3,488,938	\$225.59
Louisiana	24,421	37.80%	\$5,573,424	\$228.22
New Mexico	6,039	30.70%	\$1,279,916	\$211.94
Oklahoma	18,008	30.20%	\$5,101,838	\$283.31
Texas	62,325	23.40%	\$18,535,951	\$297.41
Kansas City Region	35,593	25.80%	\$10,173,555	\$285.83
Iowa	7,274	21.90%	\$2,144,585	\$294.83
Kansas	3,517	28.60%	\$1,036,040	\$294.58
Missouri	20,204	25.90%	\$5,636,843	\$279.00
Nebraska	4,598	32.10%	\$1,356,087	\$294.93
Denver Region	20,078	27.20%	\$8,904,326	\$443.49
Colorado	9,126	25.20%	\$3,729,903	\$408.71
Montana	1,685	21.60%	\$743,822	\$441.44
North Dakota	1,080	25.30%	\$486,559	\$450.52
South Dakota	1,331	19.80%	\$879,788	\$661.00
Utah	5,797	38.20%	\$2,323,405	\$400.79
Wyoming	1,059	28.70%	\$740,849	\$699.57
San Francisco Region	99,996	25.30%	\$26,794,286	\$267.95
Arizona	17,419	27.50%	\$5,118,174	\$293.83
California	76,063	25.30%	\$19,402,035	\$255.08
Hawaii	1,742	17.30%	\$915,933	\$525.79
Nevada	4,772	23.30%	\$1,358,144	\$284.61
Seattle Region	22,645	19.80%	\$8,334,087	\$368.03
Alaska	703	19.50%	\$504,408	\$717.51
Idaho	3,408	17.90%	\$1,193,105	\$350.09
Oregon	6,440	19.20%	\$2,370,242	\$368.05
Washington	12,094	20.90%	\$4,266,332	\$352.76

Limitation on Administrative Expenses

	Annual Number of Cases with at least one CE²	CE Rate³	CE Costs⁴	CE Cost per Case with at least one CE⁵
Federal ⁶	1,184	1.20%	\$299,772.57	\$253.19

⁶ The Puerto Rico DDS pays CE costs for cases processed by the Puerto Rico Disability Processing Unit (DPU). The table removes the CE costs associated with these cases from Puerto Rico and applies them to the federal line of the table.

Limitation on Administrative Expenses

APPROPRIATION HISTORY

The table below includes the amount requested by the President, passed by the House and Senate Committees on Appropriations, and ultimately appropriated for the LAE account, including any rescissions and supplemental appropriations, for the last 10 years. The annual appropriation includes amounts authorized from SSI State Supplement user fees and non-attorney representative user fees.

Table 3.5—Appropriation History Table

Fiscal Year	Budget Estimate to Congress	House Committee Passed	Senate Committee Passed	Enacted Appropriation
2012	\$12,522,000,000 ¹	--- ²	\$11,632,448,000 ³	\$11,474,978,000 ⁴
Rescission ⁵				-\$21,688,000
Final				\$11,453,290,000 ⁶
2013	\$11,760,000,000 ⁷	--- ⁸	\$11,736,044,000 ⁹	\$11,453,290,000 ¹⁰
Rescission				-\$21,394,476 ¹¹
Sequestration				-\$386,329,494 ¹²
Final				\$11,045,566,321 ¹³
2014	<u>\$12,296,846,000</u>	--- ¹⁴	\$11,697,040,000 ¹⁵	\$11,697,040,000 ¹⁶
LAE	\$11,069,846,000 ¹⁷			
PIAE	\$1,227,000,000 ¹⁸			
2015	\$12,024,000,000 ¹⁹	--- ²⁰	--- ²¹	\$11,805,945,000 ²²
2016	\$12,513,000,000 ²³	\$11,817,945,000 ²⁴	\$11,620,945,000 ²⁵	\$12,161,945,000 ²⁶
2017	\$13,067,000,000 ²⁷	\$11,898,945,000 ²⁸	\$12,481,945,000 ²⁹	\$12,481,945,000 ³⁰
2018	\$12,457,000,000 ³¹	\$12,392,945,000 ³²	\$11,992,945,000 ³³	\$12,872,945,000 ³⁴
2019	\$12,393,000,000 ³⁵	\$12,557,045,000 ³⁶	\$12,951,945,000 ³⁷	\$12,876,945,000 ³⁸
2020	\$12,773,000,000 ³⁹	\$13,071,945,000 ⁴⁰	--- ⁴¹	\$12,870,945,000 ⁴²
CARES Act ⁴³				\$338,000,000
Final				\$13,208,945,000
2021	\$13,351,473,000 ⁴⁴	\$12,970,945,000 ⁴⁵	--- ⁴⁶	\$12,930,945,000 ⁴⁷
Supplemental ⁴⁸				\$38,000,000
Final				\$12,968,945,000
2022	\$14,188,896,000 ⁴⁹			

Limitation on Administrative Expenses

-
- ¹ Total includes \$938,000,000 in funding designated for SSI redeterminations and CDRs – \$315,000,000 in base funding and \$623,000,000 in additional funds. Includes up to \$163,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203). Includes \$1,863,000 to increase our acquisition workforce capacity and capabilities.
- ² The House Committee on Appropriations did not report a bill. The Committee introduced H.R. 3070, which included \$12,041,494,000.
- ³ S. 1599.
- ⁴ Consolidated Appropriations Act, 2012 (P.L. 112-74). Total includes \$483,484,000 designated for SSI redeterminations and CDRs appropriated in the Disaster Relief Appropriations Act (P.L. 112-77).
- ⁵ The Consolidated Appropriations Act, 2012 (P.L. 112-74) rescinded a total of \$21,688,000.
- ⁶ The FY 2012 enacted LAE Budget Authority was \$11,453,290,000. However, effective April 1, 2012, Massachusetts assumed control of its State Supplementary payments, reducing the estimated SSI user fees by approximately \$7,100,000. The resulting FY 2012 available SSI user fee funding was approximately \$154,000,000. The available FY 2012 LAE funding was approximately \$11,446,190,000.
- ⁷ Total includes \$1,024,000,000 in funding designated for SSI redeterminations and CDRs – \$273,000,000 in base funding and \$751,000,000 in additional funds. Includes up to \$170,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ⁸ The House Committee on Appropriations did not report a bill. The Committee posted a draft bill which included \$10,684,414,000 for LAE.
- ⁹ S. 3295.
- ¹⁰ At the time we formulated the Budget we had not received a full year appropriation for FY 2013. We were operating under a 6-month CR (P.L. 112-175) that funded our operations at \$11,520,000,000, if annualized. This represents a 0.612 percent increase from the FY 2012 enacted level. A full year CR (P.L. 113-6) reduced funding to the FY 2012 enacted level of \$11,453,290,000.
- ¹¹ Per OMB Budget Data Request 13-19, we were subject to an Across-the-Board (ATB) Reduction/Rescission of .2 percent of LAE. Both base and cap program integrity funds were exempt from this reduction.
- ¹² Under P.L. 112-175, all non-SSI funding was reduced by 5 percent after sequestration was triggered by Congress.
- ¹³ Our funding post-sequestration (P.L. 112-175) and ATB reduction (BDR 13-19) was \$407,723,000 lower than the original CR funding level (P.L. 113-6).
- ¹⁴ The House Committee on Appropriations did not report a bill. The LAE appropriation of \$11,697,040,000 for FY 2014 was incorporated into H.R. 3547.
- ¹⁵ S. 3533.
- ¹⁶ Consolidated Appropriations Act, 2014 (P.L. 113-76). Total includes \$1,197,000,000 designated for SSI redeterminations and CDRs. Includes up to \$171,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ¹⁷ Total includes \$273,000,000 in funding designated for SSI redeterminations and CDRs. Includes up to \$173,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ¹⁸ The FY 2014 President's Budget included a legislative proposal to create a new Program Integrity Administrative Expenses (PIAE) account and provide a more reliable stream of mandatory program integrity funding. The FY 2014 PIAE request was \$1,227,000,000. With the addition of \$273,000,000 requested for program integrity as part of the LAE, the total program integrity request for FY 2014 was \$1,500,000,000.
- ¹⁹ Total includes \$1,396,000,000 in dedicated funding designated for SSI redeterminations and CDRs – \$273,000,000 in base funding and \$1,123,000,000 in funds outside the discretionary caps as authorized by the Budget Control Act (BCA) of 2011 (P.L. 112-25), as well as \$131,000,000 from LAE to assist in program

Limitation on Administrative Expenses

- integrity work. Includes up to \$124,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ²⁰ The House Committee on Appropriations did not report a bill.
- ²¹ The Senate Committee on Appropriations did not report a bill.
- ²² Consolidated and Further Continuing Appropriations Act, 2015 (P.L. 113-235). Total includes \$1,396,000,000 designated for SSI redeterminations and CDRs. Includes up to \$124,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ²³ Total includes \$1,439,000,000 in dedicated funding designated for SSI redeterminations and CDRs – \$273,000,000 in base funding and \$1,166,000,000 in funds outside the discretionary caps as authorized by the BCA of 2011. Includes up to \$136,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ²⁴ H.R. 3020.
- ²⁵ S.1695.
- ²⁶ Consolidated Appropriations Act, 2016 (P.L. 114-113). Total includes \$1,426,000,000 in funding designated for SSI redeterminations and CDRs. Includes up to \$124,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ²⁷ The FY 2017 request includes \$1,819,000,000 in dedicated program integrity funding for, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, cooperative disability investigation (CDI) units, and the prosecution of fraud by Special Assistant United States Attorneys (SAUSAs), comprised of \$273,000,000 in base funding and \$1,546,000,000 in funds outside the discretionary caps as authorized by the Bipartisan Budget Act (BBA) of 2015 (P.L. 114-74). Additionally, the LAE account carves out funding to support the fully loaded costs of performing 1.1 million CDRs and approximately 2.8 million SSI redeterminations, \$126,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ²⁸ H.R. 5926.
- ²⁹ S. 3040.
- ³⁰ Consolidated Appropriations Act, 2017 (P.L. 115-31). Total includes \$90,000,000 in available funding through September 30, 2018, for activities to address the hearings backlog within the Office of Hearings Operations (formerly the Office of Disability Adjudication and Review). Includes \$1,819,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,546,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L.114-74) to remain available until March 31, 2018. Includes \$123,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ³¹ The FY 2018 request includes \$1,735,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,462,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L.114-74). Includes up to \$118,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ³² H.R.3358.
- ³³ S. 1771.
- ³⁴ Consolidated Appropriations Act, 2018 (P.L. 115-141). Total includes \$280,000,000 to remain available until expended for information technology modernization, including related hardware and software infrastructure and

-
- equipment, and for administrative expenses directly associated with information technology modernization. Total includes \$100,000,000 in available funding through September 30, 2019, for activities to address the hearings backlog within the Office of Hearings Operations. Includes \$1,735,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,462,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L. 114-74) to remain available for 18 months through March 31, 2019. Includes \$118,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ³⁵ The FY 2019 request includes \$1,683,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,410,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L. 114-74) to remain available until March 31, 2020. Beginning in FY 2019, the Budget proposes that we may transfer up to \$10,000,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. Includes up to \$134,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ³⁶ H.R. 6470.
- ³⁷ S. 3158.
- ³⁸ Department of Defense and Labor, Health and Human Services, and Education Appropriations Act, 2019 and Continuing Appropriations Act, 2019 (P.L. 115-245). Total includes \$45,000,000 to remain available until expended for information technology modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with information technology modernization. Total includes \$100,000,000 in available funding through September 30, 2020, for activities to address the hearings backlog within the Office of Hearings Operations. Includes \$1,683,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,410,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L. 114-74) to remain available for 18 months through March 31, 2020. Public Law 115-245 allows us to transfer up to \$10,000,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units in FY 2019. Includes \$134,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ³⁹ The FY 2020 Budget proposed that the total LAE budget authority request of \$12,773,000,000 be offset by fees collected for replacement Social Security cards (estimated at \$270 million). The total includes \$1,582,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,309,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L. 114-74) to remain available until March 31, 2021. In FY 2020, the Budget proposed to transfer up to \$10,000,000 of program integrity cap adjustment funds in the LAE account to the OIG for the costs associated with jointly operated CDI units. Includes up to \$130,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- ⁴⁰ H.R. 2740.
- ⁴¹ The Senate Committee on Appropriations did not report a bill. The Committee posted a draft bill which provided the FY 2020 President's Budget request of \$12,773,000,000.
- ⁴² Further Consolidated Appropriations Act, 2020 (P.L. 116-94). The total includes \$45,000,000 to remain available until expended for IT modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with IT modernization. The total includes \$100,000,000 in available funding through September 30, 2021, for activities to address the hearings backlog within the Office of Hearings Operations. The total also includes \$1,582,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,309,000,000 in funds outside the

Limitation on Administrative Expenses

discretionary caps as authorized by the BBA of 2015 (P.L.114-74) to remain available for 18 months through March 31, 2021. P.L. 116-94 allows us to transfer up to \$10 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units in FY 2020. The total also includes \$130,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

⁴³ The Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136) provided \$300 million in funding, available through September 30, 2021, to prevent, prepare for, and respond to the coronavirus, including paying the salaries and benefits of all employees affected as a result of office closures, telework, phone and communication services for employees, overtime costs, supplies, and for resources necessary for processing disability and retirement workloads and backlogs. It also provided \$38 million for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering economic impact payments (EIPs) to qualifying individuals.

⁴⁴ The FY 2021 Budget proposed that the total requested LAE budget authority of \$13,351,473,000 be offset by fees collected for replacement Social Security cards (estimated at \$270 million). The total includes \$1,575,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,302,000,000 in funds outside the discretionary caps, as authorized by the BBA of 2015 (P.L.114-74) to remain available until March 31, 2022. The Budget proposed allowing us to transfer up to \$11.2 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units in FY 2021. The total includes up to \$135,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

⁴⁵ H.R.7614.

⁴⁶ The Senate Committee on Appropriations did not report a bill. The Committee posted a draft bill which included \$12,868,945,000 for LAE.

⁴⁷ Consolidated Appropriations Act, 2021 (P.L. 116-260). The total includes \$45,000,000 to remain available until expended for IT modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with IT modernization. The total includes \$50,000,000 in available funding through September 30, 2022, for activities to address the hearings backlog within the Office of Hearings Operations. The total also includes \$1,575,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,302,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L.114-74) to remain available for 18 months through March 31, 2022. P.L. 116-260 allows us to transfer up to \$11.2 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total also includes \$135,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

⁴⁸ The Consolidated Appropriations Act, 2021 (P.L. 116-260, Section 272, Division N) provided \$38 million in funding, available through September 30, 2021, for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering a second round of EIPs first authorized under the CARES Act.

⁴⁹ The FY 2022 Budget proposes \$1,708,000,000 in dedicated program integrity funding, including a \$1,435,000,000 allocation adjustment, to remain available until March 31, 2023. Dedicated program integrity funding allows us to conduct CDRs and SSI redeterminations to confirm that participants remain eligible to receive benefits, and it supports anti-fraud cooperative disability investigation units and special attorneys for fraud prosecutions. The Budget proposes transferring up to \$12.1 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total includes up to \$138,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

SSA-RELATED LEGISLATION FROM JANUARY 2020 TO MARCH 2021

FY 2021

American Rescue Plan Act of 2021 (P.L. 117-2, enacted March 11, 2021)

- The law provides funding for COVID-19 testing, vaccine production and distribution, as well as economic relief for communities and businesses, and additional Economic Impact Payments (EIPs) for qualifying individuals. The Internal Revenue Service (IRS) received appropriated funds to administer EIP payments, and SSA partnered with the IRS to provide outreach to our beneficiaries and respond to public inquiries about EIPs. In addition, SSA administered a data exchange with the IRS to help facilitate payments to SSA and SSI beneficiaries who do not file taxes.

National Defense Authorization Act for Fiscal Year 2021 (NDAA) (P.L. 116-283, enacted January 1, 2021)

- The law includes a temporary increase in the number of annual leave hours that most employees can roll over into 2021.
- The law establishes a National Cyber Director and requires the Cybersecurity and Infrastructure Security Agency (CISA) to provide assistance to agencies in meeting information security program requirements and in using secure platforms and tools for agency functions.
- The law requires agencies to report on disciplinary actions related to findings of discrimination, including retaliation. It also restricts nondisclosure agreements from prohibiting or restricting personnel from disclosing whistleblower information.
- The law also revises requirements for Federal agencies reporting to OMB on programs and activities, for purposes of posting an inventory of program activities to a single website. The revised requirements include reporting on program funding and authorizing statutes.

Secure Federal Leases from Espionage and Suspicious Entanglements Act (P.L. 116-276, enacted December 31, 2020)

- The law provides that Federal lessees must require covered entities to identify and disclose whether a foreign source owns certain leased spaces.

Consolidated Appropriations Act, 2021 (P.L. 116-260, enacted December 27, 2020)

- The law includes amendments to section 205(r) of the Social Security Act ensuring reimbursement to States and SSA for State death information and it permits SSA to share State death information with the Department of Treasury for its Do Not Pay (DNP) system.
- The law also provides a second round of EIPs and includes \$38 million for SSA, available through September 30, 2021, for administrative costs related to assisting the

Limitation on Administrative Expenses

Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering EIPs.

ALS Disability Insurance Access Act of 2019 (P.L. 116-250, enacted December 22, 2020, amended by way of P.L. 117-3, enacted March 23, 2021)

- The law amends Title II of the Social Security Act to eliminate the five-month waiting period for disability insurance benefits for individuals with amyotrophic lateral sclerosis (ALS). The original law eliminated the five-month waiting period for individuals with ALS who applied for benefits on or after December 23, 2020, whereas the amendment eliminates the five-month waiting period for individuals with ALS who were approved for benefits on or after July 23, 2020.

Internet of Things (IoT) Cybersecurity Improvement Act of 2020 (P.L. 116-207, enacted December 4, 2020)

- The law requires the National Institute of Standards and Technology (NIST) to develop and publish standards and guidelines for Federal Government use and management of agency owned or controlled IoT devices.

FY 2020

Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136, enacted March 27, 2020)

- The law includes provisions that provide relief to people and businesses affected by the novel coronavirus, including expanding unemployment benefits, creating a small business loan program, providing funding to hospitals, and issuing EIPs to qualifying individuals.
- The law also reduces Federal Insurance Contributions Act (FICA) taxes owed by certain employers and it delayed payment of the taxes for many individuals. The law ensures that Social Security's Trust Funds are not adversely affected by the delay in FICA payments.
- The law expands Telehealth programs and initiatives including Medicare Telehealth flexibilities. SSA's Disability Determination Services (DDS) provides expanded use of video telehealth technology for psychiatric consultative examinations (CE) and psychological CEs that do not require testing.
- The law provides \$300 million in funding for SSA, available through September 30, 2021, to prevent, prepare for, and respond to coronavirus, including paying the salaries and benefits of all employees affected as a result of office closures, telework, phone and communication services for employees, overtime costs, supplies, and for resources necessary for processing disability and retirement workloads and backlogs. The law also provides \$38 million in funding for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering EIPs.

Limitation on Administrative Expenses

Payment Integrity Information Act of 2019 (P.L. 116-117, enacted March 2, 2020)

- The law repeals and replaces prior legislation to improve efforts to identify and mitigate government-wide improper payments.
- The law requires agencies to develop a plan to reduce improper payments, complete an annual risk assessment on their programs, and demonstrate improvements in addressing improper payments.
- The law provides for the establishment of an interagency workgroup focused on identifying activities to improve Federal program payment integrity.

Limitation on Administrative Expenses

GENERAL STATEMENT/BUDGETARY RESOURCES/PERFORMANCE

LIMITATION ON ADMINISTRATIVE EXPENSES OVERVIEW

The LAE account funds our operating expenses and our programs: the OASI and DI programs, the SSI program, certain health insurance and Medicare prescription drug functions, and the Special Benefits for Certain World War II Veterans program. With these funds, we provide service to millions of Americans through our field offices, on the telephone, or via the Internet at www.socialsecurity.gov. The LAE account provides the funds we need to perform our core responsibilities, including deciding applications for benefits, conducting hearings and appeals to review disputed decisions, ensuring we distribute benefits properly, and maintaining the integrity of the trust funds.

Please see the Budget Overview for more information.

KEY ASSUMPTIONS

We formulated our budget to strengthen our services and improve the customer experience. We will invest in our frontline offices, modernize our information technology, streamline our policies, and safeguard our programs.

The budget addresses the following key areas:

- Reducing the initial disability claims backlog;
- Eliminating the disability (appeals) hearings backlog;
- Improving service delivery in our National 800 Number, field offices, and processing centers;
- Continuing to execute and enhance our Information Technology Modernization Plan and expand our online services;
- Advancing equity in our programs and engaging in outreach to vulnerable populations;
- Streamlining our policies and processes;
- Supporting our cost-effective dedicated program integrity work, and our fraud prevention and detection activities;
- Enhancing our payment accuracy efforts (see [Social Security Improper Payments](#));
- Investing in cybersecurity to safeguard our data; and
- Doing our part to address the climate crisis.

SIZE AND SCOPE OF OUR PROGRAMS

Our administrative budget is driven by the programs we administer—both in terms of the amount of work performed and the number of people needed to process it—and by our continuing efforts to improve service, stewardship, and efficiency.

Between the three major programs we administer—OASI, DI, and SSI—benefit payment outlays totaled over \$1.14 trillion in FY 2020; under current law, we expect benefit payment outlays to be nearly \$1.19 trillion in FY 2021 and about \$1.25 trillion in FY 2022. This includes the State supplementary payments that we administer on behalf of some States. At about 1.1 percent of total benefit payment outlays currently estimated for FY 2022, our administrative expenses¹ continue to be a small fraction of overall program spending, demonstrating our cost-conscious approach to managing resources.

Table 3.6—Benefit Outlays²
(Dollars in billions)

	FY 2020 Actuals	FY 2021 Estimate	FY 2022 Estimate
Old-Age and Survivors Insurance	\$940.2	\$984.7	\$1,038.8
Disability Insurance	\$144.0	\$144.4	\$150.3
Supplemental Security Income ³	\$58.9	\$58.7	\$65.4
Total Outlays⁴	\$1,143.1	\$1,187.7	\$1,254.5

Paralleling the growth in benefit payment outlays, we expect the number of beneficiaries and recipients of the three major programs we administer, including those only receiving a SSI State supplementary payment, to increase from 72.4 million in FY 2020 to 73.1 million in FY 2021 and 74.3 million in FY 2022.

Table 3.7—Beneficiaries²
(Average in payment status, in millions)

	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Old-Age and Survivors Insurance	54.5	55.5	56.6
Disability Insurance	9.9	9.7	9.7
Supplemental Security Income ⁵	8.1	7.9	8.0
Total Beneficiaries⁶	72.4	73.1	74.3

¹ Our calculation of discretionary administrative expenses excludes Treasury administrative expenses, which are mandatory outlays.

² Totals may not add due to rounding.

³ SSI benefit payments include State supplementary payments of about \$2.5 billion in FY 2020, \$2.6 billion in FY 2021, and about \$2.8 billion in FY 2022.

⁴ Benefit payment totals include \$1.0 million for the Special Benefits for Certain World War II Veterans program in FY 2020 and FY 2021 and less than \$0.5 million in FY 2022, which is not broken out separately.

⁵ SSI recipients include about 150,000 recipients each year who only receive a State supplementary payment.

⁶ Beneficiary totals include approximately 2.7 million concurrent recipients who receive SSI as well as OASI or DI.

Limitation on Administrative Expenses

FUNDING REQUEST

Our FY 2022 LAE budget request of \$14.189 billion allows us to focus on our agency priorities of strengthening our services, improving the customer experience, modernizing our information technology, streamlining our policies, and ensuring stewardship of our programs.

Table 3.8—Budgetary Request

	FY 2020 Actual ¹	FY 2021 Estimate ²	FY 2022 Request
Budget Authority (in millions)			
Limitation on Administrative Expenses (LAE) ³ <i>(Dedicated Program Integrity, Base and Adjustment, included in LAE)³</i>	\$12,871 (\$1,582)	\$12,931 (\$1,575)	\$14,189 (\$1,708) ⁴
Research and Demonstrations ⁵	\$101	\$86	\$86
Office of the Inspector General (OIG) ⁶	\$106	\$106	\$112
Total, Budget Authority (in millions)	\$13,077	\$13,122	\$14,387
Other Budgetary Resources (in millions)			
COVID-19 Pandemic– Workload Processing ⁷	\$300	\$0	\$0
COVID-19 Pandemic– Economic Impact Payments (administrative costs) ⁷	\$38	\$38	\$0
Total, Budgetary Resources (in millions) ⁸	\$13,415	\$13,160	\$14,387
Workyears (WY)⁹			
Full-Time Equivalents	59,574	59,498	60,729
Overtime	1,801	1,155	1,800
Lump Sum Leave	178	252	250
Total SSA Workyears	61,553	60,905	62,779
Reimbursable Workyears	215	300	300
Total SSA/Reimbursable Workyears	61,768	61,205	63,079
Disability Determination Services (DDS)	13,028	14,140	15,532
Total SSA/Reimbursable/DDS Workyears	74,796	75,345	78,611
OIG	523	518	542
Total SSA/Reimbursable/DDS/OIG Workyears	75,319	75,863	79,153

¹ P.L. 116-94 – Further Consolidated Appropriations Act, 2020, provided \$100 million in dedicated funding to address the hearings backlog and \$45 million in dedicated funding for IT Modernization.

Limitation on Administrative Expenses

² P.L. 116-260 – Consolidated Appropriations Act, 2021, provided \$50 million in dedicated funding to address the hearings backlog and \$45 million in dedicated funding for IT Modernization.

³ FY 2020 program integrity funding is available for 18 months (through March 31, 2021) by P.L. 116-94. FY 2021 program integrity funding is available for 18 months (through March 31, 2022) by P.L. 116-260. The Budget assumes 18-month authority (through March 31, 2023) to obligate dedicated program integrity funds in FY 2022.

⁴ The Budget includes \$1.708 billion in dedicated funding for program integrity (PI) activities, including a \$1.435 billion allocation adjustment. This is a \$150 million decrease from the Discretionary Request for PI released on April 9, 2021. Our LAE topline remains unchanged, and using PI carryover allows us to devote more resources to improve frontline services while maintaining our commitment to completing PI work. We are using \$150 million of unanticipated carryover from FY 2021 resulting from COVID related impacts to support the same level of PI activities in the Discretionary request.

⁵ Congress appropriated \$101 million in FY 2020 (available through September 30, 2022) and \$86 million in FY 2021 (available through September 30, 2023) for research and demonstration projects. The Budget proposes \$86 million in FY 2022 (available through September 30, 2024) for research and demonstration projects.

⁶ P.L. 116-94 allows SSA to transfer up to \$10 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units in FY 2020. P.L. 116-260 allows SSA to transfer up to \$11.2 million in FY 2021. The Budget continues this transfer in FY 2022 at a level of up to \$12.1 million.

⁷ The Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136) provided \$300 million in funding, available through September 30, 2021, to prevent, prepare for, and respond to the coronavirus, including paying the salaries and benefits of all employees affected as a result of office closures, telework, phone and communication services for employees, overtime costs, supplies, and for resources necessary for processing disability and retirement workloads and backlogs. It also provided \$38 million for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering economic impact payments (EIPs) to qualifying individuals. The Consolidated Appropriations Act, 2021 (P.L. 116-260, Section 272, Division N), provided an additional \$38 million in funding, available through September 30, 2021, for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering a second round of EIPs first authorized under the CARES Act. This funding is not reflected in the LAE. For more information on this supplemental funding, please see the COVID-19 exhibit in the LAE section of our Congressional Justification.

⁸ Numbers may not add due to rounding.

⁹ A workyear (WY) is a measure of time spent doing work or being paid for some element of time (e.g. leave). It is the equivalent of one person working for one year (2,080 hours) and may consist of regular hours, overtime, or lump sum leave, which is payment for unused annual leave upon leaving the agency. WYs include time spent in full-time or part-time employment. Full-time equivalents and overtime WYs include those funded from dedicated funding to reduce the hearings backlog, dedicated funding for IT modernization, and dedicated funding for program integrity. These WYs also include the Medicare Savings Program, the State Children's Health Insurance Program, the Medicare Low-Income Subsidy Program, reimbursable agreements, and MACRA. Additionally, SSA WYs include those funded under the CARES Act and the Consolidated Appropriations Act, 2021, for the coronavirus response and assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering EIPs.

Limitation on Administrative Expenses

ALL PURPOSE TABLE

Table 3.9—All Purpose Table (APT)
(in thousands)

	FY 2020	FY 2021	FY 2022	
	Further Consolidated Appropriations Act 1,2,3 P.L. 116-94	Consolidated Appropriations Act 1,2,4 P.L. 116-260	President's Budget	FY 2022 +/- FY 2021
Payments to Social Security Trust Funds				
Pension Reform	6,000	6,000	6,000	-
Unnegotiated Checks	5,000	5,000	5,000	-
Total PTF	\$ 11,000	\$ 11,000	\$ 11,000	\$ -
Supplemental Security Income				
Federal Benefits Payment ⁵	56,982,000	55,633,919	60,691,142	5,057,223
Beneficiary Services	45,000	45,000	205,000	160,000
Research & Demonstration	101,000	86,000	86,000	-
Administration ⁶	4,286,889	4,293,849	4,828,114	534,265
Subtotal SSI Program Level	61,414,889	60,058,768	65,810,256	5,751,488
Advance from PY	(19,700,000)	(19,900,000)	(19,600,000)	300,000
Subtotal Current Year SSI	\$ 41,714,889	\$ 40,158,768	\$ 46,210,256	\$ 6,051,488
New Advance SSI	\$ 19,900,000	\$ 19,600,000	\$ 15,600,000	\$ (4,000,000)
Limitation on Administrative Expenses				
Regular LAE				
OASDI Trust Funds	5,633,165	5,497,536	5,722,597	225,061
HI/SMI Trust Funds	2,458,514	2,715,499	3,015,140	299,641
Social Security Advisory Board	2,500	2,500	2,700	200
SSI	3,063,766	3,004,410	3,601,459	597,049
Subtotal Regular LAE	\$ 11,157,945	\$ 11,219,945	\$ 12,341,896	\$ 1,121,951
Program Integrity Funding				
OASDI Trust Funds	358,877	285,561	481,345	195,784
SSI	1,223,123	1,289,439	1,226,655	(62,784)
Subtotal Program Integrity Funding ⁷	\$ 1,582,000	\$ 1,575,000	\$ 1,708,000	\$ 133,000
<i>Base Program Integrity ⁸</i>	<i>273,000</i>	<i>273,000</i>	<i>273,000</i>	<i>-</i>
<i>Allocation Adjustment ⁷</i>	<i>1,309,000</i>	<i>1,302,000</i>	<i>1,435,000</i>	<i>133,000</i>
User Fees				
SSI User Fee	130,000	135,000	138,000	3,000
SSPA User Fee	1,000	1,000	1,000	-
Subtotal User Fees	\$ 131,000	\$ 136,000	\$ 139,000	\$ 3,000
Total LAE	\$ 12,870,945	\$ 12,930,945	\$ 14,188,896	\$ 1,257,951
Non-PI LAE	11,288,945	11,355,945	12,480,896	1,124,951
Office of the Inspector General				
Federal Funds	\$ 30,000	\$ 30,000	\$ 32,000	\$ 2,000
Trust Funds	\$ 75,500	\$ 75,500	\$ 80,000	\$ 4,500
Total, OIG ⁹	\$ 105,500	\$ 105,500	\$ 112,000	\$ 6,500
Total, Social Security Administration, New BA	\$ 70,315,445	\$ 68,512,364	\$71,294,038	\$ 2,781,674
Federal Funds	\$ 61,786,889	\$ 59,935,768	\$61,992,256	\$ 2,056,488
Current Year	\$ 41,886,889	\$ 40,335,768	\$46,392,256	\$ 6,056,488
New Advance	\$ 19,900,000	\$ 19,600,000	\$15,600,000	\$ (4,000,000)
Trust Funds	\$ 8,528,556	\$ 8,576,596	\$ 9,301,782	\$ 725,186

¹ Congress appropriated \$45 million in both FY 2020 and 2021 to remain available until expended for information technology modernization. It is included in regular LAE.

² Congress appropriated \$100 million in FY 2020 (available through September 30, 2021) to address the disability hearings backlog within the Office of Hearings Backlog (OHO). It is included in regular LAE. Congress also appropriated \$50 million in FY 2021 (available through September 30, 2022) to address the disability hearings backlog within OHO. It is included in regular LAE.

³ The Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136) provided \$300 million in funding, available through September 30, 2021, to prevent, prepare for, and respond to the coronavirus, including paying the salaries and benefits of all employees affected as a result of office closures, telework, phone and communication services for employees, overtime costs, supplies, and for resources necessary for processing disability and retirement workloads and backlogs. It also provided \$38 million for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering economic impact payments (EIPs) to qualifying individuals. This funding is not reflected in the LAE.

⁴ The Consolidated Appropriations Act, 2021 (P.L. 116-260, Section 272, Division N) provided \$38 million in funding, available through September 30, 2021, for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering a second round of EIPs first authorized under the CARES Act. This funding is not reflected in the LAE.

⁵ The FY 2022 President's Budget Federal Benefit Payment total includes \$18 million of SSI program effects related to the Afghan Special Immigrant Visa (SIV) and Liberian Deferred Enforced Departure programs.

⁶ Total SSI Administration reflects the sum of SSI regular LAE and SSI Program Integrity included in the LAE section.

⁷ The FY 2020 Further Consolidated Appropriations Act includes 18-month authority through March 31, 2021, to obligate program integrity funds. The FY 2021 Consolidated Appropriations Act includes 18-month authority through March 31, 2022, to obligate program integrity funds. The FY 2022 President's Budget assumes similar 18-month authority through March 31, 2023, to obligate program integrity funds.

⁸ In FY 2022, the Budget is asking Congress to fund dedicated program integrity activities through an allocation adjustment in the congressional budgeting process.

⁹ Public Law 116-94 allows SSA to transfer up to \$10 million of program integrity funds in the LAE account to the OIG for the costs associated with jointly operated cooperative disability investigations units in FY 2020. Public Law 116-261 allows SSA to transfer up to \$11.2 million of program integrity funds in the LAE account to the OIG for the costs associated with jointly operated cooperative disability investigations units in FY 2021. The FY 2022 Budget proposes SSA can transfer up to \$12.1 million of program integrity funds in the LAE account to the OIG for the costs associated with jointly operated cooperative disability investigations units in FY 2022.

ADDITIONAL FUNDING FOR CORONAVIRUS PANDEMIC (COVID-19)

Since March 2020, we received additional resources to respond to the coronavirus pandemic and to assist the Department of the Treasury issue three rounds of Economic Impact Payments (EIP).

On March 27, 2020, the President signed **the Coronavirus Aid, Relief, and Economic Security Act (CARES) (Public Law 116-136)**. This funding is available through September 30, 2021.

This law provided us with resources to prevent, prepare for, and respond to the coronavirus; and assist the Department of the Treasury Internal Revenue Service (IRS) with issuing the law's recovery rebates (EIPs).

We received \$300 million as part of the CARES Act to prevent, prepare for, and respond to the coronavirus.

Limitation on Administrative Expenses

In March 2020, in response to the coronavirus pandemic, we restructured how we conduct day-to-day business to ensure continuous public service while keeping employees and the public safe. The supplemental funding paid for the salaries and benefits of all employees affected as a result of office closures as we transitioned the workforce online and due to prioritizing frontline services over other workloads for a time. It also included funding for phone and communication services for employees in a telework posture, overtime costs, and supplies, and for resources necessary for processing disability and retirement workloads and backlogs. As a result of COVID-19, we temporarily altered our workload processing to defer certain actions to protect our beneficiaries' income and healthcare coverage, including the suspension of our continuing disability review (CDR) workload.

Most of the \$300 million in CARES Act funding paid for salaries and benefits for those employees that normally process program integrity work and, instead, handled other agency workloads. It also funded weather and safety leave for affected employees who were unable to immediately transition to a remote work posture, and support staff time. The remaining was allocated in FY 2020 and FY 2021 to fund additional overtime, Information Technology Systems (ITS) costs, and any other unexpected expenditures.

We also received \$38 million as part of the CARES Act to assist the Treasury/IRS with carrying out the law's EIP program.

Treasury is responsible for issuing the EIPs to individuals. We actively supported Treasury in this process, including sharing data with IRS for our beneficiaries who may not file tax returns to automatically issue EIPs. In addition, we coordinated with the Treasury to conduct a public awareness campaign regarding the availability of the tax credit or rebate. The funding paid for radio and social media campaigns to provide information and awareness regarding the EIPs. It also paid for outreach to our beneficiaries and continued outreach to disadvantaged communities. We also responded to inquiries on our National 800 Number, as well as paid for staff who support these efforts.

Table 3.10—COVID-19 CARES Act Obligations

CARES \$300M		
	FY 2020 Actual ^{1/}	FY 2021 Estimate
Staff hours devoted to response	\$ 195,264,778	\$ -
Supplies/Information Technology (phone & communication svcs/equip)	\$ 26,041,656	\$ 3,958,344
Weather and Safety Leave	\$ 51,183,361	\$ -
Overtime	\$ -	\$ 23,551,861
Total	\$ 272,489,795	\$ 27,510,205
CARES \$38M		
	FY 2020 Actual ^{1/}	FY 2021 Estimate
Staff hours	\$ 16,227,494	\$ 3,045,403
Outreach	\$ 18,727,103	\$ -
Total	\$ 34,954,597	\$ 3,045,403
1/ FY 2020 actuals represent the adjusted totals for recoveries in FY 2021.		

On December 27, 2020, the President signed the **Consolidated Appropriations Act, 2021(Public Law 116-260)**. This funding is available through September 30, 2021.

This law provided SSA with \$38 million in resources to assist the IRS to carry out the law’s EIP program.

This section of the Public Law provided us with resources to assist the IRS with issuing EIPs and providing administrative assistance to allow prompt distribution of these payments. To date, these funds supported responses to inquiries on our National 800 Number, including costs for staff who supported these efforts.

On March 11, 2021, the President signed the **American Rescue Plan (ARP) Act of 2021 (Public Law 117-2)**, which authorizes the Treasury to provide additional EIPs, which were first authorized under the CARES Act and again under the Consolidated Appropriations Act, 2021.

The IRS and SSA entered into a Memorandum of Understanding (MOU) to ensure that OASDI and SSI recipients receive their EIPs without delay. The MOU provides reimbursement to SSA from IRS for work performed to assist with the third EIP:

SSA will provide data to the IRS to issue the third round of EIPs.

SSA will provide information to the public via radio and social media campaigns and with mailer outreach to the most vulnerable populations.

We estimate reimbursement of \$20 million from the IRS for support of the third round of EIPs. These funds will also cover costs associated with notifications to beneficiaries and responses to inquiries on our National 800 Number, as well as to pay for staff who support these efforts.

Limitation on Administrative Expenses

SSI STATE SUPPLEMENTATION/IMPACT OF STATES DROPPING OUT

The SSI program was designed to provide a nationwide uniform floor of cash assistance to individuals who are aged, blind, and disabled, with limited income and resources. In recognizing that there were variations in living costs across the Nation, Congress added section 1618 to the Social Security Act to encourage States to supplement the Federal payment. This ensured that SSI recipients received the full benefit of each cost-of-living adjustment. States may administer their own state supplement programs or have us administer the programs on their behalf. States electing to have us administer their programs reimburse us monthly in advance for these benefit payments, and we make eligibility determinations and payments on behalf of the States.

Table 3.11—State Supplement Payments
(Dollars in millions)

	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Federally Administered State Supplement Payments	\$2,536	\$2,565	\$2,760
Offsetting Collections	\$2,534	\$2,566	\$2,797

Participating States pay us user fees to administer their programs, based on a schedule established by the Social Security Act. The user fee was \$12.41 per SSI check payment in FY 2020 and is \$12.49 in FY 2021. We estimate that the user fee will increase to \$12.85 per payment in FY 2022. The Department of Treasury receives the first \$5.00 of each fee and we retain the amount over \$5.00. This user fee is discretionary budget authority that supplements our LAE account.

Table 3.12—SSI User Fee Collections^{1,2}
(Dollars in millions)

	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate²	<i>FY 2021 to FY 2022 Change</i>
SSA User Fee Collections	\$130 ¹	\$129 ^{1,3}	\$138	+\$9
Treasury User Fee Collections	\$87	\$86	\$94	+\$8
Total User Fee Collections	\$217	\$215	\$232	+\$17

¹ The enacted User Fee for FY 2020 was \$130 million and for FY 2021 is \$135 million. Any fees collected in excess of the appropriated amount may be used to cover a shortfall in collections for a future year.

² FY 2022 has 13 payments. Both FY 2020 and FY 2021 have 12 payments.

³ Due in part to the effects of COVID-19 on both the general public and our recipient population, total User Fee collections for FY 2021 are anticipated to fall substantially below our appropriated figure of \$135 million.

Impact of States Dropping Out of State Supplementation Program

Currently, we help administer the state supplementation for 20 States and the District of Columbia. However, participation in the state supplementation program is voluntary. States can opt out of the program, but must provide notice to us at least 90 days in advance before dropping out. The result of States dropping out of the program is a loss of LAE authority in the current and possibly following fiscal year when it is too late to adjust our request. California and New Jersey are the two largest states for whom we administer state supplementation. If either State opted to administer their own state supplementation, our estimate would dramatically decrease.

Table 3.13—Estimated SSA User Fee Collections by State
(Dollars in thousands)

State	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Arkansas	*	*	*
California	\$108,903	\$108,601	\$116,098
Delaware	\$50	\$49	\$53
DC	\$97	\$86	\$92
Georgia	*	*	*
Hawaii	\$232	\$223	\$239
Iowa	\$110	\$105	\$112
Kansas	*	*	*
Louisiana	*	*	*
Maryland	\$1	*	\$1
Michigan	\$1,030	\$1,003	\$1,072
Mississippi	\$1	\$1	\$1
Montana	\$67	\$67	\$71
Nevada	\$1,366	\$1,390	\$1,486
New Jersey	\$15,828	\$15,724	\$16,810
Ohio	*	*	*
Pennsylvania	\$463	\$437	\$467
Rhode Island	\$39	\$38	\$41
South Dakota	*	*	*
Tennessee	\$1	\$1	\$1
Vermont	\$1,349	\$1,362	\$1,456
Total	\$129,537	\$129,087	\$138,000

OUTREACH TO VULNERABLE POPULATIONS

During the pandemic, we experienced a reduction in applications for benefits, particularly Supplemental Security Income (SSI) and Disability benefits, and we are concerned that there

Limitation on Administrative Expenses

may be a significant number of vulnerable Americans who needed our help but were unable to reach us during the pandemic. In response, we developed and implemented targeted strategies to reach at-risk persons, who include low income individuals, those with limited English proficiency, the homeless (or those facing homelessness), and those with mental illness. Specifically, our efforts have included greatly enhanced communication, close collaboration with community groups serving vulnerable populations, efforts to simplifying the SSI application process, and targeted outreach to current beneficiaries who may be eligible for additional benefits under the SSI program. The Budget includes \$75 million in additional funding in FY 2022 for outreach to ensure that SSI benefits reach the most vulnerable and underserved eligible individuals, including individuals those most vulnerable. This funding would allow us to continue to invest in efforts that simplify and expand access to the SSI program, including partnering with community-based organizations that work with vulnerable populations and delivering targeted mailers to potential SSI claimants. We have developed several initiatives, outlined below, to reach at-risk persons.

Initiative 1: Implement an Ongoing Outreach Program to Reach Vulnerable Populations

We are implementing a robust, nationwide communications strategy to target those most vulnerable. As part of our efforts, we hold regular meetings with partner groups and organizations to identify ongoing challenges in reaching vulnerable populations and potential solutions for overcoming these challenges. As a result of these conversations, we launched a national advertising campaign on TV, radio, and social media, with emphasis on children with disabilities. Additionally, we featured blog posts by our Commissioner and advocate partners on the importance of our programs and the need to reach those we serve.

FY 2021 Efforts:

- Our Commissioner launched a “Supporting Our Most Vulnerable” section on SSA’s Social Security Matters blog. Since launching, we have featured our Commissioner and several guest bloggers on topics ranging from homelessness, to SSI for children with behavioral disabilities, to economic impact payments.
- We created our "People Helping Others" website, which provides online resources to assist those third parties assisting vulnerable populations access our services.
- We also created a new vulnerable populations resource page for groups and organizations, along with an updated resource page for faith and community partners.
- We are running paid social media advertising referring people to both our SSI benefits page on our website and the "SSI kids apply" page in English and Spanish.

FY 2022 Plans:

- In FY 2022, we will continue to invite guest bloggers on our Social Security Matters blog.
- We also plan to add more information to our "People Helping Others" website.
- We will continue running paid social media ads.

Initiative 2: Streamlining the SSI Application and Increasing Accessibility

We continue our efforts to streamline the SSI application process. We are investigating ways to make our current SSI application available online. Ultimately, we expect to simplify the screening process for SSI, protect an individual's filing date, and allow an applicant the ability to easily schedule an appointment to file online or by phone.

FY 2021 Efforts:

- We engaged in listening sessions with SSI advocates to identify barriers for completing our SSI forms and application process.
- We also started improving our information online about filing for SSI by creating a 2021 edition of our Understanding Supplemental Security Income SSI Application Process and Applicants' Rights. This updated edition clarifies when and how to apply for benefits.

FY 2022 Plans:

- We regularly seek input from our advocates on proposed improvements to the SSI filing process for consideration in our planning and implementation.

Initiative 3: Third-Party Assistance

We are working with third parties to enlist support in identifying and assisting vulnerable individuals eligible and interested in filing an SSI application. We are designing a streamlined intake process for use by designated third party partners and have developed in-depth training materials for our partners to use in assisting other in filing for SSI. Furthermore, we are establishing vulnerable population liaisons in our field offices, who will work directly with these community partners to process these applications from at-risk and dire-need customers.

FY 2021 Efforts:

- On March 25, 2021, we convened a national conference call with over 1,500 advocates to request their assistance with claims intake and other outreach to vulnerable populations. During the call, we surveyed participants and more than 650 responders expressed interest in supporting SSA's outreach, with 375 agreeing in the meeting to assist individuals in filing for SSI.
- Between March and May, our Public Affairs Specialists expanded their outreach to secure community-based partners and conducted 6,815 outreach events securing 1,843 total commitments¹:
 - 484 partners agreed to assist individuals in applying for SSI;
 - 533 partners have committed to provide SSA information sufficient to establish a lead/protective filing; and
 - 1,653 will refer potential applicants to SSA.
- We are providing in-depth training for those partners committed to assisting individuals in filing SSI applications. Of the 484 application taking partners, 169 have been scheduled for training and 141 have completed training.

¹ Individual partners may commit to provide more than one service option when assisting individuals; therefore, the number of partners assisting with claims filing, establishing protective filings, and making referrals is greater than the total number of committed partners.

Limitation on Administrative Expenses

- We created an internal repository of information on outreach, engagement, and reporting to assist with tracking our engagement efforts and training.

FY 2022 Plans:

- We plan to establish dedicated vulnerable population liaisons and vulnerable population experts in field offices to assist at-risk and dire-need claimants. These employees will work directly with our third party partners to provide claims filing and program support for initial claims, post-entitlement actions, as well as provide training.
- We will continue to build on the training and resource materials available for those designated third parties assisting individuals in accessing SSI.

Initiative 4: Expand Research to Establish a New Interventional Cooperative Agreement Program (ICAP) Focusing on Vulnerable Populations

We intend to use extramural research funds to establish a new ICAP focusing on vulnerable populations, such as the homeless and non-English speaking. ICAP allows us to enter into cooperative agreements to collaborate with external organizations with interest in identifying, operating, and partially funding interventional research related to DI and SSI.

FY 2021 Efforts:

- We developed and published a request for applications. The application period closes June 21, 2021.
- We expect to announce awards in September 2021.

FY 2022 Plans:

- We will begin awarded projects in FY 2022.
- We also expect to compete and award another round of ICAP in FY 2022.

Initiative 5: Administrative Simplifications

We are working to simplify policy around In-Kind Support and Maintenance (ISM). ISM is unearned income in the form of food and/or shelter and can affect the SSI benefit amount. We plan to raise the tolerance for the pro rata share from \$5 to \$20, meaning sharing exists and we would not charge ISM if an individual's household contribution is within \$20 of their pro rata share. We do not require a regulation to adjust the tolerance.

We are also looking to streamline our policies related to temporarily institutionalized (TI) claimants. Individuals may continue to receive their regular SSI benefits for stays in a facility of less than 90 consecutive days, provided the recipient requests to receive the benefits, and a physician certifies the stay as temporary. We are looking to simplify this process by creating a prescribed form to collect the necessary information from the physician. We also intend to develop a demonstration project to assess the effect of automatically providing these temporary benefits without the recipient requesting or physician certifying.

Limitation on Administrative Expenses

Additionally, we are looking to increase our transparency by sharing technical instructions for our employees with the public. Where appropriate, we are sharing detailed policy guidance and processing instructions to assist in understanding the steps employees take when processing various workloads.

FY 2021 Efforts:

- We are working to update our systems to increase the \$5 tolerance rule to \$20.
- We published an *SSA Spotlight on Continued SSI Benefits for Persons Who Are Temporarily Institutionalized – 2021 Edition* to inform individuals of the impact on SSI for those temporarily institutionalized.
- We are exploring flexibilities related to obtaining physicians' certification and exploring initiating a research demonstration on improved TI processes.
- As of May 6, 2021, we posted 17 COVID-19 internal instructions to our employees to our public facing website.

FY 2022 Plans:

- We expect to complete our systems for the new tolerance in FY 2022.
- We will continue to assess the public's access to further policies and procedures.

Initiative 6: Increase Outreach to SSI Kids

In order to increase awareness about SSI children's benefits, we developed and implemented a paid public service announcement (PSA) campaign. As part of these efforts, we ran TV and radio ads with instructions on how to apply for benefits. We also developed social media advertising focused on SSI children's benefits. We began partnering with national and local third-party groups to share an outreach toolkit through their networks. Also, we continue to investigate potential data exchanges that may generate application leads for children who may be eligible for SSI. Lastly, we optimized the public-facing webpage and related information on how to apply for SSI children's benefits.

FY 2021 Efforts:

- We ran TV and radio ads in English and Spanish, and we are in the process of completing tests of the ads in the Dallas market to inform our national rollout plans.
- Additionally, paid social media ads are currently running in English and Spanish.
- We redesigned and optimized the "SSI kids apply" page, including in Spanish, and posted an outreach toolkit on our new outreach resources page for groups and organizations.
- We have begun to investigate new data exchanges, including meeting with different federal, State, and medical agencies to determine if we could leverage a data exchange to capture SSI leads for children.

FY 2022 Plans:

- We plan to complete testing of our TV and radio ads to determine impact for a future national rollout.

Limitation on Administrative Expenses

- We expect to continue running paid social media ads through the remainder of the year and we will evaluate performance to determine next steps.
- Our PASs will continue to promote the outreach toolkit with third-party groups throughout the year.
- We plan to create a third-party outreach toolkit in Spanish for SSI Kids for dissemination through third-party groups.

Initiative 7: Conduct Targeted Mailings for Vulnerable Title II Beneficiaries Who May Be Eligible for SSI

We initiated the SSI mailer project after identifying Social Security beneficiaries whose monthly benefits are less than the maximum monthly Federal SSI benefit to apply for SSI who we believe may be eligible for additional payments under the SSI program. In total, we have identified 1.4 million potentially eligible individuals, many who fall into vulnerable population categories. The mailer, released in English and Spanish, includes a dedicated national hotline to assist recipients in determining eligibility for SSI.

FY 2021 Efforts:

- From mid-December 2020 through March 2021, we mailed 200,000 notices to Social Security beneficiaries in three of the most affected groups. Specifically, beneficiaries who are:
 - age 18-64 and receiving disability benefits;
 - age 65-84; and
 - age 65-84 who have limited English proficiency (LEP).
- The initial results of this mailing as of April 23, 2021 are:
 - 5,162 SSI applications taken (2.58% of total mailers sent);
 - 2,271 SSI applications have been approved (1.14% of the total mailers sent);
 - the newly-eligible SSI beneficiaries receive an average SSI benefit of \$198.70 per month; and
 - total SSI benefits paid to date are over \$451,000.
- We are still receiving and processing applications from people in the initial mailing, and we expect to complete our analysis by October 2021.

FY 2022 Plans:

- We plan to release another 1.2 million mailers from June 2021 to May 2022 (330,000 from June 2021-September 2021, 250,000 from October 2021-November 2021, and 620,000 from April 2022-June 2022.)
- We leveraged our experience from the first mailer to improve our processes for the next mailing as follows:
 - We refined our data screening to better target the mailing to people who are potentially eligible for SSI. For example, we added additional screening criteria to more precisely identify and remove individuals receiving a non-covered pension who would not be eligible for SSI benefits. After this additional screening, there are about 1.2 million potentially eligible beneficiaries.

Limitation on Administrative Expenses

- We will stagger the mailings over the course of a year.
- We shortened and simplified the notice, which will include a one-page fact sheet about the SSI program.
- We will send an email notification to beneficiaries who have provided us with an email address. This email will be in addition to the paper notice.
- We have a new dedicated 800-number staffed by bilingual employees fluent in Spanish and English who are part of our national call center. We have improved call routing capability with a new communications platform to be implemented soon and will offer scheduled voice call back service. We also offer telephone translation in 200 languages.

Table 3.14—Estimate of Costs for Outreach Efforts

Initiative	FY 2021 Estimate ¹	FY 2022 Estimate
Overall Management of Advocate Workgroups	\$70,000	\$60,000
Overarching Communications Strategy to Vulnerable Populations	\$810,000	\$720,000
SSI Application Streamlining/Accessibility	\$2,050,000	\$3,000,000
Third-Party Assistance	\$17,350,000	\$69,390,000
Interventional Cooperative Agreement Program	\$6,110,000	\$6,160,000
Simplify Policy around In-Kind Support and Maintenance	\$1,570,000	\$230,000
Streamline Operational Procedures to Assist Temporarily Institutionalized Claimants in Obtaining the Required Physicians' Statement	\$190,000	\$220,000
Increase Transparency of Sensitive Employee Instructions	\$0	\$0
Outreach to SSI Kids	\$680,000	\$610,000
Targeted Mailing for Title II Population Accessing SSI	\$2,920,000	\$5,590,000
Additional Outreach Efforts	\$0	\$10,000,000
Total	\$31,750,000	\$95,980,000

BUDGET AUTHORITY AND OUTLAYS

The Limitation on Administrative Expenses (LAE) account, our basic administrative account, is an annual appropriation and is financed from the Social Security and Medicare trust funds, as well as the General Fund. This account provides resources to administer the Social Security and

¹ Of the FY 2021 total estimate, \$21.0 million is base funding. SSA has prioritized an additional \$10.8 million to expedite outreach efforts during FY 2021.

Limitation on Administrative Expenses

SSI programs, as well as certain aspects of the Medicare program. We calculate the administrative costs attributable to each program using our Government Accountability Office approved cost analysis system. In FY 2009, we received additional funds from the General Fund of the Treasury, provided by the Recovery Act and the MIPPA. We also received \$98 million funded incrementally from FY 2015 to FY 2018, of which \$27 million is available until expended, for costs associated with the MACRA provisions.

CMS and SSA Cost Sharing Agreement Workgroup

The Social Security Administration's LAE account is funded by the Social Security trust funds, the General Fund, the Medicare trust funds, and applicable user fees. Section 201(g) of the Social Security Act provides that SSA determine the share of administrative expenses that should have been borne by the appropriate trust funds for the administration of their respective programs and the General Fund for administration of the SSI program. SSA and CMS are currently working together to evaluate the cost-sharing agreement that determines the portion of administrative expenses borne by the SSA and Medicare trust funds and the general fund.

Table 3.15—Budget Authority and Outlays ¹
(Dollars in thousands)

	FY 2020 Actual^{2,3,4}	FY 2021 Enacted^{3,4,5}	FY 2022 Estimate⁶
OASI and DI Trust Funds	\$5,992,042 ⁷	\$5,783,097 ⁸	\$6,203,942 ⁹
HI and SMI Trust Funds	\$2,458,514	\$2,715,499	\$3,015,140
SSA Advisory Board	\$2,500	\$2,500	\$2,700
SSI Administrative Expenses	\$4,286,889	\$4,293,849	\$4,828,113
SSI State Supplement User Fees	\$130,000	\$135,000	\$138,000
Non-Attorney Representative User Fees	\$1,000	\$1,000	\$1,000
CARES	\$338,000	\$0	\$0
Consolidated Appropriations Act, 2021 (Section 272, Division N)	\$0	\$38,000	\$0
Total Budget Authority	\$13,208,945	\$12,968,945	\$14,188,896
OASI and DI Trust Funds	\$5,473,400 ¹⁰	\$6,083,000 ¹¹	\$6,179,600 ¹²

¹ Totals may not add due to rounding.

² In FY 2020, our administrative outlays were about 1.1 percent of the benefit payments we made.

³ Congress appropriated \$45 million in FY 2020 and in FY 2021 (available until expended) for IT modernization.

⁴ Congress appropriated \$100 million in FY 2020 (available through September 30, 2021) and \$50 million in FY 2021 (available through September 30, 2022) to address the disability hearings backlog.

⁵ In FY 2021, our administrative outlays are about 1.2 percent of the benefit payments we plan to pay.

⁶ In FY 2022, our administrative outlays are about 1.1 percent of the benefit payments we plan to pay.

⁷ The total includes \$3,334,070 in OASI and \$2,657,972 in DI costs.

⁸ The total includes \$3,293,890 in OASI and \$2,489,207 in DI costs.

⁹ The total includes \$3,437,107 in OASI and \$2,766,835 in DI costs.

¹⁰ The total includes \$3,107,100 in OASI and \$2,366,300 in DI costs.

¹¹ The total includes \$3,465,900 in OASI and \$2,617,100 in DI costs.

¹² The total includes \$3,424,800 in OASI and \$2,754,800 in DI costs.

Limitation on Administrative Expenses

	FY 2020 Actual^{2,3,4}	FY 2021 Enacted^{3,4,5}	FY 2022 Estimate⁶
HI and SMI Trust Funds	\$2,467,900	\$2,854,900	\$3,002,000
SSI Administrative Expenses	\$4,232,100	\$4,521,500	\$4,806,500
SSI State Supplement User Fees	\$129,500	\$135,000	\$138,000
Non-Attorney Representative User Fees	\$1,000	\$1,000	\$1,000
CARES	\$295,700	\$42,300	\$0
Consolidated Appropriations Act, 2021 (Section 272, Division N)	\$0	\$38,000	\$0
MIPPA – LIS	\$0	\$5,800	\$5,800
MACRA	\$200	\$200	\$0
Recovery Act – New NSC	\$150	\$2,900	\$0
Total Administrative Outlays¹	\$12,599,950	\$13,684,600	\$14,132,900

¹ Due to variations in the reporting of outlays, these outlays will not match those included in the Budget Appendix.

Limitation on Administrative Expenses

AMOUNTS AVAILABLE FOR OBLIGATION/ANALYSIS OF CHANGES

Table 3.16—Amounts Available for Obligation
(Dollars in thousands)^{1,2}

	FY 2020 Actual ³	FY 2021 Enacted ^{4,5}	FY 2022 Estimate ⁶	FY 2021 to FY 2022 Change
Limitation on Administrative Expenses (LAE)				
LAE Appropriation ⁷	\$12,870,945	\$12,968,945	\$14,188,896	\$1,219,951
Unobligated Balance, start-of-year ⁸	\$765,071	\$540,902	\$461,364	(\$79,538)
Unrealized Non-Attorney User Fees	(\$879)	\$0	\$0	\$0
Unrealized SSI User Fees	(\$463)	\$0	\$0	\$0
Subtotal LAE Resources	\$13,634,674	\$13,509,847	\$14,650,260	\$1,140,413
Unobligated Balance, lapsing	(\$168,184)	\$0	\$0	\$0
Unobligated Balance, end-of-year (LAE Carryover)	(\$421,900)	(\$311,366)	(\$146,930)	\$164,436
Total Obligations, LAE	\$13,044,589	\$13,198,481	\$14,503,330	\$1,304,849
The Coronavirus Aid, Relief, and Economic Security Act (CARES Act)				
CARES Act Appropriation	\$338,000	\$0	\$0	\$0
CARES Unobligated Balance, start-of-year	\$0	\$26,789	\$0	(\$26,789)
CARES Unobligated Balance, end-of-year	(26,789)	\$0	\$0	\$0
Obligations, CARES	\$311,211	\$26,789	\$0	(\$26,789)
American Recovery and Reinvestment Act Resources (ARRA) ⁹				
National Support Center, Unobligated Balances, start-of-year	\$3,011	\$2,861	\$0	(\$2,861)

¹ Totals may not add due to rounding.

² Table does not include reimbursables.

³ FY 2020 unobligated balances, end-of-year, includes \$173 million of Program Integrity 18-month carry-out into FY 2021, \$87 million of Dedicated Hearings FY 20-21 multi-year carry-out, and \$76 million of IT Modernization no-year carry-out. Please note that the FY 2020 unobligated balances, end-of-year, do not match the FY 2021 unobligated balances, start-of-year, because of adjustments made after the close of the fiscal year.

⁴ FY 2021 unobligated balances, start-of-year, includes \$173 million of Program Integrity 18-month carry-in from FY 2020 and \$207 million transferred from prior-year accounts.

⁵ Includes \$38 million in funding, available through September 30, 2021, for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering a second round of EIPs first authorized under the CARES Act.

⁶ FY 2022 unobligated balances, start-of-year, includes \$261 million of Program Integrity 18-month carry-in from FY 2021 and \$150 million transferred from prior-year accounts.

⁷ LAE Appropriation amounts displayed include \$10 million for OIG CDI team leaders in FY 2020, \$11.2 million FY 2021, and \$12.1 million in FY 2022 for CDI related costs in FY 2022.

⁸ Includes multi-year carryover funds for ITS, IT Modernization, Program Integrity, Dedicated Hearings, and Altmeyer dedicated funding.

⁹ SSA received a Presidential waiver from rescission allowing for the use of ARRA NSC funds until expended.

Limitation on Administrative Expenses

	FY 2020 Actual ³	FY 2021 Enacted ^{4,5}	FY 2022 Estimate ⁶	FY 2021 to FY 2022 Change
National Support Center Estimated Recovery/Offsetting Collections	\$0	\$0	\$0	\$0
National Support Center Unobligated Balances, end-of-year	(\$2,861)	\$0	\$0	\$0
Obligations, ARRA	\$150	\$2,861	\$0	(\$2,861)
Medicare Savings Plan (MSP)				
Unobligated Balances, start-of-year	\$14,903	\$14,903	\$7,451	(\$7,451)
Unobligated Balances, end-of-year	(\$14,903)	(\$7,451)	\$0	\$7,451
Obligations, MSP	\$0	\$7,451	\$7,451	\$0
Medicare Improvements for Patients and Providers Act (MIPPA) - Low Income Subsidy (LIS)				
Unobligated Balances, start-of-year	\$11,542	\$11,524	\$5,762	(\$5,762)
Unobligated Balances, end-of-year	(\$11,524)	(\$5,762)	\$0	\$5,762
Obligations, MIPPA – LIS	\$18	\$5,762	\$5,762	\$0
State Children's Health Insurance Program (SCHIP)				
Unobligated Balances, start-of-year	\$1,975	\$1,975	\$987	(\$988)
Unobligated Balances, end-of-year	(\$1,975)	(\$987)	\$0	\$987
Obligations, SCHIP	\$0	\$988	\$987	\$0
Medicare Access and CHIP Reauthorization Act (MACRA)				
Unobligated Balances, start-of-year	\$26,080	\$25,882	\$25,822	(\$60)
Expenditure Transfers from Trust Funds	0	\$0	\$0	\$0
Unobligated Balance, end-of-year	(\$25,882)	(\$25,822)	(\$25,822)	\$0
Obligations, MACRA	\$198	\$60	\$0	(\$60)
GRAND TOTAL, OBLIGATIONS	\$13,356,167	\$13,242,393	\$14,517,530	\$1,301,927

Limitation on Administrative Expenses

SUMMARY OF CHANGE IN ADMINSTRATIVE OBLIGATIONS FROM FY 2021 TO FY 2022

Table 3.17—Summary of Changes
(Dollars in thousands)^{1,2}

	FY 2021		FY 2022		Change	
	Federal WYs	Obligations (thousands)	Federal WYs	Obligations (thousands)	Federal WYs	Obligations (thousands)
<p><u>BUILT-IN INCREASES</u> – Built-in increases are year-over-year cost increases that are outside agency control, such as across the board Federal pay raises, changes in employee health benefit premiums, and the price of postage. These increases are not a result of changes in overall agency resources or agency program or policy changes. Most agency operational costs are captured in this category as payroll costs.</p>						
<u>Payroll Expenses</u>	60,820	\$7,289,690	60,820	\$7,681,566		\$391,876
Increase award spending by 1 percentage point over FY 2020 of non-SES/SL/ST salary spending		\$45,000		\$98,000		\$53,000
Increases due to periodic step increases, health benefits, and career ladder promotions				\$130,355		\$130,355
Three-month effect of Federal pay increase effective January 2021 – 1.0%				\$16,954		\$16,954
Nine-month effect of Federal pay increase effective January 2022 – 2.7%				\$135,567		\$135,567
FERS Employer Contribution increase from 17.3% to 18.4% effective October 2021				\$56,000		\$56,000
<u>Non-Payroll Costs</u> - Mandatory growth in non-payroll costs, including costs of security, guard services, postage, rent, lease renewals, etc.		\$1,361,394		\$1,449,393		\$87,999
<u>State Disability Determination Services</u> Mandatory growth in State DDS costs, including pay raises and the costs of obtaining medical evidence		\$2,384,435		\$2,452,239		\$67,804
<u>Mailed Social Security Statements</u>		\$7,909		\$8,513		\$604
Subtotal, Built-In Increases	60,820	\$11,043,427	60,820	\$11,591,711		\$548,283
<p><u>PROGRAM CHANGES</u> – Program changes are year-over-year cost changes not captured in the section above. These result from changes in agency priorities, policy decisions, or dedicated funding.</p>						

¹ Totals may not add due to rounding.

² Figures include Program Integrity, IT Modernization, and CARES Act funding.

Limitation on Administrative Expenses

	FY 2021		FY 2022		Change	
	Federal WYs	Obligations (thousands)	Federal WYs	Obligations (thousands)	Federal WYs	Obligations (thousands)
<u>PROGRAM INCREASES</u>						
<u>Net Increase in Disability Determination Services¹</u>				\$280,846		\$280,846
<u>Payroll Increase - Net Increase in SSA Operations WYs</u>			2,330	\$270,198	2,330	\$270,198
<u>Information Technology (IT) - Base Funding</u>		\$1,204,973		\$1,353,689		\$148,716
<u>OIG Transfer</u>		\$11,200		\$12,100		\$900
<u>Non-Payroll Costs - Change in essential non-payroll costs</u>		\$811,394		\$918,094		\$106,700
Subtotal, Program Increases		\$2,027,567	2,330	\$2,834,928	2,330	\$807,360
Subtotal, Gross Increases	60,820	\$13,070,995	63,150	\$14,426,638	2,330	\$1,355,643
<u>PROGRAM DECREASES</u>						
<u>C1. Payroll Decrease – Net Decrease in SSA Non-Operations WYs</u>			-456	-\$73,308	-456	-\$73,308
<u>C2. Carryover Decreases – Altmeyer, NSC, Construction</u>		\$7,139				-\$7,139
Subtotal, Program Decreases		\$7,139	-456	-\$73,308		-\$80,447
Subtotal, Gross Decreases		\$7,139	-456	-\$73,308	-456	-\$80,447
<u>NO NET CHANGE</u> - Obligations not expected to change in FY 2022 year-over-year compared to FY 2021.						
<u>IT Obligations Funded from Prior-Year Unobligated Balances</u>		\$150,000		\$150,000		
Subtotal, Net Change		\$150,000		\$150,000		
Total Obligations, Net	60,820	\$13,228,133	62,694	\$14,503,330	1,874	+\$1,275,197

¹ Funds an additional 1,392 DDS WYs in FY 2022.

Limitation on Administrative Expenses

BUDGETARY RESOURCES BY OBJECT

Table 3.18—Budgetary Resources by Object
(Dollars in thousands)^{1,2}

	FY 2021	FY 2022	Change
Personnel Compensation			
Permanent positions	\$5,086,810	\$5,297,180	\$210,369
Positions other than permanent	\$99,118	\$106,985	\$7,867
Other personnel compensation	\$116,379	\$302,140	\$185,761
Special personal service payments	\$1,577	\$2,000	\$423
Subtotal, personnel compensation	\$5,303,884	\$5,708,305	\$404,421
Personnel Benefits	\$2,009,366	\$2,194,552	\$185,186
Benefits for former personnel	\$1,900	\$1,900	\$0
Travel and transportation of persons	\$6,584	\$6,521	-\$63
Transportation of things	\$5,109	\$5,060	-\$49
Rent, communications, and utilities			
Rental payments to GSA	\$715,083	\$739,076	\$23,994
Rental payments to others	\$99	\$106	\$7
Communications, utilities, misc.	\$448,318	\$513,132	\$64,815
Printing and reproduction	\$27,114	\$26,854	-\$260
Other services (DDS, guards, etc.)	\$4,094,588	\$4,538,115	\$443,527
Supplies and materials	\$30,081	\$29,793	-\$288
Equipment	\$363,146	\$419,268	\$56,122
Land and structures	\$153,727	\$252,253	\$98,526
Grants, subsidies and contributions	\$40,771	\$40,380	-\$391
Insurance claims and indemnities	\$34,973	\$34,637	-\$335
Interest and dividends	\$0	\$0	\$0
Financial Transfers	\$7,650	\$7,577	-\$73
Total Obligations	\$13,242,393	\$14,517,531	\$1,275,138
Resources not being obligated in the current year (carrying over or lapsing)	\$301,164	\$122,530	(\$178,635)
Total Budgetary Resources	\$13,543,558	\$14,640,060	\$1,096,503
Payments to State DDS (funded from other services and Communications, utilities, and misc.)	\$2,384,435	\$2,733,000	\$348,565

¹ Totals are shown in thousands, do not include reimbursables and may not add due to rounding.

² The obligations include the base LAE appropriation, CARES, MSP, LIS, SCHIP, NSC, MACRA, the Altmeyer Renovation, dedicated funding to address the hearings backlog, and for IT Modernization. Total budgetary resources in the table reflect FY 2021 and FY 2022 projections of spending by object class. Resources are not managed at the object class level and SSA has the flexibility within the LAE account to modify projected spending during the budget execution process.

Limitation on Administrative Expenses

ESTIMATED DISTRIBUTION OF AGENCY COSTS

Table 3.19 - FY 2020 - Estimated Distribution of Agency Costs
(Dollars in thousands) ^{1,2}

Component	FTEs	Lump Sum	Overtime	Workyears	Payroll	Benefits	Other Objects	Total
Field Offices	27,230	64	578	27,872	\$2,197,089	\$818,783	\$469,283	\$3,485,155
Teleservice Centers	4,567	8	45	4,619	\$280,249	\$105,685	\$20,527	\$406,462
Regional Offices ³	1,309	8	14	1,331	\$151,616	\$55,744	\$298,339	\$505,700
Subtotal, RC Field	33,106	80	637	33,823	\$2,628,954	\$980,212	\$788,150	\$4,397,317
Program Service Centers and Office of Central Operations	9,463	30	927	10,420	\$769,738	\$250,510	\$105,802	\$1,126,050
Subtotal, Operations	42,569	110	1,564	44,242	\$3,398,693	\$1,230,722	\$893,953	\$5,523,367
Office of Hearings Operations	8,549	38	103	8,690	\$862,126	\$304,677	\$283,226	\$1,450,029
Office of Systems	3,048	11	24	3,083	\$373,787	\$127,192	\$51,758	\$552,738
Office of Analytics, Review, and Oversight	2,050	7	86	2,143	\$232,222	\$76,078	\$9,512	\$317,811
Office of General Counsel	691	2	1	694	\$93,075	\$31,825	\$48,903	\$173,803
Headquarters ⁴	2,667	10	24	2,701	\$308,763	\$131,463	\$952,375	\$1,392,601
Subtotal, SSA	59,573	178	1,801	61,553	\$5,268,666	\$1,901,957	\$2,239,726	\$9,410,349
ITS				-				\$1,801,911
DDS	12,780	-	248	13,028				\$2,143,907
Total LAE	72,353	178	2,049	74,581	\$5,268,666	\$1,901,957	\$2,239,726	\$13,356,167

Table 3.20 - FY 2021 - Estimated Distribution of Agency Costs
(Dollars in thousands) ^{1,2}

Component	FTEs	Lump Sum	Overtime	Workyears	Salaries/OT	Benefits	Other Objects	Total
Field Offices	27,432	94	426	27,952	\$2,251,131	\$892,742	\$477,590	\$3,621,463
Teleservice Centers	4,996	17	77	5,091	\$310,296	\$120,069	\$20,891	\$451,256
Regional Offices ³	1,290	4	20	1,315	\$153,225	\$58,056	\$303,620	\$514,902
Subtotal, RC Field	33,718	116	523	34,357	\$2,714,653	\$1,070,867	\$802,101	\$4,587,621
Program Service Centers and Office of Central Operations	9,413	44	439	9,896	\$755,362	\$249,965	\$107,675	\$1,113,002
Subtotal, Operations	43,131	160	962	44,253	\$3,470,015	\$1,320,832	\$909,776	\$5,700,623
Office of Hearings Operations	7,968	35	97	8,100	\$807,891	\$302,507	\$288,051	\$1,398,449
Office of Systems	3,141	18	31	3,190	\$400,307	\$133,606	\$58,621	\$592,535

¹ Totals may not add due to rounding.

² Excludes Reimbursables (300 workyears in FY 2021 and FY 2022) and includes NSC, LIS, SCHIP, MACRA, and dedicated funding for OHO, IT Modernization, and Altmeyer.

³ Includes field office guard services in the Other Objects lines.

⁴ Includes multiple items which cover expenditures for the entire agency. Examples include: Return to Work incentives, Department of Interior Payroll IAA for the agency, GSA delegations, data exchanges, sustainability and reinvestigations, facilities and maintenance, employee health services, and headquarters guard services.

Limitation on Administrative Expenses

Component	FTEs	Lump Sum	Overtime	Workyears	Payroll	Benefits	Other Objects	Total
Office of Analytics, Review, and Oversight	1,947	12	39	1,998	\$222,152	\$72,441	\$10,553	\$305,146
Office of General Counsel	713	3	1	717	\$98,641	\$32,893	\$44,927	\$176,461
Headquarters ⁴	2,597	24	26	2,647	\$304,878	\$148,987	\$875,907	\$1,329,772
Subtotal, SSA	59,497	252	1,156	60,905	\$5,303,883	\$2,011,266	\$2,187,835	\$9,502,985
ITS				-				\$1,354,973
DDS	13,786	-	354	14,140				\$2,384,435
Total LAE	73,283	252	1,510	75,045	\$5,303,883	\$2,011,266	\$2,187,835	\$13,242,393
OIG Transfer				-	-\$11,200			-\$11,200
Total, LAE and OIG Transfer	73,283	252	1,510	75,045	\$5,292,683	\$2,011,266	\$2,187,835	\$13,231,193

Table 3.21 - FY 2022 - Estimated Distribution of Agency Costs
(Dollars in thousands) ^{1,2}

Component	FTEs	Lump Sum	Overtime	Workyears	Salaries/OT	Benefits	Other Objects	Total
Field Offices	28,474	95	730	29,299	\$2,527,673	\$967,980	\$498,706	\$3,994,359
Teleservice Centers	5,025	17	132	5,174	\$326,773	\$124,132	\$21,793	\$472,698
Regional Offices ³	1,261	4	20	1,285	\$164,129	\$58,696	\$316,727	\$539,552
Subtotal, RC Field	34,760	116	882	35,758	\$3,018,575	\$1,150,809	\$837,226	\$5,006,610
Program Service Centers and Office of Central Operations	10,111	44	670	10,825	\$809,317	\$308,287	\$112,463	\$1,230,067
Subtotal, Operations	44,871	160	1,552	46,583	\$3,827,892	\$1,459,096	\$949,689	\$6,236,677
Office of Hearings Operations	7,510	35	125	7,670	\$808,330	\$315,828	\$272,656	\$1,396,814
Office of Systems	3,141	18	30	3,189	\$417,427	\$148,797	\$67,359	\$633,583
Office of Analytics, Review, and Oversight	1,947	12	80	2,039	\$228,473	\$83,234	\$11,030	\$322,737
Office of General Counsel	713	3	0	716	\$102,125	\$37,877	\$45,501	\$185,503
Headquarters ⁴	2,547	22	13	2,582	\$324,059	\$151,620	\$1,029,765	\$1,505,444
Subtotal, SSA	60,729	250	1,800	62,779	\$5,708,306	\$2,196,452	\$2,376,000	\$10,280,758
ITS				-				\$1,503,689
DDS	15,132	-	400	15,532				\$2,733,084
Total LAE	75,861	250	2,200	78,311	\$5,708,306	\$2,196,452	\$2,376,000	\$14,517,531
OIG Transfer				-	-\$12,100			-\$12,100
Total, LAE and OIG Transfer	75,861	250	2,200	78,311	\$5,696,206	\$2,196,452	\$2,376,000	\$14,505,431

¹ Totals may not add due to rounding.

² Excludes Reimbursables (300 workyears in FY 2021 and FY 2022) and includes NSC, LIS, SCHIP, MACRA, and dedicated funding for OHO, IT Modernization, and Altmeyer.

³ Includes field office guard services in the Other Objects lines.

⁴ Includes multiple items which cover expenditures for the entire agency. Examples include: Return to Work incentives, Department of Interior Payroll IAA for the agency, GSA delegations, data exchanges, sustainability and reinvestigations, facilities and maintenance, employee health services, and headquarters guard services.

WORKLOAD PROCESSING AND COST DISTRIBUTION ACROSS THE ORGANIZATION

To provide additional transparency into how we spend resources, we are providing an example of how we process disability claims, one of our key workloads. This example demonstrates the movement of claims through multiple organizational components which handle various tasks required to complete the claim. Therefore, one claim or piece of work may incur costs in multiple components and cover a portion of our agency's fixed costs (e.g., overhead costs such as rent, guard services, information technology systems). These fixed agency level costs are applied after we assign direct component-level costs to a particular workload using generally accepted cost accounting principles of allocation.

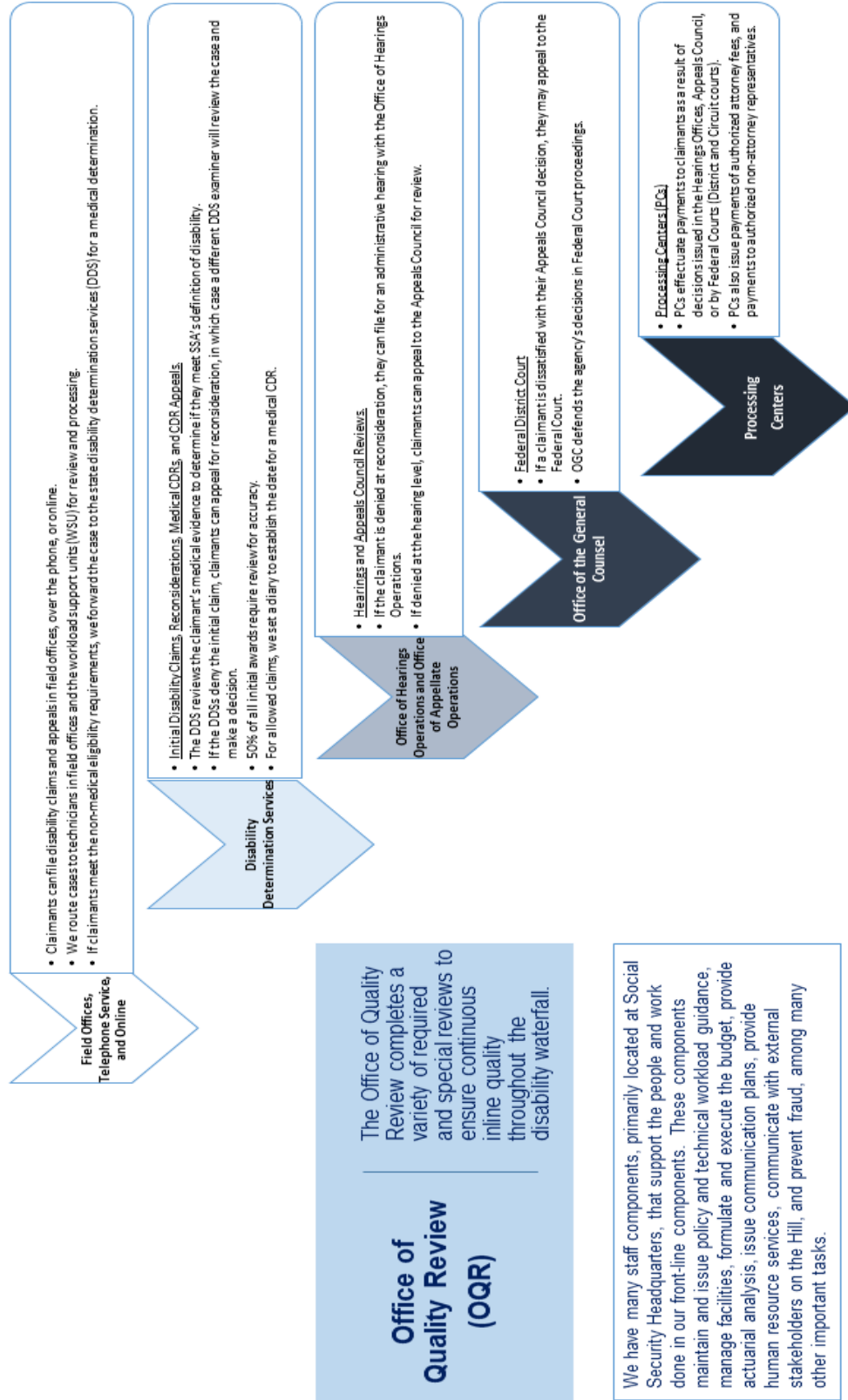
This example follows a claim filed in a field office. However, applicants can also file a claim online and the remainder of the process is the same as in this example. An applicant may file a disability claim in a field office where our field office staff ensures proper documentation and evaluates non-medical eligibility factors. That same claim then goes to the Disability Determination Services (DDS) for a medical determination. If the DDS issues a favorable determination, the claim then goes back to the field office for processing. In some cases where there are complex issues, such as payment offsets due to workers' compensation or other benefits, or systems limitations that require manual processing, the Processing Center (PC) will effectuate the claim. Our Office of Quality Review may also perform a review of the DDS determination prior to effectuation.

In this example, if the DDS issues an unfavorable determination, the applicant is eligible to request a hearing. The applicant will file the hearing request in a field office. The field office sends the case to our Office of Hearings Operations for a hearing by an Administrative Law Judge (ALJ). If the ALJ issues a favorable decision, the claim will then go to the PC where we calculate offsets, pay attorney fees, and initiate benefit payments. If the ALJ denies the claim, the applicant can appeal to the Appeals Council for a review and decision. Finally, if the Appeals Council denies the claim, the applicant has the final due process step available to appeal to the Federal Courts.

We assign the costs for these completed direct work activities to the agency-level workload that they support. Agency costs that benefit multiple workloads, such as human resources, financial, and policy support, also indirectly support the work we do, so we apply a portion of the overhead to each workload proportionally, based on the direct costs of doing the work.

The chart on the next page provides an organizational view of our disability waterfall to further illustrate this example of how work moves across components.

An Organizational View of Our Disability Work Process



PERFORMANCE TARGETS

The President’s FY 2022 request will allow us to achieve the following key performance targets:

Table 3.22—Key Performance Targets

Workload and Outcome Measures	FY 2020 Actual ¹	FY 2021 Estimate ²	FY 2022 Request
Retirement and Survivor Claims			
Retirement and Survivors Claims Completed (thousands)	6,120	6,243	6,486
Disability Claims			
Initial Disability Claims Receipts (thousands) ³	2,213	2,491	3,111
Initial Disability Claims Completed (thousands)	2,037	2,333	2,757
Initial Disability Claims Pending (thousands) ³	764	921	1,275
Average Processing Time for Initial Disability Claims (days) ⁴	131	171	149
Disability Reconsiderations			
Disability Reconsiderations Receipts (thousands) ⁵	568	685	814
Disability Reconsiderations Completed (thousands)	553	601	761
Disability Reconsiderations Pending (thousands)	144	228	280
Average Processing Time for Disability Reconsiderations (days) ⁴	122	152	133
Hearings			
Hearings Receipts (thousands) ⁵	429	417	545
Hearings Completed (thousands)	586	465	594
Hearings Pending (thousands)	418	370	321
Annual Average Processing Time for Hearings Decisions (days) ⁶	386	310	270
National 800 Number			
National 800 Number Calls Handled (millions)	34	36	36
Average Speed of Answer (ASA) (minutes)	16	15	12
Agent Busy Rate (percent)	7%	2%	1%
Program Integrity			
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,493	1,595	1,771
Full Medical CDRs (included above, thousands)	463	495	671
SSI Non-Medical Redeterminations Completed (thousands)	2,153	2,360	2,900
Selected Other Agency Workload Measures			
Social Security Numbers (SSN) Completed (millions)	13	13	19
Annual Earnings Items Completed (millions)	289	284	267
Social Security Statements Issued (millions) ⁷	19	15	15
Selected Production Workload Measures			
Disability Determination Services Production per Workyear	255	264	293
Office of Hearings Operations Production per Workyear	93	80	103
Other Work/Service in Support of the Public-Annual Growth of Backlog (workyears)	N/A	(800)	(400)

Limitation on Administrative Expenses

Our budget is fully integrated with our Annual Performance Plan (APP), which is included as the second from last tab in this *Justification of Estimates for Appropriations Committees*, and online at [our website](#). The budget estimates are linked to the key performance measures above and support all of the more detailed measures outlined in the APP.

¹ In response to the COVID-19 pandemic, which began in mid-March of 2020, we took steps to protect the public and our employees. We encouraged online, automated, and telephone services, limited in-person service in field offices, and temporarily suspended certain actions that would normally result in a reduction, suspension, or termination of Social Security or SSI benefits. By the end of FY 2020, we resumed processing suspended workloads.

² FY 2021 estimates generally align with the targets in our FY 2021 Operating Plan. However, some estimates have changed due to updated receipt projections from our Office of the Chief Actuary, which affect multiple workloads. We have also updated our estimate of SSI Redeterminations completed in FY 2021.

³ The estimates for disability claims receipts and claims pending are highly variable due to uncertainties surrounding the impact of COVID-19 on potential claimants. Claims pending are also variable due to SSA's operational challenges in rapidly changing pandemic conditions. Disability claims receipts estimates are point-in-time reflecting data, assumptions, and law as of February 2021, and do not consider the impact of the American Rescue Plan Act of 2021, which was enacted in March 2021.

⁴ In FY 2021, the pandemic continues to impact our ability to make timely disability determinations. Average processing times for our disability claims and appeals workloads will be dependent on the ability to obtain timely evidence and effectively scheduling Consultative Exams. Delays in obtaining medical evidence could have an impact on the overall wait time in our disability workload.

⁵ In March of FY 2020, we completed our two-year rollout of the reinstatement of the reconsideration level of appeal in the 10 prototype States. As a result, we have instituted a more unified, consistent administrative review process across the country. FY 2021 is the first full year of nationwide implementation. While reinstating the reconsideration step has increased the annual number of reconsiderations we receive and process, it has also reduced the number of claimants who would otherwise be waiting for a hearing decision by an administrative law judge.

⁶ Average processing time for hearings is an annual figure. We estimate end of year (September) processing time for hearings to be 305 days and 250 days for FYs 2021 and 2022, respectively.

⁷ The Social Security Statements Issued measure includes paper statements only. It does not include electronic statements issued. In FY 2020, [my Social Security](#) users accessed their Social Security Statements 64 million times. In FY 2020, we spent approximately \$9.7 million to send statements to people aged 60 and over who were not receiving Social Security benefits. Consistent with FY 2020, in FY 2021 and FY 2022, we will send paper statements to people aged 60 and older who are not receiving Social Security benefits and who are not registered for a [my Social Security](#) account, at a cost of approximately \$7.9 million in FY 2021 and \$8.5 million in FY 2022. As requested by FY 2021 report language, we note that in FY 2022, it would cost approximately an additional \$81 million to send statements to individuals aged 25 and older who are not receiving Social Security benefits

PROGRAM INTEGRITY

We take seriously our responsibilities to ensure eligible individuals receive the benefits to which they are entitled, and to safeguard the integrity of benefit programs to better serve recipients. We utilize dedicated program integrity (PI) funding to conduct continuing disability reviews (CDR) to ensure that only beneficiaries who still qualify to receive benefits under the OASDI and SSI programs continue to receive them (includes both medical and work CDRs). For those receiving SSI, we also perform non-medical redeterminations to determine whether recipients continue to meet the program's income and resource limits. The funding also supports Cooperative Disability Investigation (CDI) units and the prosecution of fraud by Special Assistant U.S. Attorneys (SAUSA).

The Budget includes \$1.708 billion in dedicated funding for PI activities, including a \$1.435 billion allocation adjustment. This is a \$150 million decrease from the Discretionary request for PI released on April 9, 2021. Our LAE topline remains unchanged, and using PI carryover allows us to devote more resources to improve frontline services while maintaining our commitment to completing PI work. We are using \$150 million of unanticipated carryover from FY 2021 resulting from COVID-related impacts to support the same level of PI activities in the Discretionary request.

Our program integrity activities are funded as a subset of our total LAE funding. The Budget continues to assume 18-month availability for PI funding and also restricts us from using any non-PI LAE funding on PI activities.

Following expiration of the discretionary caps in 2021, the 2022 discretionary SSA request includes an allocation adjustment for each year of the ten-year budget window. This adjustment is shown in the Budget for use in the Congressional budget process, pursuant to the Congressional Budget Act. Access to approximately \$20 billion in discretionary funding over 10 years, including approximately \$17 billion in allocation adjustments, would produce \$73 billion in gross Federal savings (\$54 billion from allocation adjustments), with net deficit savings of approximately \$37 billion in the 10-year window and additional savings in the outyears (the Budget excludes funding for the now withdrawn proposed rule regarding increasing the number and frequency of CDRs). CDRs conducted in 2022 will yield an estimated ROI of about \$9 on average in net Federal program savings over 10 years per \$1 budgeted for dedicated program integrity funding, and the ROI for non-medical redeterminations conducted in 2022 is about \$3 to \$1. Table 3.23a provides additional information.

We achieved full CDR currency in FY 2018; however, due to the COVID-19 pandemic we were unable to remain current in FY 2020. The funding included in the FY 2022 Budget will enable us to regain currency in FY 2023 and remain current with dedicated program integrity workloads throughout the Budget window. Please refer to the Budget Concepts chapter in the Analytical Perspectives for more details on the Budget's approach to allocation adjustments.

As a result of the pandemic, we temporarily deferred certain workloads, such as medical CDRs and CDR denials. Additionally, a temporary suspension of consultative examinations (CE) and the continuing difficulty in obtaining necessary CEs and medical evidence affects all DDS

Limitation on Administrative Expenses

workloads, including CDRs. Because of these challenges, in FY 2020, we processed about 240,000 fewer CDRs than we had originally planned.

We initially assumed we would be able to complete 690,000 CDRs and 2,000,000 RZs in FY 2021 before the COVID-19 pandemic. However, ongoing operational challenges related to the pandemic and updates to our estimated unit costs required an adjustment of our targets to 495,000 CDRs and 2,360,000 RZs. In FY 2022, we anticipate completing 671,000 full medical CDRs, which places us on the path to regain currency in FY 2023. The Budget also funds the completion of 2,900,000 RZs.

Table 3.23—Program Integrity Estimated Spending and Savings
(Dollars in millions)

	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	Total, 2022- 2031
Discretionary BA (non-add)	1,435	1,669	1,730	1,572	1,595	1,658	1,659	1,694	1,726	1,763	16,501
Discretionary outlay costs ¹	1,599	1,653	1,726	1,583	1,593	1,654	1,659	1,692	1,724	1,760	16,643
Mandatory Savings ²	-245	-2,529	-3,428	-4,497	-5,291	-6,058	-7,186	-7,282	-8,356	-9,084	-53,956
Net Effect	1,354	-876	-1,702	-2,914	-3,698	-4,404	-5,527	-5,590	-6,632	-7,324	-37,313

¹ The discretionary costs are equal to the outlays associated with the budget authority levels presented for allocation adjustments. The costs for 2023 through 2031 reflect the costs to complete the anticipated dedicated program integrity workloads for SSA.

² The mandatory savings from allocation adjustment funding are included in the policy projections for Social Security, Medicare, and Medicaid. SSA's Office of the Chief Actuary's estimates the savings.

Table 3.24—Program Integrity Workloads and Funding by Source¹
(Dollars in millions)

	FY 2020 Actuals	FY 2021 Estimate	FY 2022 Estimate
Volumes			
Full Medical CDRs Completed	463,264	495,000	671,000
SSI Non-Medical RZs Completed	2,153,109	2,360,000 ²	2,900,000

¹ Totals may not add due to rounding.

² The FY 2021 Congressional Operating Plan includes an SSI RZ goal of 2.260 million. Since then, we revised our estimate to add an additional 100,000 RZs completed this year.

Limitation on Administrative Expenses

	FY 2020 Actuals	FY 2021 Estimate	FY 2022 Estimate
Funding ^{3,4}			
Unobligated Balance, start-of-year	\$37	\$173	\$261
Dedicated Program Integrity Funding	\$1,582	\$1,575	\$1,708
Subtotal PI Resources	\$1,619	\$1,748	\$1,969
Less Unobligated Balance, end-of-year	-\$173	-\$261	-\$97
Total PI Obligations⁵	\$1,446	\$1,487	\$1,872
<hr/>			
OASI	\$126	-	-
DI	\$188	\$270	\$527
SSI	\$1,000	\$1,217	\$1,345
HI	\$58	-	-
SMI	\$67	-	-
Medicare Part D	\$7	-	-
Total PI Obligations⁶	\$1,446	\$1,487	\$1,872

Pacing CDR and RZ Unit Costs to Manage LAE Funding Properly

While we take many steps to ensure we analyze and budget for the costs of our CDR and SSI RZ workloads, we do not know actual costs until after the end of the fiscal year. The 18-month authority allows us the flexibility to obligate our dedicated program integrity funding responsibly. The individual unit costs of CDRs and RZs and the total number of these workloads processed, determine the actual total program integrity costs. Fluctuations in our PI unit costs occur throughout the year due to a variety of factors, such as:

- hiring and training, which can impact productivity in the work units where the PI work is done;
- Information Technology investments (e.g. timing of development);
- policy changes;
- business process changes;
- timing of work completion (e.g. work can start in prior fiscal year and clear in the next);

³ The Consolidated Appropriations Act, 2017 (P.L. 115-31) extended the availability of program integrity funding through March 31, 2018. Appropriations for FYs 2018, 2019, 2020, and 2021 continued this extension, and the Budget proposes to continue 18-month availability for FY 2022. Dedicated program integrity funding in FY 2020 and FY 2021 represents the authorized level provided in BBEDCA, as amended by the Bipartisan Budget Act of 2015 (P.L. 114-74). We received the authorized amount in FY 2019, FY 2020, and FY 2021. The Budget assumes funding to complete planned program integrity workloads in FY 2022.

⁴ The total includes a \$10 million transfer in 2020, an \$11.2 million transfer in FY 2021, and \$12.1 million in FY 2022 from LAE to the SSA's Inspector General (OIG) for the cost of jointly operated CDI units. This anti-fraud activity is an authorized use of the allocation adjustment.

⁵ Totals include the combined costs of CDRs, SSI RZs, CDI units, and the SAUSAs.

⁶ We project workload costs for DI and SSI spending but not for OASI, HI, SMI, or Medicare Part D. We report these costs with the actuals.

Limitation on Administrative Expenses

- the types of cases processed in a year (e.g. processing a greater number of more time-consuming types of CDRs in a year can increase unit costs in that year); and
- COVID-19 related disruptions due to our decision to protect beneficiaries and prioritize frontline services, and due to processing delays.

In addition to these items that add costs to the PI workloads, it can be difficult for the agency to control closely the volume of PI work that is completed. PI work occurs all across the country in every field office, processing center, and State DDS. Some PI work must be done on demand when we become aware of an issue with a claimant's situation and cannot be planned. Therefore, it is difficult to predict exact workload processing targets in advance.

We track PI spending throughout the fiscal year and we analyze and review cyclical trends in PI costs. However, the delay in actual costs challenges our ability to forecast spending and reconcile costs timely, and we must make a conservative estimate of total expected costs at the end of the year to stay within the total available program integrity funding.

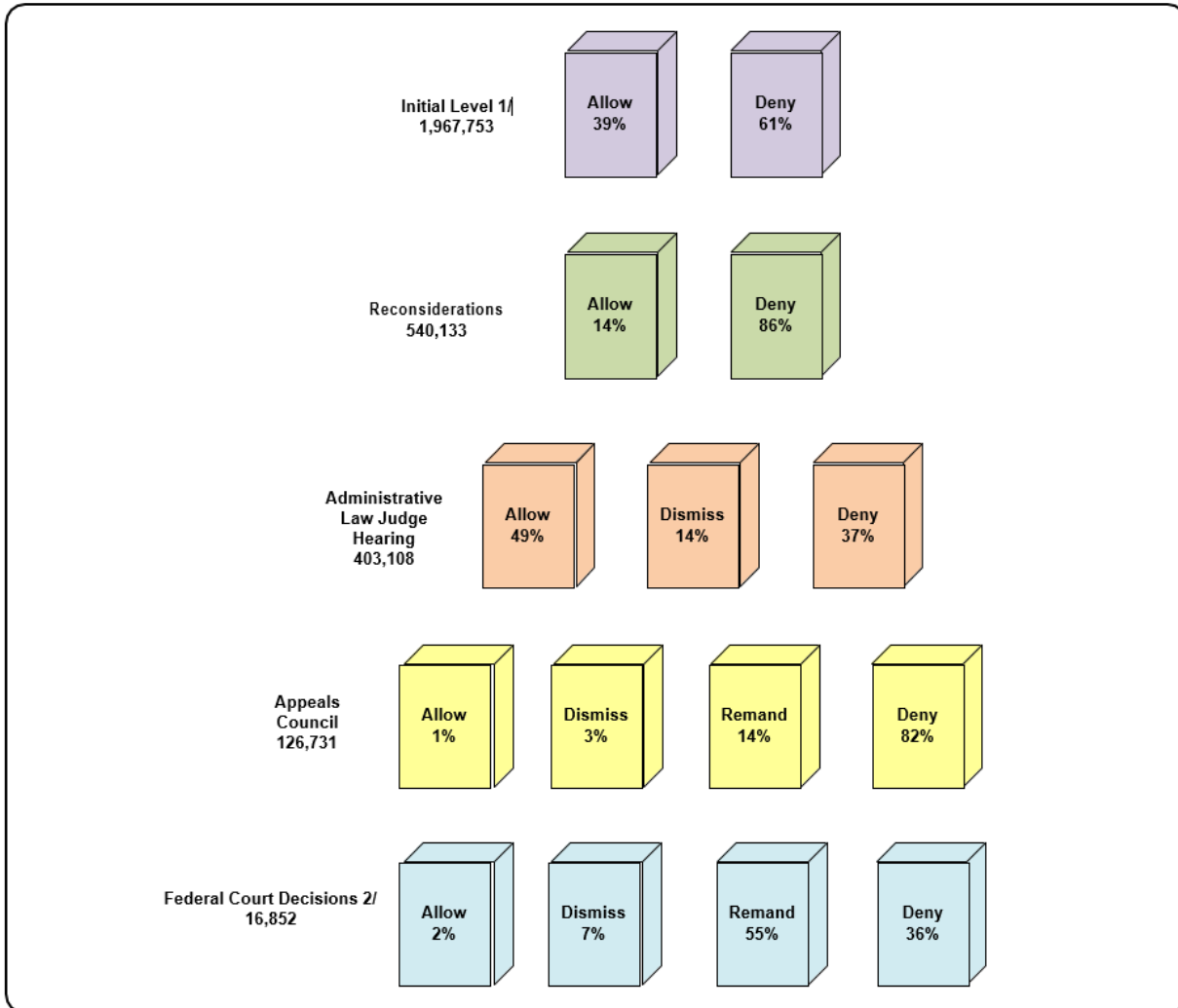
We calculate the unit costs for PI workloads using data from our Cost Analysis System. This system allocates our administrative costs to all of our workloads, including CDRs and RZs. Changes in other agency workloads, as well as in other large agency cost categories such as information technology (IT), impact the overall total unit costs for PI workloads as well, which can make it difficult to predict end-of-year costs for CDRs and RZs prior to the end of the fiscal year.

Our PI unit costs can be broken down by direct payroll, direct other objects, information technology systems (ITS), and agency shared costs that include both payroll and other objects. Our direct payroll includes costs of our employees in the front-line workload processing components like our field offices, program service centers, and State DDSs. Other objects costs can be broken down to just direct other objects costs of our front-line workload processing components. ITS costs include all non-payroll costs associated with our IT investments. Lastly, agency shared costs include all other component costs, like headquarters components as well as a portion of rent, postage, and guards.

While we strive to hit all performance targets, we will closely monitor and adjust our workload processing plans for PI workloads based on our real experience. We will also continue to consider the effects of the cost factors described above in our ongoing analysis to pace this workload and to inform our spending decisions.

FY 2020 DISABILITY DECISION DATA

Table 3.25 – Fiscal Year 2020 Disability Decision Data^{1, 2}



Data Sources:

- 1) Initial and Reconsideration Data: SSA State Agency Operations Report
- 2) Administrative Law Judge and Appeals Council data: SSA Office of Hearings Operations (OHO) and Office of Analytics, Review, and Oversight (OARO)
- 3) Federal Court data: SSA Office of General (OGC)

¹Workload volumes do not align with actual performance as reported in our key performance measures table because the performance measure captures broader activity.

²Includes Title II, Title XVI, and concurrent initial disability determinations and appeals decisions issued in FY 2020, regardless of the year in which the initial claim was filed, and regardless of whether the claimant ever received benefits (in a small number of cases with a favorable disability decision benefits are subsequently denied because the claimant does not meet other eligibility requirements). Does not include claims where an eligibility determination was reached without a determination of disability. If a determination or appeals decision was made on Title II and Title XVI claims for the same person, the results are treated as one concurrent decision.

¹In March 2020, SSA reinstated the reconsideration level of appeal to the last remaining prototype state resulting in a national, unified disability process. Prior to the change, the first level of appeal for the ten prototype states was a hearing before an Administrative Law Judge.

²Federal Court data includes appeals of Continuing Disability Reviews.

NOTE: Due to rounding, data may not always total 100%.

Prepared by: SSA, ODSSI (Office of Decision Support and Strategic Information) Date Prepared: March 5, 2021

Limitation on Administrative Expenses

PRIORITY GOALS

While we are working to formulate our next plan, we continue reporting on the Agency Priority Goals (APGs) that form the foundation of our 2018-2022 Strategic Plan. To ensure our accountability to the public we serve, and as required by the GPRA Modernization Act of 2010, our APGs help us achieve our overarching strategic goals and objectives set forth in our [FYs 2018–2022 Agency Strategic Plan](#). These APGs are:

Improve customer service in the hearings process by prioritizing those individuals who have waited the longest for a hearing decision.

Improve the integrity of the SSI program by focusing our efforts on reducing overpayments.

Improve the customer experience by reducing the average speed of answer on the National 800 Number.

We have specific performance indicators and milestones to monitor our progress, and our goals reflect our Enterprise Risk Management actions. Additionally, through our quarterly internal review process, our executives have candid discussions regarding progress, any challenges we must overcome, and strategies that will support APG goal achievement.

Please see the [FY 2020 Annual Performance Report and FYs 2021–2022 APP](#) for more information on our APGs.

ADDITIONAL BUDGET DETAIL

INFORMATION TECHNOLOGY

Information technology (IT) is vital to nearly every aspect of the work we do to serve the public. IT allows our frontline employees to collect pertinent information and perform complex benefit calculations; it provides for electronic storage and retrieval of program information including medical records; it maintains and protects sensitive personal, benefits, and earnings information; and it helps us identify and prevent fraud and improper payments in our programs and across government.

When we limited in person service due to the COVID-19 pandemic, our IT infrastructure enabled us to seamlessly shift to digital, phone, video, and mail services. Throughout the pandemic, IT enabled our continuity of service by providing the technology infrastructure for our employees to work remotely and allowed us to quickly implement new self-service options for the public.

Our IT request for FY 2022 demonstrates a commitment to improving service to the millions of Americans who expect and deserve timely and accurate help from us. We will provide the public with more electronic service options to interact with us without the need to visit a field office or call our National 800 Number. We are building additional online services, improving and expanding automated services available through our National 800 Number, and providing additional self-service and express services in our field offices.

While we develop these new IT capabilities, we must continue providing stable and secure access to our existing systems. In the sections that follow, we highlight our progress to date in meeting our goal to improve public service, and provide an overview of continuing modernization efforts and support needed to maintain access to existing systems. Through our IT governance processes and cross-agency collaboration, we ensure that our use of technology funding continues to align with our efforts to improve customer service.

The table below provides a summary of the Information Technology Systems (ITS) budget authority. We provided a detailed view of the ITS budget by portfolio in Appendix A. In addition, we have included our IT Table, Workyear Count, and Limitation on Administrative Expenses (LAE) Expired Balances table in Appendix B.

Table 3.26 - Total Information Technology Systems (ITS) Budget Authority

(Dollars in Millions)	TAFS Code	FY 2020 Actual	FY 2021	FY 2022
	ITS New Budget Authority	28218704	\$1,313	\$1,138
Prior Year Transfer/Carryover	028X8704	\$379	\$150	\$150
IT Reimbursables	28218704	\$6	\$6	\$9
Special Appropriation ITS (\$415M)	028X8704	\$84	\$67	\$0
Recovery Act (NSC)	028X8704	\$0	\$3	\$0
CARES Act ITS Costs	2820218704	\$25	\$0	\$0
Subtotal ITS		\$1,808	\$1,364	\$1,513

Limitation on Administrative Expenses

Table Continues on Next Page				
(Dollars in Millions)	TAFS Code	FY 2020 Actual	FY 2021	FY 2022
Internal Labor (Payroll)	28218704	\$565	\$575	\$647
Special Appropriation Internal Labor (Payroll) (\$415M)	028X8704	\$27	\$54	\$0
<i>Subtotal Payroll</i>		\$592	\$629	\$647
Total		\$2,399	\$1,993	\$2,160

Note: Totals may not add due to rounding.

Recent Accomplishments

IT Modernization - \$201.2 million

Our initiative to modernize our IT systems is critical to our efforts to improve public service, and we have made significant progress. These achievements will enable us to continue well into the future to meet the public's needs and integrate modern ways of doing business. We:

- Increased digital communication with beneficiaries and recipients as we deployed the Customer Communications Management (CCM) architecture application to collect and react to customer communications preference for receiving information, either by mail or online;
- Continued to improve the delivery of Social Security notices online and expanded the types of customer notices delivered online; enhanced internet capability to request Social Security Number (SSN) replacement cards; and standardized mailing addresses for sending SSN replacement cards;
- Fully rolled out Microsoft (MS) Teams to 100 percent of our Federal employees to enable video hearings, representative payee monitoring, and limited Social Security number transactions. MS Teams allows us to conduct business with the public remotely;
- Expanded Enumeration Beyond Entry through a collaboration with the Department of Homeland Security to process requests for Social Security Number cards for legal permanent residents so they do not need to also visit a local field office;
- Redesigned the disability case processing system for hearings and appeals and improved analytical tools to provide decision support through predictive analytics;
- Improved our claims-taking process by adding key information, such as SSI payment history, earnings, and Medicare data, to one central location saving time for our employees so that they do not have to search for this information in multiple places;
- Implemented a new mobile check-in process that allows visitors to check in for their scheduled field office appointment from their personal mobile device. The new service also incorporates a COVID-19 screening page;
- Enhanced the Technician Experience Dashboard (TED) by improving the Customer Verification, Customer View, and Benefit Verification features used by our technicians to efficiently manage customer service requests;
- Improved our service to the public by allowing forms CMS40B (nearly 160,000 forms), SSA455 (over 16,000 forms), and SSA1696 (over 1,300 forms) to be completed, electronically signed, and submitted online, with additional forms expected online by the end of FY 2021;

Limitation on Administrative Expenses

- Increased electronic W2/W2c filing for employers by 1.01 percent and updated about 10 million death records; and
- Retired outdated applications, reports, and legacy databases.

As part of our effort to enhance online services, we are improving our website, www.ssa.gov. In FY 2020, we collaborated with outside experts to gather stakeholder feedback to guide our redesign process, conducted a website content audit, and updated website navigation to retirement information as part of our redesigned Retirement Portal.

The redesigned Retirement Portal, released in June 2020, makes it easier for the public to find information on retirement benefits. We created the portal using mobile responsive design to ensure a quality user experience from a computer or mobile device. The public can now subscribe to receive retirement information and updates.

Disability Case Processing System 2 (DCPS2) - \$41.3 million

In FY 2020, we added 14 new production sites. As of March 2021, we have deployed DCPS2 to 47 of 52 DDSs. Nine DDSs have fully transitioned to exclusively using DCPS2 for case processing: Maine, Wyoming, Rhode Island, Ohio, South Dakota, New Hampshire, Vermont, Montana, and New Mexico. Many more are transitioning throughout FY 2021.

We successfully achieved 12 planned, monthly releases that increased functionality, including:

- Ability to process Statutory Blind, Medicare Qualified Government Employee, and Special Notice Option cases;
- Functionality to support Office of Hearing Operations (OHO)-to-DCPS2 Assistance Requests;
- Support for non-English speaking claimants and cases involving a disabled child turning age 18;
- Additional decentralized State functionality;
- Introduction of a DCPS2 training region;
- Creation and deployment of national COVID-19 related correspondence; and
- Enhancements for Administration, Case Controls, Case Management, Claim Analysis, Consultative Exams, Correspondence, Dashboard, Delivery, Evidence, Fiscal, Internal Quality Assurance, and Vendor feature areas.

Representative Payee Legislation - \$8.0 million

In FY 2020, we implemented functionality to align with the Strengthening Protections for Social Security Beneficiaries Act of 2018. Specifically, we:

- Implemented several enhancements to the Representative Payee Monitoring Tool throughout the year, making it easier for the State protection and advocacy groups to complete the required payee reviews (Section 101);
- Assisted five States to start sending monthly files about children in foster care (Section 103);
- Continued to implement functionality ensuring proper assignment of overpayment liability for children in foster care (Section 104);
- Implemented the advanced designation of representative payee functionality, which included an internet application users can access via [my Social Security](#), the ability for

Limitation on Administrative Expenses

users to provide Advance Designation information when filing an iClaim, and an intranet application for technician use (Section 201);

- Worked with Lexis/Nexis in approving the criminal background check results sent to us. In addition, we conducted planning to implement background checks for representative payees who have never had one (Section 202); and
- Provided listings of representative payees who have a representative payee so technicians can resolve these cases (Section 203).

Debt Management Product (DMP) - \$17.2 million

In FY 2020, the DMP continued development of the modern debt management system (DMS) by implementing functionalities that allow technicians to more clearly view all collection tools used for creating a manual debt, filing a protest, reviewing repayment options, and using some external collection tools. Specifically we:

- Created the ability for technicians to manually establish and modify a debt for a Title II beneficiary;
- Developed capabilities for technicians to enter stop recovery efforts and protest actions, which will allow the technician to stop recovery efforts for an overpayment when the debtor has a dispute or needs an explanation;
- Developed foundational elements for installment agreements, compromise, and remittance data processing. This enhancement will allow technicians to establish debtor agreements with us to repay a debt and process remittances accurately, which will reduce exception workloads;
- Developed the foundation for Administrative Wage Garnishment, Federal Salary Offset, and summary pages for all External Collection information. This enhancement will allow technicians to clearly view all collection tools used for a debtor and update necessary employer information for Administrative Wage Garnishment and Federal Salary Offset.
- Developed the requirements for the Program Debt Write-off (PDWO) effort; and implemented write-offs for Title II debts in the processing centers' (PC) pending workloads. This enhancement will maintain the integrity of our financial documents and reporting, ensure compliance with Federal debt collection guidelines, and implement controls to prevent reoccurrence of backlogged delinquent debt workloads.

In FY 2021, the DMP:

- Fully implemented the PDWO effort, which terminated collection for remaining eligible Title II and Title XVI debts, removed corresponding actions from PC pending workloads, and implemented ongoing automated write-offs of eligible programmatic debt to avoid the accumulation of delinquent debt workloads in the PCs. As a result of this effort, we wrote-off 1.5 million debts totaling \$5,354 million and removed over 400,000 PC pending actions;
- Collaborated with the Department of the Treasury's (Treasury) Pay.gov team to develop and implement SSA's first online debt repayment option for programmatic debts. Since the release in January 2021, SSA has collected nearly 150,000 online remittances for over \$40 million as of May 2021; and
- Partnered with Treasury and its financial agent, U.S. Bank, to establish a Lockbox service for a portion of SSA's remittances. As of May 2021, we have redirected over 85,000 remittances to the Treasury Lockbox service.

Limitation on Administrative Expenses

Combined with Pay.gov, we anticipate these new remittance efforts have reduced our centralized manual remittance workload by approximately 50 percent.

For the remainder of FY 2021, DMP will continue to modernize our remittance process by fully implementing the capability for individuals to repay us using their financial institution's Online Bill Pay option and expanding our use of the U.S. Bank Lockbox services to process additional paper remittances. When fully implemented, we estimate these efforts will result in a reduction of over 90 percent of the manual remittance workload processed by the Mid-Atlantic Program Service Center.

FY 2022 IT Modernization Investments

In FY 2020, we increased the scope of our IT Modernization program based on input from public and private sector experts, frontline employees, and most importantly, our interactions with the public we serve. Our *IT Modernization Plan, 2020 Update* focuses on building additional online services, improving and expanding automated services available through our National 800 Number, and providing additional self-service and express services in our field offices. We have continued to modernize our IT systems even as we shifted to remote work during the pandemic. We are taking a customer-centric approach to digital services transformation by prioritizing self-service solutions for our most frequently requested services in our field offices and on the National 800 Number. Customer service is at the core of our plans. We aim to support customer service channel parity by providing more services in each channel; developing enterprise-wide systems that enable the public to interact with us across all service channels easily, allowing the public to complete more transactions during the first contact, and ensuring that the public receives relevant and timely information.

The following are some of our IT modernization plans in FY 2021 and 2022:

- Enhance automated services through our National 800 Number Network telephone Interactive Voice Response system, such as providing benefit verification information, claim and status updates, and allowing existing customers to update their records;
- Enhance our online claim status application by providing customers more detailed information, including what to expect next, and an estimated claim processing time;
- Continue to expand MS Teams video service options that allow the public to interact with our employees remotely;
- Allow the public to schedule appointments online;
- Add text and email capability to the new CCM system to increase event-driven communications to the public and keep them informed on the status of their case;
- Implement a new online service for adult disability beneficiaries to complete their medical continuing disability review (CDR) online without needing to visit a field office;
- Develop a new online service, the Online Social Security Number Application Process application, which will allow customers to start an application online for an SSN and minimize time at the field office;
- Improve the iAppeals online application process for people who are appealing our decision for non-medical issues such as overpayments or Medicare premium rates, including allowing beneficiaries and appointed representatives to view online previously submitted information;
- Continue expanding *my Social Security* user features for representative payees, such as the ability to verify benefits online;

Limitation on Administrative Expenses

- Continue expanding the mobile check-in services available to field office visitors;
- Expand our online forms offering to continue to allow for a completely online form completion experience;
- Develop the Employer Wage Reporting Journey self-help service option for annual wage reporting with clear directions to make it easier for employers to submit wage information of their employees;
- Begin nationwide rollout of the modern Hearings and Appeals Case Processing System (HACPS) that increases the accuracy and efficiency of disability case processing for our hearings offices and Appeals Council;
- Continue to modernize our claims-taking process, improving the quality of data we use to make decisions on eligibility and payment, and improving how we communicate with beneficiaries and recipients;
- Continue expanding TED capabilities with the Change of Address, Direct Deposit, 1099 Replacement, Accommodations, Death Information Processing Systems, Fraud, Medicare Replacement Card, and Appointments workflows for technicians; and
- Implement additional automation to eliminate manual workloads, increase accuracy, and reduce pending post-benefit award workloads.

We are also redesigning our website to improve customer experience. In FY 2021, we will implement a beta site for ssa.gov that includes streamlined content and a redesigned home page and web template. We will utilize customer feedback, solicited from online surveys and focus groups, to make appropriate adjustments to the beta site. We expect to increase the customer satisfaction score for the redesigned test site by two points compared to the ssa.gov satisfaction score for the prior year. In FY 2022, we plan to transition the final redesigned ssa.gov website into production based on feedback on our redesigned beta site.

To execute our plan, we grouped IT investments into domains along business and technical lines. The business domains represent the core business systems we use to serve the public, and the technical domains represent IT needs that cut across all of our IT systems. For the FY 2022 budget, we have broken the IT Modernization program into six major IT investments aligned by domain as described below.

IT Modernization - Service Delivery - \$29.0 million

Service Delivery Domain - To underscore the importance of IT modernization as a foundation for improving service to the public, the Service Delivery Domain is focused on expanding and streamlining self-service channels for our customers while also improving tools our technicians use to help the public. Some of the service channels improvements include:

- **Online** – We continue to automate services in *my Social Security*, including adding more customer centric portals, introducing mobile applications, and modernizing the way our online customers receive claim status information;
- **Phone** – We are in the process of transitioning the National 800 Number platform to a new vendor with a focus on new technology and an enhanced caller experience. Upon the completion of this transition, we will improve and modernize interactive voice response services;
- **Visitor** – Our priority within the visitor channel is to enhance field office check-in kiosks, provide mobile technology offerings to our customers, and streamline workflows for the most common service requests. Efficiencies gained by these enhancements will allow staff to focus on other priority workloads, and reduce customer wait and interview times;

Limitation on Administrative Expenses

- **Agent** – The Agent Desktop application will serve as our official enterprise product to support and enhance front-line employee systems using Customer Relationship Management solution. We will continue to expand on this product and implement additional integrated business processes and omni-channel capabilities to replace current legacy software; and
- **Appeals and Appointed Representative** – Appointed Representative Services (ARS) is an application that allows appointed representatives (AR) to view electronic folder (eFolder) documents in real time, download eFolder contents including multimedia files, and upload medical evidence and other documents directly into a claimant's eFolder. Appeals and Appointed Representative Processing Services (AARPS) will extend beyond providing access to the electronic folder. AARPS will provide additional self-service options for appointed representatives (AR), AR support staff, and claimants to conduct related business online. While development for the portal front-end screens will not begin until FY 2022, the current work efforts to create Application Programming Interfaces with the necessary backend applications will provide a re-usable and efficient solution to facilitate the collection of AR data, automate the transference of AR data to downstream systems, and provide view capabilities to the AR community.

IT Modernization - Benefits - \$20.0 million

The Benefits Domain supports our vision for modernized customer experience that lessens the information a customer must provide us, reduces the number of times we must contact them to complete an action, and reduces the time they must wait for us to process their claim.

We are developing a consolidated claims experience that allows employees to conduct benefit eligibility screening, initial claims intake and processing, and post-entitlement/post-eligibility activities all in one place.

A centralized tool will allow us to easily capture, store, view, manage, and share all types of evidence; perform complete and accurate benefit computations for initial and post-entitlement transactions; and provide a comprehensive database that contains benefit information about individuals who do business with us. We are focused on reducing high volume alerts, exceptions, and processing limitations via automation to reduce pending workloads, improve processing accuracy, and enhance customer service.

IT Modernization – Cross Cutting - \$19.3 million

This investment captures cross-cutting enterprise functions that are foundational to the modern service environment and includes the Communications, Data, and Infrastructure domains. The strategies in this investment are drivers for change across the enterprise and are key to the success of all of modernization initiatives.

The Communications Domain will continue expanding and automating customer communications, including increasing the inventory of notices available online. It will also expand our use of texts and emails to communicate with the public in the customer's preferred communication channels.

The Data Domain will continue to provide access to customer-centric, integrated enterprise-level data within a secure, standardized, and common architecture that supports daily operations and fact-based decisions. We will integrate the data in our largest programmatic data stores and leverage the benefits of modern systems and access methods to provide a single data view.

Limitation on Administrative Expenses

The Infrastructure Domain provides infrastructure platforms necessary for deployment of IT Modernization solutions. It actively supports related initiatives to increase process automation, improve system development methodologies, and improve digital services for our employees and the public. Our Back Office Modernization initiative is focused on adopting modern services and migrating self-managed infrastructure and services to a managed service for back office support (e.g., email, office productivity, and collaboration tools). This change allows us to focus our staff time and resources on meeting our priorities. DevOps is integrating development and operational teams to promote collaboration and innovation during the software development process for rapid software deployment to meet customer needs. In collaboration with customers and working within our enterprise architecture, the Mainframe Enterprise Architecture Effort initiatives are analyzing the use of relevant technologies for optimum software, hardware, and other technical efficiencies for sustainable and reliable modernized systems.

IT Modernization - Disability - \$27.5 million

The Disability domain consists of eight projects to improve our disability processing:

- HACPS will provide a modern, seamless national claims processing system for the hearing offices and the Appeals Council that supports timely, quality case processing.
- We are utilizing machine learning to revolutionize the way the DDS examiners review a disability case file. Intelligent Medical-language Analysis GENERation (IMAGEN) will utilize artificial intelligence and predictive analytics technologies to analyze medical evidence data to increase efficiency, enable disability decision support for adjudicators, and support policy compliant disability determinations/decisions.
- INSIGHT is a quality tool that supports policy compliance in disability adjudication by using machine learning to perform quality reviews on decisions. As we roll out HACPS nationally, we will migrate the case/claim data source for Insight from the legacy Case Processing Management System to HACPS.
- The Medical CDRs project will modernize the CDR process to provide an online service option to the public.
- The Duplicate Identification Process will enhance the adjudicative process by accurately identifying and minimizing duplicative evidence in the disability folder.
- The Work CDRs project will modernize and streamline the work CDR process to increase efficiencies and reduce improper payments.
- Access to the Electronic Folder provides the claimant electronic access to their disability folder. This project replaces the manual process of burning CDs and mailing them to the claimant. We will develop enterprise solutions such as providing claimants with the functionality to access specific documents directly.
- Eliminate Exclusions will further reduce/eliminate our paper folders and reduce the burden on the field offices for processing paper cases.

IT Modernization – Earnings and Enumeration - \$14.9 million

The Enumeration Domain will expand the functionality of online enumeration services, expediting Social Security Number (SSN) card processing. It will also improve death reporting and processing. The Enumeration domain provides the public with automated options to obtain SSN replacement cards. Reducing the need to visit our office. For individuals that cannot fully complete their SSN card request online, we are developing a tool that will allow customers to start a Social Security Number card application online and then bring their evidence to the office to complete processing. This will expedite the enumeration process and reduce the time a customer spends in the office. In addition, we are making the enumerations products our

Limitation on Administrative Expenses

technicians use easier to use and more efficient. We are supporting video options for enumeration through the Video Service Delivery platform and MS Teams. We are establishing additional functionality for our Enumeration Beyond Entry initiative.

The Earnings Domain will continue to focus on providing employers and our employees with self-service features, real-time communication, and data transparency while improving data quality, reducing paper processes, and automating manual exceptions. As a result, we will provide the public with faster, more accurate posting of their earnings for tax and claims processing actions, and reduce the need for the customer to contact us to rectify earnings issues. We will continue developing modern earnings data access options to support our business needs. The Earnings Product is responsible for capturing, storing, and disbursing earnings information on behalf of the Internal Revenue Service.

IT Modernization - Cybersecurity - \$6.2 million

Our Cybersecurity Domain aims to protect sensitive information for nearly every member of the public, while also making our digital identity processes both secure and intuitive for the public to use across all service channels. Our strategy is to maintain a highly effective cybersecurity program, to protect against security threats, and comply with Federal policies and regulations, including the National Institute of Standards and Technology (NIST) Cybersecurity Framework.

We are strengthening our digital identity processes to provide stronger assurance in the identities of individuals who seek to conduct business with us through digital channels. Consistent with Office of Management and Budget (OMB) Memorandum M-19-17, which instructs agencies to define and leverage credentials when using digital services, we are increasing the assurance of credentials to improve suitability for electronic signatures and reduce our susceptibility to identity fraud schemes and false repudiation claims. Measures we are taking to improve the strength of credentials include eliminating reliance on knowledge-based verification and requiring multiple factors of authentication to transact sensitive business.

We are working to comply with the Creating Advanced Streamlined Electronic Services for Constituents Act, which requires agencies to accept electronic identity proofing and authentication processes that allow an individual to provide consent for the disclosure of their records, by strengthening our digital identity processes.

This domain is focused on the following digital identity services:

- **Citizen Identity Services** - We provide identity proofing and authentication services for the public to access our online and automated telephone services. Across all of our online services, we are working to comply with the current version of NIST Special Publication (SP) 800-63-3, which significantly increased identity assurance requirements for agencies while maintaining capabilities that allow secure, convenient, and equitable access to all customers who wish to use our online services;
- **Business and Government Services** - Enterprise Authorization for Everyone (EAZE) is a new authentication and authorization platform that we will build to register, identity proof, authenticate, and authorize entities and affiliates. EAZE integrates with entities' existing account management practices to ensure that the right entity or affiliate has the right access at the right time, which in turn will make our online services more secure. We are expanding EAZE to our full suite of business services. For entities unable to use EAZE, such as smaller businesses that do not have access to IT infrastructures, we will modernize our Integrated Registration Services system to provide access to business services and

Limitation on Administrative Expenses

provide organizations with access to self-service tools to delegate access to authorized employees and affiliates; and

- **Identity Federation and Platform Services** – OMB memorandum M-19-17 requires agencies to use existing credentials and identity federations rather than issuing new credentials to others. By federating and leveraging existing capabilities and investments, we provide broader access to our online services. We are working to integrate with government-wide strategies, including GSA’s login.gov service. We are also looking to expand use of infrastructural platform services to manage credentials issued to non-organizational users. We will use a Commercial Off-the-Shelf product to provide centralized identity, credential, and access management (ICAM) capabilities to services that require identity support.

FY 2022 Additional Modernization Investments

Debt Management Product (DMP) - \$21.0 million

In addition to developing a new DMS, we are also focused on modernizing the way we do business and the services we provide to the public. This includes updating our accounting and reporting for delinquent and unproductive debts via PDWO, streamlining our current manual remittance process (Lockbox), and providing modern platforms and electronic services for those individuals seeking to pay SSA (Pay.gov and electronic remittances).

In FY 2022, the DMP will continue development of a streamlined, modernized enterprise DMS that will enable us to more effectively and efficiently post, track, collect, and report our overpayment activity. The DMP will improve service delivery to the public and other agencies by providing clear and accurate debt management information to overpaid individuals, organizations, auditors, and partner agencies.

In addition to continued development of the modern system, DMP plans to focus on the following through FY 2022:

- Continue to expand our use of the U.S. Bank Lockbox services to process paper remittances; and
- Upgrade our Pay.gov online form and expand capabilities for the Social Security Electronic Remittance System used in SSA’s field offices.

We estimate the continued modernization of SSA’s manual remittance processes will reduce our centralized manual remittance workload by over 90 percent upon full implementation. Continued modernization of our DMS, policies, and business processes will provide opportunities to do business efficiently.

Representative Payee Legislative Changes - \$7.9 million

This major investment funds the effort to align with the Strengthening Protections for Social Security Beneficiaries Act of 2018. The Act improves and strengthens the representative payee program by strengthening oversight, reducing the burden on families improving customer service, improving beneficiary protections, and limiting overpayment liability for children in the child welfare system.

Through FY 2022, we will:

Limitation on Administrative Expenses

- Implement enhancements to the Representative Payee Monitoring Tool that will make it easier for the State protection and advocacy groups to complete the required payee reviews (Section 101);
- Implement enhancements to the electronic Representative Payee System misuse application to greatly improve the application used to process rep payee misuse allegations, improving our ability to address misuse (Section 101);
- Continue to support States as they join the children in foster care data exchange (Section 103);
- Transition the data exchange with the States to the modernized data exchange process. (Section 103);
- Continue to implement functionality to support States' liability for overpayments for children in foster care to ensure proper assignment of overpayment liability (Section 104);
- Implement the advance designation annual notice to inform beneficiaries of their advance designations. This annual notice will remind users of their advance designation, in case they may want to update the designation, which helps ensure we have the most current information (Section 201);
- Implement automated background checks for payees who have never had one, improving our ability to ensure our beneficiaries have a suitable representative payee (Section 202); and
- Continue to provide listings of representative payees who have a rep payee so technicians can resolve these cases and ensure beneficiaries have a suitable representative payee (Section 203).

Disability Case Processing System 2 (DCPS2) - \$8.3 million

We continue to implement a common, national DCPS2. DCPS2 is part of an enterprise-wide integration of electronic case processing systems across our offices and State disability determination services (DDS). It yields substantial benefits to the government and citizens, including more efficient case processing, enhanced security, improved citizen service, reduced administrative costs, more consistent policy-based decisions through use of case analysis tools, and nationally implemented software enhancements and modifications as required by evolving laws, regulations, and policy.

In FY 2022, we plan to complete DCPS2 deployment to the remaining DDSs, as well as ensure successful transitions to full DCPS2 utilization.

Data Exchange Product - \$4.5 million

This investment will create the Enterprise Data Exchange Network (EDEN). EDEN will provide a holistic data exchange foundation that will generate greater value for our customers and maximize our return on investment. EDEN will reduce and centralize the many different systems and applications that process and manage data exchanges.

The EDEN product will provide data exchange customers, both internal and external, with a centralized, interactive, and dynamic user-friendly experience for requesting, sending, receiving, and administering incoming and outgoing data exchanges.

In FY 2022, we plan to work on the following Data Exchange Product activities:

- **Verification Service:** Ability to complete and implement enhancements to verification matching logic and migration of legacy verification systems;

Limitation on Administrative Expenses

- **Data Exchange Gateway:** Ability to add data exchanges from internal applications and migration planning of legacy applications; and
- **Customer Connection:** Ability to implement Federal and State Data Exchange workflows for account requests, feasibility, and agreement creation.

Anti-Fraud Product - \$6.3 million

Anti-fraud systems provide a means to prevent, detect, respond, and report possible fraud through efficient collaboration across the agency and with external partners. The Anti-Fraud Product provides the technology necessary to fully support our anti-fraud program across all lines of business; this technology is easy to use, allows a feedback loop, and enables us to operate with speed and flexibility.

As this product line matures, it will strengthen our ability to prevent fraud. We will continue and expand the Allegation Referral and Intake System to meet future needs for Operational and Investigations Case Management through a combination of products. Lastly, we intend to use our Business Intelligence tools against the data from all of these products to help strengthen our anti-fraud efforts.

Electronic Evidence Acquisition Product - \$19.0 million

The Electronic Evidence Acquisition product is new in FY 2021. It will transform and unify Evidence Acquisition by building enterprise solutions and optimizing collection and use of electronic evidence across the agency to reduce burden and determination time.

To date, our medical evidence initiatives have exceeded our goals for both pieces of electronic medical evidence received and percentage of medical evidence received electronically.

Benefits of a unified evidence acquisition product include decreased determination time, empowerment of Artificial Intelligence tools such as IMAGEN and INSIGHT due to increases in structured data, greater ability to identify complete records during first interactions, reducing rework for adjudicators, and provide ability to leverage real-time analytics to identify claims that may be handled quickly.

In FY 2022, we plan to implement the Electronic Evidence Acquisitions Product.

Electronic Records Management Product - \$7.5 million

This investment supports our implementation of OMB/National Archives and Records Administration (NARA) initiatives identified in the OMB/NARA Memorandum M-19-21, and Presidential Memorandum - Managing Government Records. These initiatives require all Federal agencies to manage both permanent and temporary email records in an accessible electronic format and manage all permanent and temporary electronic records in an electronic format. We have taken steps to manage all permanent records electronically and a majority of our temporary records electronically by December 31, 2022.

FY 2022 Infrastructure Investments

Network - \$382.0 million

The Network standard investment provides secure, easy-to-use, and fast electronic service via the internet through telephone services, wide area network, and video teleconferencing systems. This

Limitation on Administrative Expenses

investment allows us to maintain current systems and to continue enhancing and refreshing telecommunications equipment, as well as provides ongoing improvement of connectivity and bandwidth for data, voice, and video communications. It benefits the public as an effective, efficient, economical, and secure method of providing both digital and online services. With our network technology, our National 800 Number handled approximately 34 million calls in FY 2020, and we are estimating an increase to 36 million in FY 2021.

We will transition to the Next Generation Telephony Project (NGTP), a unified communication platform, beginning with the transition of all telephones from field offices and headquarters to the new system in FY 2021. We are also transitioning the National 800 Number platform to a new vendor with a focus on new technology and an enhanced caller experience as part of NGTP. This project will provide hardware, software, hardware and software maintenance, managed services, change requests, and relocation services.

Data Center - \$599.1 million

Our data centers maintain data repositories and acceptable service level availabilities for our services to the public. We continue to meet increasing online public service demands and exceed our 99.8 percent operational service level targets. The data centers ensure the availability, changeability, stability, and security of our IT architecture across the agency.

Two key design objectives for the build of our data center fabric were to improve resilience and availability. To operate in a cloud model, IT infrastructure must be geo-dispersed and always available. We are increasingly serving our customers with improved online and mobile offerings, and our systems-of-record capabilities must be highly available. We have already realized a 0.4 percent improvement in availability with the data center fabric.

We, with the support of OMB and Congress, have made significant investments in our data center fabric. Continual improvements to the data center fabric are necessary to support our IT modernization. We are striving to go beyond the Data Center Optimization Initiative, established in OMB Memorandum M-19-19, recognizing the scale of our data center fabric requirements and the scope of our IT modernization efforts. We are using standards-based metrics to measure and manage the data center fabric. We have a comprehensive data center infrastructure management program in place and are replacing all of our IT Operations Management technologies and practices in a multi-year effort that is essential to effectively managing our IT capabilities in a hybrid cloud ecosystem. Our FY 2022 data center request includes a necessary storage refresh.

End User - \$155.9 million

The End User standard investment provides us with productivity software and desktops, laptops, and other computing equipment required to meet growing workload demands for our approximately 61,000 Federal employees across the nation. As service demand increases, our End User investment improves access to our infrastructure and provides the desktop capability and capacity to increase the performance of internal systems.

Platform - \$13.1 million

The Platform standard investment provides enterprise-wide platform capability that includes database, middleware, mainframe database, and mainframe middleware.

Application - \$114.7 million

Limitation on Administrative Expenses

The Application standard investment supports enterprise-wide software to support our IT operations. This includes the analysis, design, development, code, test, and release services associated with application development. This includes a focus on User-Centered Development, Testing, and Standards, ensuring that applications are Section 508 compliant and comply with Enterprise Architecture standards. These centralized services are critical for implementation of new functionality, including public-facing applications.

FY 2022 Cybersecurity Investments

IT Security and Compliance - \$165.1 million

Cybersecurity is vital to protecting the personally identifiable information of everyone we serve. Maintaining the public's trust in our ability to protect sensitive data housed in our systems requires continuous monitoring of threats and continual improvement and strengthening of our cybersecurity program. Through constant assessment of the threat landscape and use of advanced cybersecurity controls, we can better protect against cybersecurity incidents and risks. Our cybersecurity program identifies and achieves a balance between protection and productivity by taking a risk-based approach that focuses on continuous improvement, and we have a proven record of successfully meeting or exceeding Federal cybersecurity performance measures.

In May 2021, President Biden issued an Executive Order on Improving the Nation's Cybersecurity. While we are well positioned to implement the additional measures under this Executive Order, we must be vigilant and protect against network intrusions and improper access of data by strengthening our defensive cyber capabilities, sharing cyber threat information with our Federal and industry partners, and making new investments required to move toward a Zero Trust Architecture that focuses on the secure flow of information from the network perimeter across the enterprise.

As cyberattacks continue to evolve and become increasingly aggressive and sophisticated, we will constantly assess the threat landscape, utilize advanced cybersecurity controls in the creation of modernized IT systems, and continue to align our resources to more effectively and expeditiously identify, manage, and remediate critical and high vulnerabilities to better protect against cybersecurity incidents and risks.

In FY 2022, we are expanding on the ICAM and Credential Management program, targeting privileged accounts utilized in managing our network and infrastructure. We are developing a comprehensive Risk Management program to determine gaps and ensure decisions are based on risk. We continue to strengthen our protection over our IT assets and will complete enhancements to our Supply Chain Risk Management procedures to meet Federal guidance. In addition, we will continue to provide security awareness and training through security communications, outreach, mandatory training, and social engineering exercises.

FY 2022 Investments Supporting Existing Applications

The scope of our programs is immense, and IT is vital to nearly every aspect of the work we do to serve the public. We must maintain stable and secure access to existing applications in order to serve the public. We have grouped our application-based investments into two portfolios: Agency Programmatic Applications and Administrative Applications.

Agency Programmatic Applications - \$343.5 million

The Agency Programmatic Applications IT portfolio includes investments for technology and software used by employees to serve the public, initiatives enabling the public to conduct online

Limitation on Administrative Expenses

transactions with us, and the applications and transactions we make with other government agencies. Investment areas include the following:

- Anti-Fraud
- Data Exchange
- Disability Claim Processing
- Earnings
- Electronic Services
- Enumeration
- Medical Evidence Processing
- Notice Improvement
- Payment Accuracy
- Reimbursable Services
- Title II Processing
- Title XVI Processing

Agency Administrative Applications - \$114.3 million

The Agency Administrative Applications IT portfolio includes initiatives for administrative services and support systems. This includes investments that ensure compliance with applicable accounting principles, develop and maintain electronic personnel functions, records management requirements, and define required E-Government contributions.

- Business Intelligence-Data Analytics
- E-Government Initiatives¹
- Financial Systems
- Human Resource Investments
- Legal/Public Disclosure Processing
- Records Management

FY 2022 IT Governance and Support Investments

Delivery - \$27.4 million

This Technology Business Management (TBM)-aligned standard investment provides management and resources to support our IT operations, including enterprise-wide product and project management resources to assist with agile development, and our Investment Management Tool used for project management reporting. This investment drives product strategy and operations, facilitates accessibility and user/customer experience, and develops the framework and governance standards for Product and Project Management.

IT Management - \$125.5 million

The IT Management standard investment captures all costs associated with IT Management and Strategic Planning (including Chief Information Officer (CIO) and other senior leadership full-

¹ Note that the Integrated Award Environment E-Government initiative includes the funding required to reimburse a proportional share of the costs to GSA for extending DUNS support, allowing additional time for implementation of the Unique Entity Identifier (UEI).

Limitation on Administrative Expenses

time equivalent costs), Enterprise Architecture, Capital Planning, IT Budget/Finance, IT Vendor Management, general IT policy and reporting, and IT Governance.

This investment is responsible for establishing and executing processes in direct support of CIO authority enhancements per the Federal Information Technology Acquisition Reform Act (FITARA). We have leveraged the authorities afforded by FITARA to improve how we acquire, manage, and organize our IT investments.

In addition, we have adopted TBM standard IT Tower and Cost Pools, and reported categorized IT costs across the entire IT Portfolio. Using TBM has given us a consistent approach for categorizing the IT budget year over year, and a level of granularity that provides leadership with a greater level of insight into spending patterns.

Limitation on Administrative Expenses

Appendix A: FY 2022 Agency IT Portfolio Summary Data

FY 2022 Agency IT Portfolio Summary	Total Cost			Internal Labor			External Labor			ITS Funds		
	2020	2021	2022	2020	2021	2022	2020 ¹	2021 ²	2022	2020	2021	2022
Costs in Millions												
IT Portfolio Total	\$2,399.48	\$1,993.18	\$2,159.76	\$591.57	\$629.34	\$646.76	\$439.67	\$367.15	\$355.00	\$1,368.24	\$996.68	\$1,158.00
IT Modernization	\$201.17	\$215.64	\$116.91	\$62.16	\$101.51	\$109.11	\$124.05	\$110.05	-	\$14.96	\$4.08	\$7.80
IT Modernization - Retired Investment ³	\$82.50	-	-	\$62.16	-	-	\$5.38	-	-	\$14.96	-	-
IT Modernization - Benefits	\$23.09	\$42.33	\$20.02	-	\$22.22	\$20.02	\$23.09	\$20.11	-	-	-	-
IT Modernization - Cross Cutting	\$17.12	\$34.76	\$19.30	-	\$10.82	\$11.50	\$17.12	\$19.86	-	-	\$4.08	\$7.80
IT Modernization - Cybersecurity	\$4.90	\$10.86	\$6.18	-	\$6.18	\$6.18	\$4.90	\$4.68	-	-	-	-
IT Modernization - Disability	\$28.99	\$58.75	\$27.52	-	\$26.28	\$27.52	\$28.99	\$32.47	-	-	-	-
IT Modernization - Earnings and Enumeration	\$13.88	\$30.43	\$14.94	-	\$16.00	\$14.94	\$13.88	\$14.43	-	-	-	-
IT Modernization - Service Delivery	\$30.69	\$38.51	\$28.95	-	\$20.01	\$28.95	\$30.69	\$18.50	-	-	-	-
Agency Programmatic Applications	\$288.66	\$264.94	\$343.52	\$168.13	\$162.19	\$159.41	\$91.33	\$65.40	\$152.31	\$29.20	\$37.34	\$31.79
Anti-Fraud	\$15.48	\$13.37	\$16.03	\$8.40	\$7.21	\$7.18	\$4.27	\$2.04	\$4.67	\$2.81	\$4.12	\$4.18
Anti-Fraud Enterprise Solution	\$2.76	-	-	\$2.30	-	-	-	-	-	\$0.46	-	-
Anti-Fraud Support Systems	\$8.46	\$9.62	\$9.74	\$6.10	\$5.49	\$5.60	\$0.01	\$0.01	\$0.01	\$2.35	\$4.12	\$4.14
Anti-Fraud Product	\$4.26	\$3.75	\$6.29	-	\$1.73	\$1.58	\$4.26	\$2.03	\$4.66	-	-	\$0.05
Data Exchange	\$7.69	\$8.68	\$10.08	\$4.99	\$7.35	\$7.15	\$2.70	\$1.33	\$2.93	-	-	-
Data Exchange Product	\$2.64	\$3.06	\$4.53	\$0.05	\$1.83	\$1.70	\$2.58	\$1.23	\$2.83	-	-	-
Data Exchange Support Systems	\$5.05	\$5.62	\$5.56	\$4.93	\$5.52	\$5.46	\$0.12	\$0.10	\$0.10	-	-	-
Disability Claim Processing	\$93.16	\$79.05	\$76.07	\$44.20	\$40.97	\$37.84	\$36.64	\$23.37	\$26.98	\$12.32	\$14.71	\$11.25
BBA Section 823 - Promoting Opportunity Demo	\$0.16	\$0.10	\$0.15	\$0.15	\$0.09	\$0.15	\$0.01	\$0.00	\$0.00	-	-	-
DDS Automation	\$13.55	\$9.57	\$8.01	\$1.71	\$1.44	\$0.59	\$1.79	\$1.52	\$1.53	\$10.05	\$6.61	\$5.89
Disability Case Processing System	\$41.27	\$30.52	\$8.26	\$10.08	\$10.64	\$8.26	\$31.19	\$19.88	-	-	\$0.01	-
Disability Claim Processing Applications	\$35.02	\$34.69	\$33.24	\$29.38	\$24.77	\$24.84	\$3.36	\$1.83	\$3.04	\$2.27	\$8.09	\$5.36
Disability Quality Review (DQR)	\$3.04	\$4.17	\$4.32	\$2.75	\$4.03	\$4.01	\$0.29	\$0.14	\$0.32	-	-	-
Unprocessed Medical Cessations - Enhancements	\$0.12	-	-	\$0.12	-	-	-	-	-	-	-	-
IT Modernization - Disability	-	-	\$22.08	-	-	-	-	-	\$22.08	-	-	-
Earnings & Enumeration	\$12.10	\$13.27	\$27.77	\$10.10	\$11.50	\$11.56	\$2.01	\$1.77	\$16.21	-	-	-
Earnings Support Systems	\$8.85	\$9.83	\$9.90	\$7.51	\$8.62	\$8.70	\$1.34	\$1.20	\$1.20	-	-	-
Enumerations Support Systems	\$3.25	\$3.44	\$3.43	\$2.59	\$2.87	\$2.86	\$0.67	\$0.57	\$0.57	-	-	-
IT Modernization - Earnings and Enumeration	-	-	\$14.43	-	-	-	-	-	\$14.43	-	-	-
FY 2022 Agency IT Portfolio Summary (Costs in Millions)	Total Cost			Internal Labor			External Labor			ITS Funds		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Electronic Services	\$52.56	\$30.45	\$73.89	\$34.93	\$18.74	\$20.10	\$9.52	\$4.86	\$47.39	\$8.11	\$6.86	\$6.40
Customer Engagement Tools	\$3.18	-	-	\$3.18	-	-	-	-	-	-	-	-
Electronic Services	\$31.85	\$21.38	\$22.18	\$18.39	\$13.77	\$15.03	\$7.09	\$2.34	\$2.35	\$6.36	\$5.27	\$4.80
IT Modernization - Cross Cutting	-	-	\$19.86	-	-	-	-	-	\$19.86	-	-	-
IT Modernization - Cybersecurity	-	-	\$4.23	-	-	-	-	-	\$4.23	-	-	-
IT Modernization - Service Delivery	-	-	\$18.50	-	-	-	-	-	\$18.50	-	-	-

Limitation on Administrative Expenses

FY 2022 Agency IT Portfolio Summary Costs in Millions	Total Cost			Internal Labor			External Labor			ITS Funds		
	2020	2021	2022	2020	2021	2022	2020 ¹	2021 ²	2022	2020	2021	2022
My SocialSecurity Services	\$7.95	-	-	\$7.95	-	-	-	-	-	-	-	-
Rep Payee Legislation	\$7.97	\$7.81	\$7.90	\$3.84	\$3.80	\$3.89	\$2.38	\$2.41	\$2.41	\$1.75	\$1.60	\$1.60
Rep Payee Support Systems	\$1.61	\$1.26	\$1.22	\$1.56	\$1.16	\$1.18	\$0.05	\$0.10	\$0.04	-	-	-
Medical Evidence Processing	\$10.50	\$17.35	\$18.98	\$3.88	\$10.81	\$9.04	\$6.62	\$4.00	\$5.75	-	\$2.54	\$4.19
ERE for Experts	\$1.72	-	-	\$1.72	-	-	-	-	-	-	-	-
Health Information Tech (HIT)	\$2.16	-	-	\$2.16	-	-	-	-	-	-	-	-
Electronic Evidence Acquisition Products	\$6.62	\$17.35	\$18.98	-	\$10.81	\$9.04	\$6.62	\$4.00	\$5.75	-	\$2.54	\$4.19
Notice Improvement	\$7.56	\$8.14	\$8.33	\$6.50	\$7.27	\$7.40	\$1.06	\$0.87	\$0.93	-	-	-
Notice Improvements	\$7.56	\$8.14	\$8.33	\$6.50	\$7.27	\$7.40	\$1.06	\$0.87	\$0.93	-	-	-
Payment Accuracy	\$26.35	\$30.86	\$31.23	\$13.39	\$18.10	\$18.31	\$12.96	\$12.76	\$12.91	-	-	-
Debt Management Product	\$17.24	\$20.88	\$20.99	\$4.96	\$8.61	\$8.71	\$12.27	\$12.27	\$12.27	-	-	-
Payment Accuracy Support Systems	\$9.12	\$9.97	\$10.24	\$8.43	\$9.49	\$9.60	\$0.69	\$0.49	\$0.64	-	-	-
Reimbursable Services	\$22.78	\$25.09	\$21.93	\$5.53	\$5.57	\$5.75	\$11.29	\$10.40	\$10.40	\$5.95	\$9.11	\$5.78
Reimbursable Services	\$22.78	\$25.09	\$21.93	\$5.53	\$5.57	\$5.75	\$11.29	\$10.40	\$10.40	\$5.95	\$9.11	\$5.78
Title II & XVI Processing	\$40.49	\$38.68	\$59.21	\$36.22	\$34.67	\$35.08	\$4.27	\$4.01	\$24.13	-	-	-
Title II Processing Applications	\$24.69	\$22.77	\$23.14	\$21.91	\$20.13	\$20.50	\$2.78	\$2.64	\$2.64	-	-	-
Title XVI Processing Applications	\$15.80	\$15.91	\$15.96	\$14.31	\$14.54	\$14.58	\$1.49	\$1.37	\$1.38	-	-	-
IT Modernization - Benefits	-	-	\$20.11	-	-	-	-	-	\$20.11	-	-	-
Agency Administrative Applications	\$108.54	\$104.02	\$114.27	\$47.50	\$52.18	\$51.19	\$36.40	\$26.70	\$32.56	\$24.64	\$25.15	\$30.52
Business Intelligence-Data Analytics	\$46.45	\$44.98	\$46.67	\$19.14	\$22.40	\$19.67	\$22.43	\$16.20	\$19.26	\$4.87	\$6.39	\$7.74
Business Intelligence - Data Analytics	\$46.45	\$44.98	\$46.67	\$19.14	\$22.40	\$19.67	\$22.43	\$16.20	\$19.26	\$4.87	\$6.39	\$7.74
E-Gov	\$1.76	\$1.81	\$1.76	-	-	-	-	-	-	\$1.76	\$1.81	\$1.76
Budget Formulation and Execution LoB	\$0.06	\$0.06	\$0.06	-	-	-	-	-	-	\$0.06	\$0.06	\$0.06
Disaster Assistance Improvement Plan	\$0.06	\$0.06	\$0.06	-	-	-	-	-	-	\$0.06	\$0.06	\$0.06
E-Rulemaking	\$0.03	\$0.03	\$0.03	-	-	-	-	-	-	\$0.03	\$0.03	\$0.03
Federal PKI Bridge	\$0.21	\$0.23	\$0.23	-	-	-	-	-	-	\$0.21	\$0.23	\$0.23
Financial Management LoB	\$0.07	\$0.07	\$0.07	-	-	-	-	-	-	\$0.07	\$0.07	\$0.07

Limitation on Administrative Expenses

FY 2022 Agency IT Portfolio Summary (Costs in Millions)	Total Cost			Internal Labor			External Labor			ITS Funds		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
FOIA Portal	\$0.05	\$0.05	\$0.05	-	-	-	-	-	-	\$0.05	\$0.05	\$0.05
Geospatial LoB	\$0.03	\$0.03	\$0.03	-	-	-	-	-	-	\$0.03	\$0.03	\$0.03
GovBenefits.gov	\$0.39	\$0.41	\$0.36	-	-	-	-	-	-	\$0.39	\$0.41	\$0.36
Human Resources LoB	\$0.14	\$0.14	\$0.14	-	-	-	-	-	-	\$0.14	\$0.14	\$0.14
Integrated Award Evt	\$0.72	\$0.72	\$0.72	-	-	-	-	-	-	\$0.72	\$0.72	\$0.72
Financial Systems	\$36.11	\$32.80	\$35.50	\$14.07	\$14.49	\$16.45	\$7.55	\$6.35	\$6.91	\$14.49	\$11.96	\$12.14
Financial Management Systems	\$36.11	\$32.80	\$35.50	\$14.07	\$14.49	\$16.45	\$7.55	\$6.35	\$6.91	\$14.49	\$11.96	\$12.14
Human Resources	\$16.15	\$17.67	\$19.33	\$9.78	\$11.91	\$11.73	\$2.85	\$1.91	\$2.65	\$3.52	\$3.86	\$4.95
Human Resources Services Portal	\$0.01	-	-	\$0.01	-	-	-	-	-	-	-	-
Human Resources Support Systems	\$16.14	\$17.67	\$19.33	\$9.78	\$11.91	\$11.73	\$2.85	\$1.91	\$2.65	\$3.52	\$3.86	\$4.95
Legal-Public Disclosure Processing	\$4.82	\$2.25	\$3.49	\$2.69	\$1.24	\$1.16	\$2.13	\$1.01	\$2.33	-	-	-
LAWS - Critical Needs	\$2.69	\$0.33	\$0.33	\$2.69	\$0.33	\$0.33	-	-	-	-	-	-
OGC Product	\$2.13	\$1.92	\$3.16	-	\$0.91	\$0.83	\$2.13	\$1.01	\$2.33	-	-	-
Records Management	\$3.24	\$4.51	\$7.52	\$1.81	\$2.14	\$2.18	\$1.44	\$1.24	\$1.41	-	\$1.14	\$3.93
Electronic Records Management Product	\$3.24	\$4.51	\$7.52	\$1.81	\$2.14	\$2.18	\$1.44	\$1.24	\$1.41	-	\$1.14	\$3.93
Infrastructure	\$1,497.50	\$1,109.11	\$1,266.99	\$165.25	\$169.17	\$171.61	\$120.14	\$107.07	\$110.32	\$1,212.10	\$832.86	\$985.06
Application	\$114.47	\$113.95	\$114.68	\$36.49	\$38.90	\$39.02	\$59.71	\$54.18	\$57.01	\$18.27	\$20.86	\$18.66
Data Center and Cloud	\$488.93	\$481.57	\$599.07	\$65.15	\$71.33	\$73.26	\$29.69	\$28.20	\$28.99	\$394.09	\$382.04	\$496.82
End User	\$245.72	\$144.69	\$155.94	\$37.22	\$34.11	\$33.90	\$7.63	\$8.57	\$7.45	\$200.88	\$102.01	\$114.59
Network	\$632.46	\$357.17	\$381.95	\$21.21	\$21.84	\$22.46	\$17.30	\$11.96	\$12.59	\$593.95	\$323.38	\$346.91
Platform	\$11.26	\$9.42	\$13.06	\$3.07	\$0.67	\$0.68	\$5.81	\$4.16	\$4.28	\$2.38	\$4.58	\$8.10
Output	\$4.65	\$2.32	\$2.29	\$2.11	\$2.32	\$2.29	-	-	-	\$2.53	-	-
IT Governance and Support	\$156.40	\$143.71	\$152.93	\$106.68	\$105.19	\$107.89	\$34.72	\$22.49	\$24.37	\$14.99	\$16.04	\$20.67
Delivery	\$36.81	\$24.82	\$27.44	\$7.41	\$4.68	\$3.93	\$21.16	\$10.42	\$11.33	\$8.24	\$9.72	\$12.18
IT Management	\$119.59	\$118.90	\$125.49	\$99.27	\$100.50	\$103.95	\$13.56	\$12.07	\$13.04	\$6.75	\$6.32	\$8.50
Cybersecurity	\$147.23	\$155.76	\$165.14	\$41.84	\$39.10	\$47.54	\$33.04	\$35.45	\$35.45	\$72.34	\$81.21	\$82.15
Digital Identity	\$9.56	-	-	\$5.15	-	-	-	-	-	\$4.41	-	-
IT Security & Compliance	\$137.67	\$155.76	\$165.14	\$36.69	\$39.10	\$47.54	\$33.04	\$35.45	\$35.45	\$67.94	\$81.21	\$82.15

¹ Includes \$427.9 million obligated in FY 2020 for the FY 2021 period of performance, and \$11.8 million obligated in FY 2020 for the FY 2020 period of performance.

² Includes \$365 million obligated in FY 2021 for the FY 2022 period of performance, and \$2.1 million obligated in FY 2021 for the FY 2021 period of performance.

³ Note that the IT Modernization single major investment was split into 6 major investments for the FY 2022 submission, following the IT Modernization 2020 update. This line includes the internal labor and ITS costs incurred in FY 2020, as well as external labor obligated in FY 2020 for the FY 2020 period of performance.

Note: Totals may not add due to rounding.

Limitation on Administrative Expenses

Appendix B: Required Tables and Statements

Information Technology Costs

Dollars In Millions	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Cloud Service Provider	\$27	\$24	\$34
Contractor Services	\$697	\$659	\$660
Hardware	\$392	\$194	\$275
IT Service / Subscription	\$7	\$15	\$12
Software	\$365	\$344	\$396
Telecom Usage	\$319	\$128	\$135
Total	\$1,808	\$1,364	\$1,513

Note: Totals may not add due to rounding

Workyear Count by Portfolio

	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
IT Modernization	385	608	629
Agency Programmatic Applications	1,051	980	929
Agency Administrative Applications	300	318	301
Infrastructure	1,024	1,013	990
IT Governance and Support	661	630	622
Cybersecurity (IT Security & Compliance)	259	234	274
Total	3,678	3,782	3,746

Note: Totals may not add due to rounding.

Other SSA Expenses/Service Fees Related to E-Government Projects

Dollars in Thousands	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Recruitment One-Stop	\$476	\$483	\$500
E-Payroll	\$21,240	\$22,490	\$23,801
E-Travel	\$400	\$750	\$750
Total	\$22,116	\$23,723	\$25,051

Note: Totals may not add due to rounding.

Protecting Privacy

Our IT budget submission is a reflection of and by-product of privacy requirements identified and implemented through our various IT governance processes, primarily the IT Investment Process (ITIP), and Systems Development Lifecycle (SDLC). Our Senior Agency Official for Privacy is an active member of the ITIP Investment Review Board, which governs the IT Investment Management Process, focusing primarily on up-front investment planning, which allows for privacy risks, mitigating controls, and requirements to be considered early in the IT investment lifecycle. We have also integrated necessary privacy requirements into the release-

Limitation on Administrative Expenses

planning phase of our SDLC. This requirement ensures that all new or modified systems or other IT resources, regardless of whether they support the creation, collecting, use, processing, storing, maintenance, dissemination, disclosure, or disposal of personally identifiable information, undergo necessary privacy compliance assessments to ensure relevant requirements and where applicable, associated costs are identified and implemented.

Table 3.27 - LAE Expired Balances & No-Year IT Account
(in thousands)

<u>LAE Expired Accounts</u>	<u>Amounts</u>
LAE unobligated balance from FY 2016-2019	\$260,500
LAE unobligated balance available from FY 2020	\$143,100
Total LAE unobligated balance from FY 2016-2020	\$403,600 ¹
Amounts projected for prior year adjustments	-\$284,600 ²
Total LAE unobligated balance available for transfer from FY 2016-2020	\$119,000
 No-Year ITS Account	
Carryover from funds transferred in FY 2019 for FY 2020	\$206,689
Carryover from FY 2019 (Unobligated Balances)	\$4,114
Total carryover from FY 2019 to FY 2020	\$210,803
Funds transferred in FY 2020 for FY 2020	\$199,600
Total FY 2020 no-year ITS funding available	\$410,403
FY 2020 Obligations	-\$379,368
Total carryover into FY 2021	\$31,036
Funds available for transfer in FY 2021 for FY 2021	\$119,000
Total FY 2021 no-year ITS funding available	\$150,036

¹ Reflects adjustments to the unobligated balances for these years. Balances as of December 31, 2020.

² It is essential that these funds remain in the expired LAE accounts (FYs 2016-2020) to cover potential upward adjustments and avoid an anti-deficiency violation.

Limitation on Administrative Expenses

Table 3.28 - Total IT Modernization Plan by Domain

Dollars in Millions	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Total
Business Domain	\$33.6	\$100.5	\$109.3	\$134.7	\$140.2	\$67.1	\$585.5
Communication	\$1.9	\$9.1	\$6.2	\$7.0	\$8.7	\$4.6	\$37.5
Disability	\$16.1	\$43.4	\$44.6	\$57.6	\$58.8	\$27.5	\$248.0
Earnings	\$3.1	\$12.5	\$16.4	\$17.7	\$18.8	\$9.9	\$78.5
Enumeration	\$3.4	\$9.6	\$10.8	\$10.4	\$11.6	\$5.0	\$50.9
Benefits	\$9.2	\$25.9	\$31.3	\$42.0	\$42.3	\$20.0	\$170.7
Data, PMO, Infrastructure	\$12.8	\$38.4	\$35.0	\$30.9	\$26.1	\$14.7	\$157.9
Data	\$5.7	\$10.1	\$8.9	\$11.2	\$12.3	\$5.3	\$53.6
Infrastructure	\$7.1	\$27.1	\$24.5	\$14.6	\$13.5	\$8.9	\$95.7
PMO / Senior Tech	\$0.0	\$1.2	\$1.6	\$5.0	\$0.3	\$0.5	\$8.6
Service Delivery	\$0.0	\$0.0	\$0.0	\$30.6	\$38.5	\$28.9	\$98.1
Cybersecurity	\$0.0	\$0.0	\$0.0	\$4.9	\$10.9	\$6.2	\$21.9
IT Mod Total	\$46.5	\$138.9	\$144.3	\$201.1	\$215.6	\$116.9	\$863.3

Note: Totals may not add due to rounding

Table 3.29 - IT Modernization Plan by Funding Source

Dollars in Millions	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Total
\$415M Special Appropriation	\$0.0	\$44.4	\$138.1	\$111.2	\$121.3	\$0.0	\$415.0
LAE Funds ^{1/}	\$46.5	\$94.4	\$6.2	\$89.9	\$94.4	\$116.9	\$448.3
Total^{2/}	\$46.5	\$138.9	\$144.3	\$201.1	\$215.6	\$116.9	\$863.3

1/ Includes \$8 million from dedicated funding to reduce the hearings backlog in FY 2017 and \$9 million in FY 2018.

2/ Totals may not add due to rounding.

Appendix C: Additional Cybersecurity Requirements

Continuous Diagnostics and Mitigation (CDM)

CDM is a collaborative program with the Department of Homeland Security (DHS) that automates critical aspects of Federal agency cybersecurity programs to provide continuous monitoring functions to agencies.

We will improve Configuration Settings Management capabilities by implementing new functionality to measure the actual state of compliance for our assets. We have adopted Defense Information Systems Agency Security Technical Implementation Guides and agency tailored security configurations to define our desired state for the agency's approved platforms. These are fundamental steps before we can begin analysis and prioritization of the data produced from the tools. We are working with the CDM integrators to produce an actionable dataset for remediation teams to use to resolve compliance issues on the network.

We continue to improve our implementation of the Hardware Asset Management (HWAM) capability, which provides automated capabilities to detect information technology (IT) assets as they are introduced to the network. Our Vulnerability Management capabilities and HWAM tools are leveraged with our agency-wide IT Asset Management tools and Risk Management program as a precursor to implementing network segmentation and a Network Access Control solution.

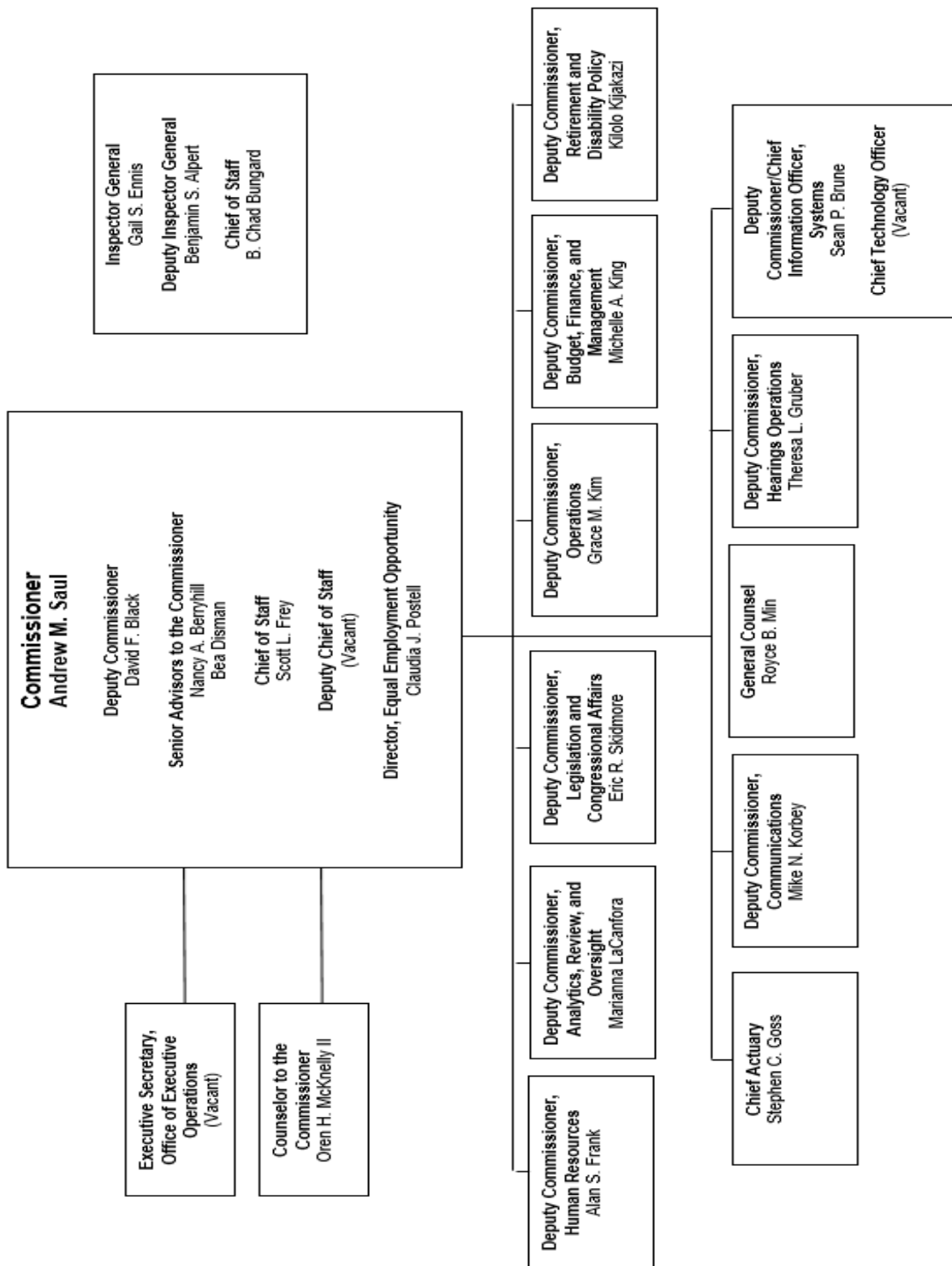
We are improving the Software Asset Management capabilities by implementing new technical solutions via CDM to inventory all installed software on systems. This is a fundamental step necessary to implement application whitelisting. Application whitelisting will prevent the installation and execution of unauthorized software and malicious software (malware) on our network. Unauthorized software applications expose us to the potential of malware (virus, worms, Trojan) attacks that quickly spread and do harm to the confidentiality, integrity, and availability of our systems across our enterprise. Software whitelisting only allows authorized software ('whitelist') to install and run on systems. Software whitelisting prevents unauthorized software and malware from installing and running on systems, which provides further protection from the damaging effects of malware. In FY 2020, we implemented blacklisting to help improve application control on the network.

SSA Measurable Reductions of Risk

We have developed and maintain a cybersecurity strategic plan to assist in prioritizing spending requests. This plan is informed by our Federal Information Security Management Act of 2002 (FISMA) audit results, our internal self-assessment, and is in alignment with the National Institute of Standards and Technology Cybersecurity Framework. This common framework is used across Federal agencies, including the Office of Management and Budget in spending categorization, DHS in risk assessments, and agency Inspector Generals for FISMA compliance.

SSA ORGANIZATIONAL CHART

SOCIAL SECURITY ADMINISTRATION



For the full agency organization chart, please visit <https://www.ssa.gov/org/ssachart.pdf>

MAJOR BUILDING RENOVATIONS AND REPAIR COSTS

We have maintained a record of accomplishment in real property efficiency. We continue to achieve our Reduce the Footprint standards. Our major building costs are associated with our ongoing efforts to optimize space at our headquarters campus and regional facilities, and reduce our reliance on leased space where it makes business sense. This exhibit describes our FY 2022 major building costs and provides an update on our on-going major building renovations and repairs funded in previous years.

FY 2022 Major Building Renovation Costs

The Budget assumes \$100 million for new major building renovations and repairs. Additional details will be forthcoming, and could include projects such as the Frank Hagel Building (Richmond CA).

Update of Ongoing Projects (Funded in Prior Years)

Arthur J. Altmeyer Building (Altmeyer): We will complete the modernization of the Altmeyer building by June 1, on schedule and within budget, in collaboration with the General Services Administration (GSA). In FY 2016, we received \$150 million to modernize the building, which was built in 1959 and is one of the two original buildings on our headquarters campus. The funding enabled us to complete major upgrades to address health and safety issues, meet current accessibility standards, and provide a comfortable, energy efficient working environment that meets 21st century standards. The modernization project also enabled us to improve space utilization, resulting in a net gain of approximately 300-350 seats on campus.

Perimeter East Building (PEB): The PEB is located on our main campus in Woodlawn, Maryland. In FY 2019, we completely renovated the PEB third floor, repurposing this area from an information technology environment to office space. The space provides an efficient layout for approximately 500 additional occupants.

With completion of the third floor, we began planning to renovate the fourth floor, including infrastructure upgrades necessary to support additional occupants in the building. In FY 2021, we completed the design of the fourth floor and have moved into the construction phase. We anticipate completing the fourth floor renovations in FY 2023. The PEB renovations are critical to our plan to create additional capacity for employee seating on campus and reduce our reliance on leased space in the Woodlawn area.

National Capital Region: We currently occupy approximately 334,900 USF in two leases in Northern Virginia, which house multiple agency components. In June 2021, we will vacate one of the two leases and consolidate staff into the remaining lease, which will expire on October 1, 2024. We are currently working with GSA to pursue a prospectus-level lease for the lease replacement. We will also incorporate occupants from our 250 E Street facility in Washington, DC, into the new lease.

Auburn Teleservice Center (Auburn, Washington): GSA is disposing of the property located at 1901 C St. SW, Auburn, Washington, where one of our mega teleservice centers is located, along with a regional training center and interactive video training studio. These components currently occupy approximately 149,350 USF. However, we have determined that we only need approximately 42,000 USF in a new lease, reducing our portfolio by approximately 107,000 USF. The Public Buildings Reform Board has committed to funding our move, tenant improvement, and furniture costs. Pre-planning, schedule, and cost information for this project are still in development.

Limitation on Administrative Expenses

PHYSICAL INFRASTRUCTURE

Table 3.30—FY 2020 Physical Infrastructure Costs by Component
(dollars in thousands)¹

The following tables satisfy a portion of the Report on LAE Expenditures Congressional reporting requirement.

Components	Rental Payments to GSA	Communications, Utilities & Misc. Charges	Operations & Maintenance of Facilities ²	Operations & Maintenance of Equipment	Total
LAE One Year					
Office of Operations	\$528,310	\$31,705	\$188,467	\$33	\$748,516
Office of Systems	\$0	\$1	\$0	\$0	\$1
Office of Hearings Operations	\$111,788	\$4,567	\$36,635	\$3	\$152,993
Office of Human Resources	\$0	\$28	\$268	\$0	\$296
Office of Retirement and Disability Policy	\$0	\$11	\$6	\$0	\$17
Office of Communication	\$0	\$0	\$3	\$0	\$3
Office of Analytics, Review and Oversight	\$3,106	\$207	\$353	\$0	\$3,666
Office of Budget, Finance, and Management	\$0	\$267	\$3	\$0	\$270
DCBFM - Agency Level	\$70,496	\$139,341	\$127,967	\$314	\$338,118
Office of General Counsel	\$2,031	\$16	\$153	\$0	\$2,200
Disability Determination Services	\$0	\$26,029	\$200	\$0	\$26,229
Information Technology Systems	\$0	\$121,656	\$0	\$555,428	\$677,084
Social Security Advisory Board	\$251	\$3	\$10	\$2	\$267
Subtotal LAE One Year	\$715,983	\$323,833	\$354,065	\$555,780	\$1,949,661
LAE No Year					
Delegated Buildings	\$0	\$17,669	\$45,698	\$0	\$63,367
Altmeyer Renovation	\$0	\$0	\$0	\$21	\$21
Information Technology Systems	\$0	\$162,773	\$0	\$216,595	\$379,368
IT Modernization	\$0	\$0	\$0	\$84,370	\$84,370
National Support Center	\$0	\$0	\$0	\$5	\$5
Subtotal LAE No Year	\$0	\$180,442	\$45,698	\$300,991	\$527,131
LAE Multi Year					
Program Integrity ³	\$0	\$0	\$0	\$114,036	\$114,036
CARES Act	\$0	\$9,736	\$16	\$2,420	\$12,173
Subtotal LAE Multi Year	\$0	\$9,736	\$16	\$116,456	\$126,208
Grand Total	\$715,983	\$514,010	\$399,779	\$973,228	\$2,603,001

¹ Totals may not add due to rounding.

² Includes guard services.

³ Of the \$114 million in Program Integrity, \$7 million are FY 2019/2020 multi-year funds and \$107.1 million are FY 2020/2021 multi-year funds.

Limitation on Administrative Expenses

Table 3.31—FY 2021 Estimated Physical Infrastructure Costs by Component
(dollars in thousands)^{1,2}

Components	Rental Payments to GSA	Communications, Utilities & Misc. Charges	Operations & Maintenance of Facilities	Operations & Maintenance of Equipment	Total
LAE One Year					
Office of Operations	\$527,630	\$39,796	\$182,505	\$29	\$749,960
Office of Systems ³	\$0	\$2	\$0	\$0	\$2
Office of Hearings Operations	\$111,644	\$5,733	\$35,476	\$2	\$152,855
Office of Human Resources	\$0	\$35	\$260	\$0	\$295
Office of Retirement and Disability Policy	\$0	\$14	\$6	\$0	\$20
Office of Communication	\$0	\$0	\$3	\$0	\$3
Office of Analytics, Review and Oversight	\$3,102	\$260	\$342	\$0	\$3,704
Office of Budget, Finance, and Management	\$0	\$335	\$3	\$0	\$339
DCBFM - Agency Level	\$70,405	\$174,902	\$123,919	\$268	\$369,494
Office of General Counsel	\$2,029	\$20	\$148	\$0	\$2,197
Disability Determination Services	\$0	\$32,672	\$194	\$0	\$32,866
Information Technology Systems	\$0	\$152,703	\$0	\$474,902	\$627,605
Social Security Advisory Board	\$272	\$4	\$10	\$2	\$288
Subtotal LAE One Year	\$715,083	\$406,477	\$342,864	\$475,203	\$1,939,628
LAE No Year					
Delegated Buildings	\$0	\$16,701	\$43,194	\$0	\$59,895
Information Technology Systems ³	\$0	\$25,139	\$0	\$77,635	\$102,774
IT Modernization	\$0	\$0	\$0	\$67,092	\$67,092
National Support Center	\$0	\$0	\$2,861	\$0	\$2,861
Subtotal LAE No Year	\$0	\$41,840	\$46,055	\$144,727	\$232,622
LAE Multi Year					
Program Integrity	\$0	\$0	\$0	\$117,246	\$117,246
Subtotal LAE Multi Year	\$0	\$0	\$0	\$117,246	\$117,246
Grand Total	\$715,083	\$448,318	\$388,919	\$737,176	\$2,289,496

¹ Totals may not add due to rounding.

² Includes guard services.

³ The ITS budget funds all information technology projects for the Agency. The Office of Systems is a staff component that is responsible for the Information Management and Information Technology programs.

Limitation on Administrative Expenses

Table 3.32—FY 2022 Estimated Physical Infrastructure Costs by Component
(Dollars in thousands)^{1,2}

Components	Rental Payments to GSA	Communications, Utilities & Misc. Charges	Operations & Maintenance of Facilities	Operations & Maintenance of Equipment	Total
LAE One Year					
Office of Operations	\$545,339	\$46,095	\$188,405	\$37	\$779,876
Office of Systems ³	\$0	\$2	\$0	\$0	\$2
Office of Hearings Operations	\$115,392	\$6,640	\$36,623	\$3	\$158,657
Office of Human Resources	\$0	\$41	\$268	\$0	\$309
Office of Retirement and Disability Policy	\$0	\$17	\$6	\$0	\$22
Office of Communication	\$0	\$0	\$3	\$0	\$3
Office of Analytics, Review and Oversight	\$3,206	\$301	\$353	\$0	\$3,860
Office of Budget, Finance, and Management	\$0	\$388	\$3	\$0	\$392
DCBFM - Agency Level	\$72,768	\$202,585	\$127,925	\$348	\$403,627
Office of General Counsel	\$2,097	\$24	\$153	\$0	\$2,273
Disability Determination Services	\$0	\$37,844	\$200	\$0	\$38,044
Information Technology Systems	\$0	\$176,873	\$0	\$617,132	\$794,005
Social Security Advisory Board	\$274	\$5	\$10	\$3	\$292
Subtotal LAE One Year	\$739,076	\$470,815	\$353,948	\$617,523	\$2,181,363
LAE No Year					
Delegated Buildings	\$0	\$17,184	\$44,444	\$0	\$61,629
Information Technology Systems ³	\$0	\$25,133	\$0	\$77,616	\$102,750
Subtotal LAE No Year	\$0	\$42,318	\$44,444	\$77,616	\$164,378
LAE Multi Year					
Program Integrity	\$0	\$0	\$0	\$146,636	\$146,636
Subtotal LAE Multi Year	\$0	\$0	\$0	\$146,636	\$146,636
Grand Total	\$739,076	\$513,132	\$398,392	\$841,775	\$2,492,376

¹ Totals may not add due to rounding.

² Includes guard services.

³ The ITS budget funds all information technology projects for the Agency. The Office of Systems is a staff component that is responsible for the Information Management and Information Technology programs.

Limitation on Administrative Expenses

Table 3.33—FY 2020 Physical Infrastructure Costs by Region
(Dollars in thousands)¹

Regions	Rental Payments to GSA	Communications, Utilities & Misc. Charges	Operations & Maintenance of Facilities ²	Operations & Maintenance of Equipment	Total
Boston	\$26,503	\$2,142	\$11,301	\$1	\$39,946
New York	\$82,850	\$6,182	\$43,152	\$8	\$132,192
Philadelphia	\$58,138	\$5,522	\$35,171	\$10	\$98,841
Atlanta	\$125,160	\$15,399	\$34,677	\$8	\$175,244
Chicago	\$93,301	\$10,810	\$34,701	\$7	\$138,819
Dallas	\$68,051	\$5,713	\$23,941	\$8	\$97,713
Kansas City	\$29,281	\$3,512	\$12,980	\$1	\$45,774
Denver	\$15,600	\$1,438	\$7,854	\$0	\$24,893
San Francisco	\$104,611	\$9,723	\$41,638	\$0	\$155,972
Seattle	\$25,975	\$1,661	\$8,632	\$14	\$36,282
Headquarters³	\$86,513	\$451,909	\$145,732	\$973,169	\$1,657,324
Total	\$715,983	\$514,010	\$399,780	\$973,228	\$2,603,001

Table 3.34—FY 2021 Estimated Physical Infrastructure Costs by Region
(Dollars in thousands) ^{4,5}

Regions	Rental Payments to GSA	Communications, Utilities & Misc. Charges	Operations & Maintenance of Facilities ⁶	Operations & Maintenance of Equipment	Total
Boston	\$26,469	\$1,868	\$10,994	\$0	\$39,332
New York	\$82,746	\$5,392	\$41,980	\$6	\$130,123
Philadelphia	\$58,065	\$4,816	\$34,216	\$8	\$97,105
Atlanta	\$125,003	\$13,431	\$33,735	\$6	\$172,175
Chicago	\$93,184	\$9,429	\$33,758	\$5	\$136,376
Dallas	\$67,966	\$4,982	\$23,291	\$6	\$96,245
Kansas City	\$29,244	\$3,064	\$12,627	\$1	\$44,936
Denver	\$15,580	\$1,255	\$7,641	\$0	\$24,476
San Francisco	\$104,479	\$8,480	\$40,507	\$0	\$153,466
Seattle	\$25,942	\$1,448	\$8,397	\$11	\$35,799
Headquarters	\$86,404	\$394,153	\$141,773	\$737,132	\$1,359,462
Total	\$715,083	\$448,318	\$388,919	\$737,176	\$2,289,496

¹ Totals may not add due to rounding.

² Includes guard services.

³ Includes DDS, SSAB, ITS, NSC, IT Modernization, Program Integrity, and Delegated Buildings.

⁴ Totals may not add due to rounding.

⁵ Includes DDS, SSAB, ITS, and Delegated Buildings.

⁶ Includes guard services.

Limitation on Administrative Expenses

Table 3.35—FY 2022 Estimated Physical Infrastructure Costs by Region
(Dollars in thousands)^{1,2}

Regions	Rental Payments to GSA	Communications, Utilities & Misc. Charges	Operations & Maintenance of Facilities³	Operations & Maintenance of Equipment	Total
Boston	\$27,358	\$2,138	\$11,262	\$0	\$40,758
New York	\$85,522	\$6,171	\$43,002	\$7	\$134,703
Philadelphia	\$60,013	\$5,513	\$35,049	\$9	\$100,584
Atlanta	\$129,197	\$15,373	\$34,557	\$7	\$179,133
Chicago	\$96,311	\$10,792	\$34,581	\$6	\$141,689
Dallas	\$70,246	\$5,703	\$23,858	\$7	\$99,814
Kansas City	\$30,226	\$3,506	\$12,935	\$1	\$46,668
Denver	\$16,103	\$1,436	\$7,827	\$0	\$25,366
San Francisco	\$107,985	\$9,706	\$41,493	\$0	\$159,184
Seattle	\$26,813	\$1,658	\$8,602	\$12	\$37,085
Headquarters	\$89,304	\$451,137	\$145,226	\$841,724	\$1,527,391
Total	\$739,076	\$513,132	\$398,392	\$841,775	\$2,492,376

¹ Totals may not add due to rounding.

² Includes DDS, SSAB, ITS, and Delegated Buildings

³ Includes guard services.

SOCIAL SECURITY ADVISORY BOARD

This Budget includes \$2.7 million for the Social Security Advisory Board in FY 2022. The *Social Security Independence and Program Improvements Act of 1994* established a bipartisan, seven-member board to advise the President, the Congress, and the Commissioner of Social Security on policies related to Social Security's Old-age, Survivors, and Disability Insurance (OASDI) program, and the Supplemental Security Income (SSI) program.

According to the statute, the specific functions of the Board include: (1) analyzing the Nation's retirement and disability systems and making recommendations with respect to how the OASDI and the SSI programs, supported by other public and private systems, can most effectively assure economic security; (2) studying and making recommendations relating to the coordination of OASDI and SSI with programs that provide health security; (3) making recommendations to the President and to the Congress with respect to policies that will ensure the solvency of the OASDI program, both in the short-term and the long-term; (4) making recommendations with respect to the quality of service that the Administration provides to the public; (5) making recommendations with respect to policies and regulations regarding the OASDI and the SSI programs; (6) increasing public understanding of Social Security; (7) making recommendations with respect to a long-range research and program evaluation plan for the Administration; (8) reviewing and assessing any major studies of Social Security as may come to the attention of the Board; and (9) making recommendations with respect to such other matters as the Board determines to be appropriate.

The Board is required by law to meet at least four times per year and currently holds 2-day meetings every other month supplemented with field visits and regular conference calls. For more detailed information about the Board, please see the Board's website at www.ssab.gov.

Limitation on Administrative Expenses

Table 3.36 – SSAB Budget Authority by Object Class and Staffing

Object Class	FY 2020 Actual	FY 2021 Estimate	FY 2022 Request¹
Salaries	\$1,320,100	\$1,405,000	\$1,570,000
Benefits	\$401,600	\$444,000	\$470,000
Subtotal, Compensation	\$1,721,700	\$1,849,000	\$2,040,000
Travel	\$17,600	\$25,500	\$69,500
Rent, Communications, Utilities	\$254,400	\$272,000	\$274,250
Printing & Reproduction	\$0	\$500	\$250
Consultants & Contracts	\$436,800 ²	\$340,000	\$305,000
Supplies	\$13,000	\$8,000	\$8,000
Equipment	\$4,300	\$5,000	\$3,000 ³
Total, All Objects	\$2,447,800	\$2,500,000	\$2,700,000
Staffing Levels			
Full-time, Permanent Staff	10	12	11
Part-time, and other Special Government Employees, Temporary Staff	1	0	1
Board Members	2 ⁴	7	7

Note: Totals may not add due to rounding.

¹ The FY 2022 budget estimates are calculated based upon the statutory number of seven Board members. The actual appointment date is unknown as well as travel expenses, and the level of activity of any new appointees.

² In FY 2020, the higher level in consultants and contracts was due to a comprehensive IT Systems Security contract that coincided with an office renovation that was paid for by SSA (who is the signer of the SSAB office lease) through an SSA account established when SSAB's lease was renewed. This IT contract included a new phone and audio/visual system, Internet service enhancements, physical security features, maintenance for office system inventories, and licenses and subscriptions, with some device and software upgrades. It also included an Interagency Agreement for a system security project.

³ IT equipment and software that is now included in the IT contract resulted in a decrease in this category.

⁴ In FY 2020, there were five Board members appointed to the Board. This number reflects the number of Board members paid in the last pay period of FY 2020.