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**Limitation on Administrative Expenses**

**TABLES**

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## 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)

| | 2022 Amount Authorized | 2022 Enacted[1,2] | 2023 Amount Authorized | 2023 Enacted[3,4] | 2024 Amount Authorized | 2024 Estimate[5,6] |
|---|---|---|---|---|---|---|
| **Title II, Section 201(g)(1) of the Social Security Act** | Indefinite | $13,341,945 | Indefinite | $14,126,978 | Indefinite | $15,489,200 |

[1] The Consolidated Appropriations Act, 2022 (P.L. 117-103). The total included $55,000,000 in available funding through September 30, 2023, for activities to address the disability hearings backlog within the Office of Hearings Operations. The total also included $1,708,000,000 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 a $1,435,000,000 allocation adjustment to remain available for 18 months through March 31, 2023. P.L. 117-103 provided a transfer of up to $12,100,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units.

[2] The total also included $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.

[3] Consolidated Appropriations Act, 2023 (P.L. 117-328). The total includes $55,000,000 in available funding through September 30, 2024, for activities to address the disability hearings backlog within the Office of Hearings Operations. The total also includes $1,784,000,000 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 a $1,511,000,000 allocation adjustment to remain available for 18 months through March 31, 2024. P.L. 117-328 allows us to transfer up to $15,100,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units.

[4] The total also includes $140,000,000 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 2024 Budget proposes $1,870,000,000 in dedicated program integrity funding, including $287,000,000 in base funding and a $1,583,000,000 allocation adjustment, to remain available until March 31, 2025. 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 CDI units and SAUSAs. The Budget proposes transferring $19,100,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The FY 2024 Budget also includes $50,000,000 to remain available until expended to modernize our benefits system. Finally, the FY 2024 budget also includes $2,000,000for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure available through September 30, 2025, of which $700,000 is for the OIG for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure.

[6] The total includes up to $150,000,000 for SSI State Supplement user fees and up to $1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

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For necessary expenses, including the hire and purchase of [two] passenger motor vehicles *and charging or fueling infrastructure for zero emission passenger vehicles,* and not to exceed $20,000 for official reception and representation expenses, not more than [$13,985,978,000] *$15,338,200,000* 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 [$2,700,000] *$3,020,000* shall be for the Social Security Advisory Board: *Provided further,* That [$55,000,000] *$50,000,000* shall remain available [through September 30, 2024,] *until expended for* [activities to address the disability hearings backlog within the Office of Hearings Operations] *benefits modernization: Provided further, That $2,000,000 shall remain available through September 30, 2025, for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure: Provided further, That, of the amounts made available in the previous proviso, $700,000 shall be transferred to the "Office of the Inspector General", Social Security Administration, for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure: Provided further, That such transfer authority is in addition to any other transfer authority provided by law: Provided further,* That unobligated balances of funds provided under this paragraph at the end of fiscal year [2023] *2024* not needed for fiscal year [2023] *2024* 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

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 $1,784,000,000], *$1,870,000,000*, to remain available through

March 31, [2024] *2025,* 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] *$287,000,000* is provided to meet the terms of a

concurrent resolution on the budget [in the Senate], and [$1,511,000,000] *$1,583,000,000* is

additional new budget authority specified for purposes of a concurrent resolution on the budget

[in the Senate and section 1(i) of H. Res. 1151 (117th Congress), as engrossed in the House of

Representatives on June 8, 2022]*: Provided further,* That, of the additional new budget authority

described in the preceding proviso, [up to $15,100,000] *$19,100,000* may be transferred to the

"Office of Inspector General", Social Security Administration, for the cost of jointly operated co-

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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 year 1996 through 2002: *Provided further,* That none of the funds described in this paragraph shall be available for transfer or reprogramming except as specified in this paragraph.

In addition, [$140,000,000] *$150,000,000,* 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 [2023] *2024* exceed [$140,000,000] *$150,000,000,* the amounts shall be available in fiscal year [2024] *2025* 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, 2023.)*

## LANGUAGE ANALYSIS

The Limitation on Administrative Expenses (LAE) appropriation language provides us with $15.489 billion 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 receives funding from the OASI, DI, and Medicare trust funds for their shares of administrative expenses, from 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 have a responsibility to enhance our technology to better meet the needs of our customers, and our request includes $50,000,000 to remain available until expended to modernize our benefits system.  This funding will allow us to accelerate our business process and technology modernization to enable more seamless, intuitive, and secure service for both claimants and current beneficiaries.  Furthermore, our request allows us to carryover unobligated balances for non-payroll automation and telecommunications investment costs in future fiscal years.

We have a responsibility 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 appropriations language requests $1,870,000,000 in dedicated program integrity funding, including $287,000,000 in base funding and a $1,583,000,000 allocation adjustment.  The Budget It also includes a $19,100,000 transfer from the allocation adjustment in the LAE account to the Office of Inspector General (OIG) for the costs associated with jointly operated cooperative disability investigations (CDI) units.

In addition to the appropriated amounts, we are requesting to spend up to $150,000,000 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 |
|---|---|
| *"For necessary expenses, including the hire and purchase of [two] passenger motor vehicles and charging or fueling infrastructure for zero emission passenger vehicles…" "Provided further, That $2,000,000 shall remain available through September 30, 2025, for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure..."* | In support of the President's goal of transitioning to a fully Zero Emission Vehicle Federal fleet, the request includes $2,000,000 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 funds are available through September 30, 2025, of which $700,000 is for the OIG.  These acquisitions are a significant step towards eliminating tailpipe emissions of greenhouse gases from our fleet and aligning fleet operations with the goal of |

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| Language Provision | Explanation |
|---|---|
| | 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. |
| *"Provided further, That [$55,000,000] $50,000,000 shall remain available [through September 30, 2024,] until expended for benefits modernization…"* | The request includes $50,000,000 for dedicated, no-year funding to accelerate the modernization of our benefits system. |
| *"Provided further, That unobligated balances of funds provided under this paragraph at the end of fiscal year [2023] 2024 not needed for fiscal year [2023] 2024 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…"* | The language allows us to carryover unobligated balances for non-payroll automation and telecommunications investment costs in future fiscal years. |
| *"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 Treasury, with interest, from amounts in the general fund not* | The language provides that the general fund of the United States Treasury will reimburse the Social Security trust funds, with interest, for the portion of official expenses attributable to the trust funds. |

| **Language Provision** | **Explanation** |
|---|---|
| *otherwise appropriated, as soon as possible after such expenditures are made."* | |
| *"From funds provided under the first paragraph [under this heading, not more than $1,784,000,000], $1,870,000,000, to remain available through March 31, [2024] 2025, 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] $287,000,000 is provided to meet the terms of a concurrent resolution on the budget [in the Senate], and [$1,511,000,000] $1,583,000,000 is additional new budget authority specified for purposes of a concurrent resolution on the budget [in the Senate and section 1(i) of H. Res. 1151 (117<sup>th</sup> Congress), as engrossed in the House of Representatives on June 8, 2022]: Provided further, That, of the additional new budget authority described in the preceding proviso, [up to $15,100,000] $19,100,000 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* | The language appropriates $1,870,000,000 for dedicated program integrity funding, to remain available through March 31, 2025, for full medical CDRs, redeterminations, work-related CDRs, CDI units, and fraud prosecutions by Special Assistant United States Attorneys. The language transfers $19,100,000 from the program integrity allocation adjustment to the OIG to fund CDI unit activities. Additionally, this language prohibits the transfer or reprogramming of program integrity funding, except for the $19,100,000 transfer to OIG. For additional information, please refer to the Program Integrity section. |

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| Language Provision | Explanation |
|---|---|
| *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 year 1996 through 2002: Provided further, That none of the funds described in this paragraph shall be available for transfer or reprogramming except as specified in this paragraph."* | |
| *"In addition, [$140,000,000] $150,000,000, 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 [2023] 2024 exceed [$140,000,000] $150,000,000, the amounts shall be available in fiscal year [2024] 2025 only to the extent provided in advance in appropriations Acts."* | The language makes available up to $150,000,000 collected from States for administration of their supplementary payments to the SSI program.  This assumes the fee will increase from $14.35 per check in FY 2023 to $14.86 in FY 2024 according to increases established by statute.  We receive the amount collected above $5.00 from each fee. |
| *"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."* | 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. |

## SIGNIFICANT ITEMS IN APPROPRIATIONS COMMITTEE REPORTS

The table below includes the significant items set forth in reports accompanying House Report 117-403 and the explanatory statement accompanying the Consolidated Appropriations Act, 2023.

**Table 3.3—Significant Items in Appropriations Committee Reports**

| Committee Report Item | Action |
|---|---|
| **Administrative Appeals Hearings** | **Actions Taken or To Be Taken** |
| The Committee continues to consider the Final Rule "Hearings Held by Administrative Appeals Judges of the Appeals Council" (85 Fed. Reg. 73138, December 16, 2020) 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 (ALJs) 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 not to exercise this authority. | We do not have any plans to use administrative appeals judges to hold hearings, and we expect to replace all of our anticipated ALJ losses by the end of 2023.  We will update the Committees as appropriate should the situation change. |
| **Telework** | **Actions Taken or To Be Taken** |
| The Committee reiterates its support for well-managed telework programs in the Federal workplace and understands that SSA is in the process of evaluating how telework affects service delivery during the reentry evaluation period of March 30 through September 30, 2022.  Within 90 days of enactment of this Act, the Committee requests a briefing on how the results of that evaluation will be used to measure and monitor the impact of telework on customer satisfaction, service availability | We will provide the report by the requested due date. |

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| Committee Report Item | Action |
|---|---|
| including continuity of operations, workloads management, employee experience, stewardship, and environmental considerations. In addition, the Committee directs SSA to submit an update of the report that was requested under this heading in House Report 117–96, with updated data on the number of employees eligible and ineligible to telework, and any limitations or restrictions on the frequency of telework as a result of the evaluation. | |
| **Disability Determinations** | **Actions Taken or To Be Taken** |
| The Committee remains concerned about the time it takes SSA to effectuate favorable SSI and/or SSDI disability determinations and requests a briefing on the issue within 30 days of receiving the report on Disability Determinations as requested in House Report 117–96. | We submitted our report as requested in House Report 117-96 on October 24, 2022. We followed up to schedule a briefing for the Committees as requested. |
| **Employee Incentives** | **Actions Taken or To Be Taken** |
| The Committee directs SSA to submit a report to the Committee within 180 days of enactment of this Act exploring the feasibility of using employee incentives, including an agency student loan repayment program, to improve recruitment and retention for qualified candidates across the agency. | We will provide a report by the requested due date. |
| **Service to the Public** | **Actions Taken or To Be Taken** |
| SSA uses Public Service Indicators to measure the agency's progress in meeting the needs of the public in local field offices and teleservice centers. The Committee directs SSA to submit to the Committee within 90 days of enactment of this Act an updated report on Public Service Indicators for field offices and teleservice centers, providing the indicators and performance for Fiscal Years 2016 to 2022. Such report shall also detail any staffing needs and resources necessary in its field offices and | We will provide an updated report to the Committees by the requested due date. |

| Committee Report Item | Action |
|---|---|
| teleservice centers to restore previous levels of public service. | |
| **Authorization of Disability Evidence Collection** | **Actions Taken or To Be Taken** |
| The Committee appreciates that SSA is working to increase its ability to directly obtain electronic medical records and other evidence necessary for disability claims determination. The Committee expects that the Commissioner will continue to ensure that evidence is only accessed under a voluntary, time-limited, and revokable authorization by the claimant to permit medical providers and other sources to disclose information directly to SSA, consistent with Federal, State, and local laws. | We acknowledge the Committee's expectation. |
| **Social Security Statements** | **Actions Taken or To Be Taken** |
| The agreement directs SSA to submit a report within 120 days of enactment of this Act with options for increasing the number of individuals receiving Social Security Statements annually by mail to ensure that individuals are informed of their Social Security contributions and benefits and have an opportunity to review their earnings records and correct any errors in a timely manner. | We will provide a report by the requested due date. |
| **Improving Ticket to Work Administration and Reducing Overpayments** | **Actions Taken or To Be Taken** |
| The agreement supports agency efforts to improve administrative processes that reduce overpayments, including in the Ticket to Work program, which can create significant challenges as beneficiaries attempt to return to work.  SSA is directed to include information in its fiscal year 2024 Congressional Justification on such efforts. | Please refer to the Beneficiary Services exhibit in the SSI Program section of this CJ for this information. |
| **Pilot Program Metrics** | **Actions Taken or To Be Taken** |
| The Committee expects SSA to continue to follow the guidance and directives under this heading in House Report 116–450 for fiscal | Please refer to the Pilot Program Metrics exhibit in the LAE section of this CJ for this information. |

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| Committee Report Item | Action |
|---|---|
| year 2023, and to include descriptions of pilots and associated pilot program metrics in its fiscal year 2024 Congressional Budget Justification. | |
| **Report on LAE Expenditures** | **Actions Taken or To Be Taken** |
| 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 2024 Congressional Budget Justification include a historical table of costs and fiscal year 2024 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. | Please refer to Table 3.18, Table 3.19, and Table 3.20 for the historical table of costs and FY 2024 requests for personnel and benefits by major SSA component.<br><br>For Information Technology costs broken out by hardware/software technology and upgrade/maintenance costs, please see Appendix A 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 3.28 through 3.33.  For Overall costs for personnel, time and dollars for OASI, DI, SSI, and other SSA missions, please see Table 3.13.  For Program Integrity work broken out by OASI, DI and SSI as well as types of spending, please see Table 3.22b.  For Disability Determination Services State costs and Federal staff costs, please see Table 3.17. |
| **Information Technology** | **Actions Taken or To Be Taken** |
| The Committee is concerned that SSA's antiquated Information Technology (IT) service management system is adversely impacting agency staff's ability to deliver the value, service, and efficiency that the public expects and deserves.  The Committee recognizes that SSA began modernizing its IT Service Management tools in fiscal year 2021 and expects SSA to continue working on IT solutions to improve customer service, ensure high availability and service continuity, optimize operational efficiency, and maximize enterprise productivity The Committee continues to monitor the IT Modernization Plan and encourages SSA to focus on | Please refer to our Information Technology exhibit in the LAE section of this CJ for this information. |

| Committee Report Item | Action |
|---|---|
| improvements to customer service and efficiency as it makes updates to the plan. In addition, SSA should take steps to automate manual processes performed by staff, to reduce human error and improve processing time. The Committee continues to request an update of the plan referenced under this heading in House Report 114–699. | |
| <u>**Video Hearings**</u> | <u>**Actions Taken or To Be Taken**</u> |
| The Committee appreciates that SSA has resumed in-person hearings and reiterates its support for SSA allowing a claimant to choose to use video and telephone hearings on a voluntary basis or to have an in-person hearing or proceeding if the party chooses to do so. | We acknowledge the feedback. We resumed in-person hearings in March 2022. Claimants must give consent to participate in a hearing by telephone or online video. |
| **Disability Backlogs** | <u>**Actions Taken or To Be Taken**</u> |
| The agreement recognizes the pandemic created significant challenges for SSA, which has contributed to a significant increase in processing times for initial disability claims. The agreement includes funding for SSA to increase staffing, including in State DDSs, to help begin to address the growing backlog of initial disability claims. In addition, the agreement directs the Commissioner to continue to prioritize efforts to reduce wait time disparities across the country by directing resources and workload assistance, as necessary, to areas with greatest need. Finally, the agreement directs SSA to continue to provide monthly reports to the Committees on key agency performance metrics, including but not limited to initial disability claims, reconsiderations, and hearings, and to provide quarterly briefings to the Committees on its progress towards reducing the initial disability claims and hearings backlogs, as well as addressing other service delivery challenges. | We will provide monthly reports and the quarterly briefings as requested. |

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| Committee Report Item | Action |
|---|---|
| **Expanding Outreach to People with Disabilities** | **Actions Taken or To Be Taken** |
| The agreement strongly encourages SSA to expand outreach to potential beneficiaries, prioritizing underserved communities and individuals most likely to need support, and directs SSA to include information in its fiscal year 2024 Congressional Justification on such efforts. | Please refer to our Outreach to People Facing Barriers exhibit in the LAE section of this CJ for this information. |
| **Legal Assistants** | **Actions Taken or To Be Taken** |
| The Committee understands that the Office of Hearings Operations (OHO) relies on legal assistants to conduct a broad range of work supporting hearings and reviewing work of its administrative law judges and urges SSA to examine the position descriptions of legal assistants, pay and actual work conducted, to ensure that job classifications and compensation are commensurate with current duties. | We acknowledge the Committees' suggestion. We are examining our legal assistant position descriptions to ensure job classifications and compensation are commensurate with current duties. |
| **Professional Representatives** | **Actions Taken or To Be Taken** |
| The Committee believes that quality representation in matters with SSA assists claimants and beneficiaries and can also help SSA work more accurately and efficiently. The Committee appreciates that the Commissioner is raising the cap on fees payable via fee agreement and encourages the Commissioner to index the cap to account for inflation in future years. | We acknowledge the feedback. We appreciate recognition of the Acting Commissioner's decision, and we will continue to consider this issue to ensure access to representation. |
| **Continuing Disability Reviews (CDR)** | **Actions Taken or To Be Taken** |
| The agreement directs SSA to include in its annual CDR Report to Congress an evaluation of its CDR prioritization models. | We will include the information requested in our annual CDR report to Congress. |
| **Occupational Information System (OIS) and Medical-Vocational Guidelines** | **Actions Taken or To Be Taken** |

| Committee Report Item | Action |
|---|---|
| The agreement directs SSA to include information in its fiscal year 2024 Congressional Justification detailing efforts to fully implement OIS in coming years, including the status of implementation, the extent to which OIS is fully operational, a timeline for moving from the Dictionary of Occupational Titles entirely to OIS, an action plan to accomplish said timeline, and other efforts to modernize medical-vocational guidelines. | Please refer to our Research and Demonstration exhibit in the SSI Program section of this CJ for this information. |
| **Field Office and Resident Station Closures** | **Actions Taken or To Be Taken** |
| The agreement recognizes the essential role that field offices and resident stations play in the public's ability to access SSA benefits and services and strongly encourages the Commissioner to take every action possible to maintain operations at existing field offices and resident stations.  The agreement urges SSA to ensure its policies and procedures for closing field offices and resident stations 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 an evaluation of the effects on the public and SSA operations.  In addition, the agreement is concerned that the recent closure of a resident station due to staffing difficulties has created an undue burden for those who need access to in-person social security services.  The agreement directs SSA to continue to engage with community leaders about how to provide suitable alternatives for in-person services and to report to the Committees within 90 days of enactment of this Act on the alternatives established. | We will provide a report by the requested due date. |
| **Program Integrity** | **Actions Taken or To Be Taken** |
| The agreement includes a new proviso, which was requested in the fiscal year 2023 President's Budget proposal, to expressly prohibit funding made available under a cap | We acknowledge the Committees' statement. |

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| Committee Report Item | Action |
|---|---|
| adjustment to support program integrity activities from being reprogrammed or transferred for non-program integrity activities. The agreement, however, clarifies that such proviso is not necessary because the Congress need not expressly prohibit actions that it has not authorized.  Under the statutory terms of the appropriation, amounts provided for program integrity activities may not be reprogrammed to base activities (or to any other non-program integrity activity).  That is because this appropriation account statutorily establishes a required appropriation amount for program integrity activities-in this bill, at $1,784,000,000-which is provided by the sum of the amounts specified in the first proviso of the account's second paragraph.  Finally, the agreement notes the Congress has not been apprised of any applicable transfer authority available to SSA that the President's Budget proposal seeks to prevent. | |
| **Work Incentives Planning and Assistance (WIPA) and Protection and Advocacy for Beneficiaries of Social Security (PABSS)** | **Actions Taken or To Be Taken** |
| The agreement includes $23,000,000 for WIPA grants and $10,000,000 for PABSS. | We acknowledge the Committees' statement. |

## IMPROPER PAYMENTS

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. Our internal quality reviews, which are validated by a third-party auditor, indicate that our fiscal year (FY) 2021 Old-Age, Survivors, and Disability Insurance (OASDI) benefit payments were 99.83 percent free of overpayment, and 99.95 percent free of underpayment. For the same year, 92.83 percent of all Supplemental Security Income (SSI) payments were free of overpayment, and 98.45 percent were free of underpayment. FY 2022 data are not yet available.

While our payment accuracy rates are high, even small error rates add up to substantial improper payment amounts given the magnitude of the benefits we pay each year. For instance, in FY 2021, we issued nearly $1.2 trillion in benefit payments. Our combined overpayments and underpayments for OASDI totaled approximately $2.49 billion. The combined overpayments and underpayments for SSI totaled approximately $4.91 billion. With each tenth of a percentage point in payment accuracy representing about $1.128 billion in OASDI and $56.2 million in SSI program outlays, we are focused on combatting the leading causes of improper payments and improving program integrity to protect taxpayer dollars.

We are improving our service to beneficiaries and supporting the integrity of our programs by reducing overpayments through a variety of efforts such as streamlining our policies and procedures, automating our business processes, adding data exchanges, performing quality reviews, and promoting timely wage reporting. Our online debt management processing provides beneficiaries with options for repaying debts, and allows us to more effectively and efficiently post, track, collect, and report on overpayments. In FY 2024, we plan to convert our legacy data and connect to the agency's master records as part of our transition to the modernized debt management system.

Wages are a major cause of overpayments and underpayments. To help facilitate efficient self-reporting of wages, we have built several channels. For example, many individuals can report wage information online or through a mobile application to make monthly wage reports using a smart device or smartphone. In FY 2022, we modernized our mobile wage reporting application to improve SSI wage reporting customer experience from mobile devices and introduced Optical Character Recognition for scanning and uploading paystub images or files to reduce inaccuracy of reported wages that causes overpayments and underpayments. These enhancements are to ease the burden of self-reporting wages, and they help prevent overpayments and underpayments from occurring due to inaccurate work reporting. In FYs 2023 and 2024, we will enhance automation of wages received from payroll data providers and the Payroll Information Exchange, refining the use of third-party data and reducing manual workloads for technicians.

We are investing in initiatives that help us ensure beneficiaries and recipients receive the correct benefit amounts and meet our eligibility requirements. Please refer to the Program Integrity exhibit, our *Annual Performance Report*, our *Agency Financial Report*, and paymentaccuracy.gov for more information on our efforts.

**Limitation on Administrative Expenses**

The following list satisfies the request for information on agency pilot programs pursuant to House Report 117-403 accompanying the Consolidated Appropriations Act, 2023.

COMPLETED PILOTS

**Video Interviews for Field Office Workloads**

During the pandemic, we limited in-person services for the public and our employees' safety. Some customers had difficulties mailing their important original documents to meet requirements for obtaining a Social Security Number replacement card. In November 2020, we piloted a Microsoft (MS) Teams service delivery option for certain Social Security replacement cards at 99 offices with the highest enumeration workloads.

Through MS Teams, individuals can securely use a computer, tablet, or smartphone with Internet service, to participate in remote video interviews with our employees. To access the MS Teams application, we send the individual a link; the individual does not need to download any software to participate in the interview. During the interview, our employee 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 (AAMVA).

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 and overall Social Security Number Application processing time. From November 2020 through June 2021, our Visitor Intake Process captured 32,229 scheduled interviews. Because MS Teams allows us to serve customers virtually and eliminates the need for in-person visits, the increase in customer service flexibility outweighed the uptick we saw in processing time.

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:

- Applicant missed the 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 AAMVA Driver's License Data Verification,
- Inability of the customer to provide the required evidentiary documents.

We completed our pilot in June 2021 and resolved our labor obligations for larger scale use of MS Teams. In fiscal year (FY) 2022, we implemented MS Teams nationally for U.S. citizen no change replacement card requests. We are considering expansion of MS Teams to other workloads as an alternative to requiring in—person service.

**Mobile Wage Reporting**
SSA Mobile Wage Reporting (SSAMWR) is a mobile phone application available in the Apple and Google play stores for Supplemental Security Income (SSI) recipients, representative payees, and deemors. SSAMWR allows individuals without a *my* Social Security account to report wages from a single employer using knowledge-based authentication. We determined 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.
- Explore paystub imaging/processing including Optical Character Recognition (OCR) to reduce paper processing, technician keying, and follow-up calls.
- Serve as a prototype for future mobile applications.
- Use the latest technologies for testing (i.e., 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).

*Measure of Success/Metrics*
We conducted *beta* testing in March 2022. We successfully replaced the existing system functionality and included the OCR functionality in May 2022. The paystub scanning functionality allows users to scan paystubs, reducing the number of manually entered wages, which reduces improper payments related to keying errors from the user.

The implementation of this application allows for an increased number of mobile Internet users to conduct business with us, specifically those who use mobile devices. We are averaging over 80,000 successful wage submissions per month that would otherwise be mailed and manually keyed into our systems by technicians.

**Office of Hearings Operations Hearing Recordings & Transcriptions Pilot**
In FY 2021, our Office of Appellate Operations (OAO) piloted using Microsoft Video Indexer (VI) (previously called Microsoft Azure Video Analyzer for Media) to create draft disability hearing transcripts. We provided approximately 60 OAO employees licenses during the pilot. At the conclusion of the pilot in October 2021, the 60 employees reported that the technology helped reduce transcription creation time by 50 percent. We are working to procure more licenses to issue to all OAO appeals officers, administrative appeals judges, attorney advisors, and paralegals (approximately 600 employees).

Based on the success of the pilot in OAO, our Office of Hearings Operations (OHO) tested several features to evaluate MS Teams and VI for recording and transcribing hearings. For the pilot, we tested the MS Teams recording function to record disability hearings, and VI to create a transcript. We anticipated significant savings in time and resources by recording hearings in MS Teams. Additionally, we expected MS Teams recordings to automate and simplify creation of official court hearing transcripts needed for disability hearing appeals.

OHO determined that the out-of-the-box functionality of MS Teams and VI did not meet our business needs, and the pilot concluded. However, the technology was very promising and we

**Limitation on Administrative Expenses**

are working to identify customizations that will allow us to leverage these technologies to transform how recordings and transcriptions are created in our hearing offices.

**Headquarters Mail Digitization Pilot**
In FY 2021, we initiated a pilot to digitize paper mail for seven headquarters components through opening and sorting the mail at our Headquarters Mail Service Center (HQMSC) and shipping the paper mail to the contracted third-party vendor for scanning. The vendor scanned agency mail, created an OCR searchable image, and transmitted the digital mail to our shared servers. The pilot participants accessed their digital mail from their shared drives and processed the mail according to their workload procedures.

Using a third-party vendor allowed us to establish the pilot quickly and helped us assess the feasibility and benefits of mail digitization without major risk or disruption to our operations, and without needing long-term capital investment in new equipment or IT support.

Over the course of the pilot, we determined that digitizing agency mail provided several benefits including:

- Processed the work more efficiently by allowing multiple people to process electronic mail at the same time, eliminating current mail backlogs, and avoiding future backlogs Allowed employees to focus on processing mission critical workloads instead of opening and sorting mail.
- Made work more portable, eliminating the need for employees to come onsite to process paper mail.

We periodically surveyed the pilot participants to determine their satisfaction with the mail digitization pilot. Pilot participants consistently rated the timeliness and quality of their digital mail as meeting or exceeding their expectations and have reported significant increases in the efficiency of their operations as a result of receiving digital mail.

The one-year pilot concluded in FY 2022 and was a success across all pilot evaluation metrics. As a result, we permanently transitioned our headquarters (HQ) mail program from paper to digital mail. We are expanding digital mail to all HQ components. To ensure we implemented the most cost-effective solution, we explored the costs to continue scanning offsite with the third-party vendor as we did in the pilot, versus the costs to scan onsite at the HQMSC and determined that using our current onsite vendor is more cost effective. We plan to complete onboarding all HQ components to the digital mail program no later than FY 2024.

<div align="center">ACTIVE PILOTS</div>

**Ticket to Work Notice Optimization**
The Ticket to Work (TTW) and Work Incentives Improvement Act of 1999 established the TTW program to increase options for receiving employment services for Disability Insurance (DI) and SSI beneficiaries and recipients. We provide DI and SSI beneficiaries and recipients with a Ticket to obtain vocational rehabilitation (VR) services, employment services, and other support services from Employment Networks 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; 28 percent of participants had at least one month of benefit reduction after ticket assignment for: the period after assignment through death, conversion to retirement benefits, termination for a non-work reason, or a subsequent assignment (based on a cohort of 2006 TTW participants tracked from 2006 through 2016). As a result of low participation in the TTW program, we created this pilot to reduce barriers and ensure claimants fully understand the program and its process. This project tests modified versions of the notices we send to beneficiaries and changes to the notice schedule to determine if the changes reduce barriers and increase participation. The new notices provide simpler, plain-language information about the TTW program and the potential benefits of and process of assigning a Ticket. In FY 2020, we extended the time for mailing the new notices from 9 to 18 months due to the high unemployment rate and the economic uncertainty caused by the COVID-19 pandemic. We will measure outcomes at 9 months post-mailing for each individual.

*Evaluation Plan/Timeline*
FY 2020:
- We worked with the 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. We also worked with GSA to develop the evaluation design for the pilot. We wrote the Good News notices – that individuals receive when awarded disability benefits – to comply with plain language guidelines and improve participation in the TTW program. We also registered the study with the American Economic Association randomized study trial registry.
- We modified the system needed to randomize notice mailings.
- We began mailing notices in September 2020.

FY 2021:
- We continued testing prototype notices and conducting data analyses.

FY 2022:
- We worked with GSA to conduct the final analyses of the new mailings.

FY 2023:
- GSA will provide us with a draft report of their preliminary results, which we will review.

*Measure of Success/Metrics*
We will capture data on the number of beneficiaries assigned 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 within the first year after their award of disability benefits. Even a small increase in Ticket assignments could lead to

**Limitation on Administrative Expenses**

cost savings.  Secondary outcomes of interest include earnings above substantial gainful activity and Ticket payments.


**<u>Video Service Delivery Expansion, Department of Homeland Security Test Expansion (on hold)</u>**
We and the Department of Homeland Security's U.S. Citizenship and Immigration Services planned to conduct a test in which we used our existing Video Service Delivery (VSD) Polycom units during interviews as part of processing replacement Social Security Number card applications for non-U.S. citizens.  Our pilot is currently on hold pending the results of an updated fraud risk assessment to evaluate the specifications and capabilities of VSD technology.

### CONSULTATIVE EXAMS

In some cases, a claimant does not provide adequate evidence about their impairment(s) to determine whether they are 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 provider as evidence for the claim.  We call these consultative examinations, or CEs.

Beginning May 2020, we started allowing certain psychiatric and psychological CEs to be completed using telehealth platforms outside of the SSA network and expanded use of telehealth CEs to speech and language cases at the end of 2021.  In FY 2022, we identified about 5-6 percent of cases requiring a CE as telehealth eligible[1] in mental, psychological, or speech and language cases.

The DDSs continue to work on increasing the number of available CE providers, and in FY 2022 they added over a thousand providers to the available pool. Although CE wait times can vary for claimants, the number of active providers in the network allows for all cases requiring a CE to be processed.

The majority claims processed by the DDSs are completed within the Disability Case Processing System (DCPS2).  Enhancements to management information within DCPS2 have allowed us to collect additional data on CEs such as the average wait time between the CE schedule date and the CE appointment date.  In FY 2022, the average time between schedule date and appointment date for those cases processed in DCPS2 was 34.1 days.

**Table 3.4 – FY 2022 Consultative Examination Counts and Cost Data[2]**

|  | Annual Number of Cases Completed with at Least One CE[3] | CE Rate[4] | CE Costs[5] | CE Costs per Case[6] |
|---|---|---|---|---|
| National Total (DDS + Federal) | 1,105,934 | 33.8% | $333,111,377 | $301.20 |
| ALL DDS | 1,105,714 | 34.8% | $333,023,208 | $301.18 |
| BOS | 34,821 | 26.2% | $9,399,039 | $269.92 |
| CT | 10,191 | 29.7% | $2,152,420 | $211.21 |
| ME | 4,816 | 31.7% | $1,290,006 | $267.86 |
| MA | 10,358 | 19.6% | $3,559,885 | $343.68 |
| NH | 3,332 | 29.3% | $831,410 | $249.52 |
| RI | 3,199 | 25.6% | $768,306 | $240.17 |

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[1] Only CEs for mental, psychological, or speech and language testing are eligible for telehealth CEs at this time.
[2] Extended Service Team (EST) CE data and costs are included in the State amounts (VA, AR, OK).  Number of cases include initial disability claims, disability reconsiderations, continuing disability reviews, and disability hearings completed with at least one CE.

| | Annual Number of Cases Completed with at Least One CE[3] | CE Rate[4] | CE Costs[5] | CE Costs per Case[6] |
|---|---|---|---|---|
| VT | 2,925 | 42.9% | $797,012 | $272.48 |
| NYC | 130,951 | 46.6% | $34,964,240 | $267.00 |
| NJ | 28,145 | 38.7% | $7,898,929 | $280.65 |
| NY | 93,020 | 49.1% | $24,080,119 | $258.87 |
| PR | 9,786 | 51.0% | $2,985,192 | $305.05 |
| PHL | 106,608 | 31.4% | $32,155,128 | $301.62 |
| DE | 2,083 | 27.1% | $621,039 | $298.15 |
| DC | 2,683 | 19.70% | $1,324,375 | $493.62 |
| MD | 11,748 | 30.3% | $6,865,817 | $584.42 |
| PA | 56,402 | 36.6% | $13,947,164 | $247.28 |
| VA | 21,387 | 23.6% | $5,801,131 | $271.25 |
| WV | 12,305 | 43.1% | $3,595,602 | $292.21 |
| ATL | 279,213 | 38.0% | $85,209,204 | $305.18 |
| AL | 27,126 | 36.5% | $8,131,922 | $299.78 |
| FL | 67,473 | 34.9% | $22,126,315 | $327.93 |
| GA | 42,627 | 42.2% | $16,067,908 | $376.94 |
| KY | 31,290 | 41.1% | $7,036,400 | $224.88 |
| MS | 19,769 | 38.2% | $4,462,450 | $225.73 |
| NC | 42,055 | 38.1% | $10,740,419 | $255.39 |
| SC | 14,498 | 29.2% | $4,215,166 | $290.74 |
| TN | 34,375 | 44.3% | $12,428,624 | $361.56 |
| CHI | 179,937 | 34.6% | $48,037,083 | $266.97 |
| IL | 39,982 | 40.2% | $10,145,488 | $253.75 |
| IN | 37,091 | 44.9% | $10,329,704 | $278.50 |
| MI | 34,778 | 30.8% | $8,653,584 | $248.82 |
| MN | 10,306 | 23.7% | $3,765,026 | $365.32 |
| OH | 44,452 | 31.8% | $10,858,260 | $244.27 |
| WI | 13,328 | 32.1% | $4,285,021 | $321.51 |
| DAL | 131,130 | 30.4% | $43,153,019 | $329.09 |
| AR | 14,316 | 28.2% | $4,424,144 | $309.03 |
| LA | 24,905 | 37.1% | $9,071,961 | $364.26 |
| NM | 8,603 | 37.0% | $3,476,228 | $404.07 |
| OK | 21,644 | 39.9% | $5,790,413 | $267.53 |
| TX | 61,662 | 28.7% | $20,390,273 | $330.68 |
| KCM | 44,034 | 30.2% | $13,847,344 | $314.47 |
| IA | 8,888 | 27.5% | $2,737,223 | $307.97 |

| | **Annual Number of Cases Completed with at Least One CE[3]** | **CE Rate[4]** | **CE Costs[5]** | **CE Costs per Case[6]** |
|---|---|---|---|---|
| KS | 8,046 | 40.6% | $2,566,051 | $318.92 |
| MO | 22,060 | 27.8% | $6,871,044 | $311.47 |
| NE | 5,040 | 35.2% | $1,673,026 | $331.95 |
| DEN | 25,041 | 31.5% | $10,560,376 | $421.72 |
| CO | 11,118 | 34.7% | $4,183,652 | $376.30 |
| MT | 2,710 | 41.0% | $943,565 | $348.18 |
| ND | 957 | 18.3% | $535,361 | $559.42 |
| SD | 1,929 | 20.9% | $1,127,366 | $584.43 |
| UT | 6,638 | 30.3% | $2,629,636 | $396.15 |
| WY | 1,689 | 38.0% | $1,140,796 | $675.43 |
| SFO | 142,277 | 36.2% | $42,470,790 | $298.51 |
| AZ | 18,190 | 33.1% | $8,672,995 | $476.80 |
| CA | 115,419 | 37.8% | $31,099,828 | $269.45 |
| HI | 1,770 | 20.2% | $692,697 | $391.35 |
| NV | 6,898 | 29.8% | $2,005,270 | $290.70 |
| SEA | 31,702 | 26.7% | $13,226,985 | $417.23 |
| AK | 915 | 34.8% | $831,706 | $908.97 |
| ID | 3,853 | 21.5% | $1,564,226 | $405.98 |
| OR | 9,737 | 23.7% | $3,770,524 | $387.24 |
| WA | 17,197 | 30.0% | $7,060,529 | $410.57 |
| FED[7] | 220 | 0.2% | $88,169 | $400.77 |

[3] 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.

[4] CE rate is the number of completed cases for which at least one CE is ordered and paid compared to the total number of completed 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.

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

[6] CE cost per case represents total CE costs divided by the number of cases with at least one CE.

[7] 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**

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 |
|---|---|---|---|---|
| **2014** | $12,296,846,000 | - - - [1] | $11,697,040,000 [2] | **$11,697,040,000** [3] |
| LAE | $11,069,846,000 [4] | | | |
| PIAE | $1,227,000,000 [5] | | | |
| **2015** | $12,024,000,000 [6] | - - - [7] | - - - [8] | **$11,805,945,000** [9] |
| **2016** | $12,513,000,000 [10] | $11,817,945,000 [11] | $11,620,945,000 [12] | **$12,161,945,000** [13] |
| **2017** | $13,067,000,000 [14] | $11,898,945,000 [15] | $12,481,945,000 [16] | **$12,481,945,000** [17] |
| **2018** | $12,457,000,000 [18] | $12,392,945,000 [19] | $11,992,945,000 [20] | **$12,872,945,000** [21] |
| **2019** | $12,393,000,000 [22] | $12,557,045,000 [23] | $12,951,945,000 [24] | **$12,876,945,000** [25] |
| **2020** | $12,773,000,000 [26] | $13,071,945,000 [27] | - - - [28] | $12,870,945,000 [29] |
| CARES Act [30] | | | | $338,000,000 |
| Final | | | | **$13,208,945,000** |
| **2021** | $13,351,473,000 [31] | $12,970,945,000 [32] | - - - [33] | $12,930,945,000 [34] |
| Supplemental [35] | | | | $38,000,000 |
| Final | | | | **$12,968,945,000** |
| **2022** | $14,188,896,000 [36] | $14,066,945,000 [37] | - - - [38] | **$13,341,945,000** [39] |
| **2023** | $14,773,300,000 [40] | $14,441,945,000 [41] | - - - [42] | **$14,126,978,000** [43] |
| **2024** | $15,489,200,000 [44] | | | |

[1] 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.

[2] S. 3533.

[3] Consolidated Appropriations Act, 2014 (P.L. 113-76). Total included $1,197,000,000 designated for SSI redeterminations and CDRs. Included 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).

[4] Total included $273,000,000 in funding designated for SSI redeterminations and CDRs. Included 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).

[5] 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.

[6] Total included $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 integrity work. Included 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).

[7] The House Committee on Appropriations did not report a bill.

[8] The Senate Committee on Appropriations did not report a bill.

[9] Consolidated and Further Continuing Appropriations Act, 2015 (P.L. 113-235). Total included $1,396,000,000 designated for SSI redeterminations and CDRs. Included 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).

[10] Total included $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. Included 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).

[11] H.R. 3020.

[12] S.1695.

[13] Consolidated Appropriations Act, 2016 (P.L. 114-113). Total included $1,426,000,000 in funding designated for SSI redeterminations and CDRs. Included 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).

[14] The FY 2017 request included $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 carved 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).

[15] H.R. 5926.

[16] S. 3040.

[17] Consolidated Appropriations Act, 2017 (P.L. 115-31). Total included $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). Included $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. Included $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).

[18] The FY 2018 request included $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). Included 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).

[19] H.R.3358.

[20] S. 1771.

[21] Consolidated Appropriations Act, 2018 (P.L. 115-141). Total included $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

included $100,000,000 in available funding through September 30, 2019, for activities to address the hearings backlog within the Office of Hearings Operations. Included $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. Included $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).

[22] The FY 2019 request included $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 proposed 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. Included 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).

[23] H.R. 6470.

[24] S. 3158.

[25] Department of Defense and Labor, Health and Human Services, and Education Appropriations Act, 2019 and Continuing Appropriations Act, 2019 (P.L. 115-245). Total included $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 included $100,000,000 in available funding through September 30, 2020, for activities to address the hearings backlog within the Office of Hearings Operations. Included $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 allowed 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. Included $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).

[26] 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 $270,000,000). The total included $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. Included 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).

[27] H.R. 2740.

[28] 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.

[29] Further Consolidated Appropriations Act, 2020 (P.L. 116-94). The total included $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 included $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 included $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 for 18 months through March 31, 2021. P.L. 116-94 allowed 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 2020. The total also included $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.

[30] The Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136) provided $300,000,000 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 $38,000,000 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.

[31] 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 $270,000,000). The total included $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 $11,200,000 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 included 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.

[32] H.R.7614.

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

[34] Consolidated Appropriations Act, 2021 (P.L. 116-260). The total included $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 included $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 included $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 allowed for the transfer of up to $11,200,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total also included $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.

[35] The Consolidated Appropriations Act, 2021 (P.L. 116-260, Section 272, Division N) provided $38,000,000 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.

[36] The FY 2022 Budget proposed $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 allowed us to conduct CDRs and SSI redeterminations to confirm that participants remain eligible to receive benefits, and it supported anti-fraud cooperative disability investigation units and special attorneys for fraud prosecutions. The Budget proposed transferring up to $12,100,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total included 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.

[37] H.R. 4502.

[38] The Senate Committee on Appropriations did not report a bill. The Committee posted a draft bill which included $13,967,945,000 for LAE.

[39] Consolidated Appropriations Act, 2022 (P.L. 117-103). The total included $55,000,000 in available funding through September 30, 2023, for activities to address the hearings backlog within the Office of Hearings Operations. The total also included $1,708,000,000 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 $1,435,000,000 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, 2023. P.L. 117-103 allowed us the ability to transfer up to $12,100,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total also included $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.

**Limitation on Administrative Expenses**

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[40] The FY 2023 Budget proposed $1,799,000,000 in dedicated program integrity funding, including a $1,511,000,000 allocation adjustment, to remain available until March 31, 2024. Dedicated program integrity funding allowed us to conduct CDRs and SSI redeterminations to confirm that participants remain eligible to receive benefits, and it supported anti-fraud cooperative disability investigation units and special attorneys for fraud prosecutions. The Budget proposed transferring up to $15,100,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total included up to $140,000,000 for SSI State Supplement user fees, and up to $1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

[41] H.R. 8295.

[42] The Senate Committee on Appropriations did not report a bill. The Committee posted a draft bill which included $14,244,014,000 for LAE.

[43] Consolidated Appropriations Act, 2023 (P.L. 117-328). The total includes $55,000,000 in available funding through September 30, 2024, for activities to address the disability hearings backlog within the Office of Hearings Operations. The total also includes $1,784,000,000 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 a $1,511,000,000 allocation adjustment to remain available for 18 months through March 31, 2024. P.L. 117-328 provides a transfer of up to $15,100,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total also includes $140,000,000 for SSI State Supplement user fees and up to $1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

[44] The FY 2024 Budget includes $50,000 000 in no-year funding in the LAE account to modernize our benefits system. The FY 2024 Budget also includes $2,000,000 for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure available through September 30, 2025, of which, $700,000 is for the OIG for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure. The FY 2024 Budget proposes $1,870,000,000 in dedicated program integrity funding, including $287,000,000 in base program integrity funding and a $1,583,000,000 allocation adjustment, to remain available until March 31, 2025. 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 $19,100,000 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 $150,000,000 for SSI State Supplement user fees, and up to $1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

**FY 2023**

*Consolidated Appropriations Act of 2023 (P.L. 117-328, enacted December 29, 2022)*

- In addition to providing appropriations for FY 2023, the law includes other provisions of interest to SSA:
  - **Division M – Additional Ukraine Supplemental Appropriations Act, 2023**
    - *Section 1501:* Extends eligibility for Supplemental Security Income (SSI) benefits for certain citizens or nationals of Afghanistan (or people with no nationality who last habitually resided in Afghanistan) who were paroled into the United States between July 31, 2021 and September 30, 2023.

  - **Division T – Secure 2.0 Act of 2022**
    - *Section 124:* Increases the age of eligibility for an Achieving a Better Life Experience (ABLE) account, to those who qualify for disability before the age of 46. An ABLE account is a tax-advantages account that can be used to save for the qualified disability expenses of the beneficiary.
    - *Section 303:* This law requires the Department of Labor to establish a "Retirement Savings Lost and Found," an online database where people can search for information on pension benefits they have from a current or former employers. The database may contain some of the same information as the notices about potential vested pension benefits that we send to people who have applied for Social Security benefits.
    - *Section 702:* This law amends section 210 of the Social Security Act to specify that wages earned as a special trial judge of the Tax Court are exempt from Social Security coverage.

  - **Division FF – Health Extenders, Improving Access to Medicare, Medicaid, and CHIP, and Strengthening Public Health Act of 2022**
    - *Section 1121:* This law requires the Department of Health and Human Services to create an Interdepartmental Serious Mental Illness Coordinating Committee, on which, the Commissioner of SSA would serve.

*Respect for Marriage Act (P.L. 117-228, enacted December 13, 2022)*

- The law replaces a 1996 law that defined marriage as between one man and one woman, with a new definition of marriage for Federal programs. The new definition is different than the Social Security Act's definitions for the Social Security and SSI programs. However, the new definition will not change in practice how we evaluate marriages.

**Limitation on Administrative Expenses**

**FY 2022**

*Inflation Reduction Act of 2022 (P.L. 117-169, enacted August 16, 2022)*

- The law makes changes related to certain taxes, climate change, and prescription drug costs.
- The law changes how we will determine eligibility for the Medicare Part D Extra Help Program.

*Federal Rotational Cyber Workforce Program Act of 2021 (P.L. 117-149, enacted June 21, 2022)*

- The law establishes a rotational cyber workforce program across the federal government.

*Additional Ukraine Supplemental Appropriations Act, 2022 (P.L. 117-128, enacted May 21, 2022)*

- The law allows citizens of Ukraine, nationals of Ukraine, or individuals who last habitually resided in Ukraine to receive Supplemental Security Income (SSI) if they were:
    a. paroled into the United States *between* February 24, 2022 and September 30, 2023, **or**
    b. paroled into the United States *after* September 30, 2023, and they are a spouse or child of a person from Ukraine who was paroled into the United States *between* February 24, 2022 and September 30, 2023, **or**
    c. paroled into the United States *after* September 30, 2023, and they are a parent, legal guardian, or primary caregiver of an unaccompanied minor from Ukraine who was paroled into the United States between February 24, 2022 and September 30, 2023;
- To be eligible for SSI benefits, these parolees must meet all of the program's other requirements. For example, a parolee must be at least age 65 or disabled or blind, and have countable income and resources below the program's limits;
- A parolee's eligibility to receive SSI benefits ends if parole status is terminated by the Department of Homeland Security. In addition, a parolee's eligibility to receive SSI benefits ends seven years from the date on which the parolee attained parole status; and

  This section also requires SSA to not count the income and resources of a sponsor in determining the SSI eligibility and benefit amounts of these parolees (this counting process is often called "sponsor-to-alien deeming").

*Postal Service Reform Act of 2022 (P.L. 117-108, enacted April 6, 2022)*

- The law establishes a new health benefits program for United States Postal Service employees, annuitants, and the family members of employees and annuitants. In general, annuitants and family members who are entitled to Medicare Part A will now also need to be enrolled in Part B to participate in this new program.

| 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.   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.  With these funds, we deliver service to millions of Americans online at www.socialsecurity.gov, on the telephone, and through our field offices.

Please see the Budget Overview for more information.

## KEY PRIORITIES

We formulated our budget to strengthen and improve our services, rebuild and support our workforce, and focus on delivering high-quality services that are customer-centered and accessible to everyone who may be eligible.  Our request includes almost $2.9 billion for the State DDS, an increase of over $350 million from our FY 2023 enacted level, that funds additional staff and necessary pay increases to help with recruitment and retention. Our request also includes increases over the FY 2023 enacted level of nearly $700 million for Federal payroll costs to invest in our frontline staff to improve customer service, over $250 million to modernize our information technology services, and $86 million for program stewardship.  These investments will help us improve our frontline operations, reduce backlogs and wait times, enhance customer service and access, continue to modernize our information technology, fortify our workforce, and position SSA to provide the programs and services people expect and deserve going into the future.

As reflected in the Overview, the Budget addresses the following key areas:

- Optimizing the experience of SSA customers, including:
  - Identifying and addressing barriers to accessing our services;
  - Expanding our digital services; and
  - Building a customer-focused organization:
    - Managing the initial disability claims backlog;
    - Eliminating the disability hearings backlog;
    - Improving National 800 Number service;
    - Strengthening service in our field offices;
    - Addressing processing center backlogs; and
    - Modernizing our information technology.

**Limitation on Administrative Expenses**

- Building an inclusive, engaged, and empowered workforce by:
  o Promoting diversity, equity, inclusion, and accessibility in hiring and advancement; and
  o Supporting employees' chosen career paths.
- Ensuring stewardship of our programs, including:
  o Improving the accuracy and administration of our programs:
    ▪ Supporting our cost-effective program integrity work;
    ▪ Enhancing our payment accuracy efforts (see Social Security Improper Payments exhibit);
    ▪ Enhancing our fraud prevention and detection activities;
    ▪ Addressing the climate crisis; and
    ▪ Investing in cybersecurity to safeguard our data.
  o Identifying and eliminating potential barriers to access contracts and grants by bolstering open competition in the acquisition and grants process; and
  o Improving organizational performance and policy implementation.
    ▪ Simplifying our policies and procedures
    ▪ Simplifying Supplemental Security Income
    ▪ Enhancing disability determination case processing
    ▪ Expanding strategic partnerships with external partners
- Looking towards the future, including other Administration initiatives:
  o Protecting the benefits that Americans have earned; and
  o Providing national, comprehensive paid family and medical leave.

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, efficiency, and stewardship.

Between the three major programs we administer—OASI, DI, and SSI—benefit payment outlays totaled nearly $1.27 trillion in FY 2022; under current law, we expect benefit payment outlays to be about $1.40 trillion in FY 2023 and over $1.51 trillion in FY 2024. This includes the SSI State supplementary payments that we administer on behalf of some States. At about one percent of total benefit payment outlays currently estimated for FY 2024, our administrative expenses[1] continue to be a small fraction of overall program spending, demonstrating our cost-conscious approach to managing resources.

**Table 3.6—Benefit Outlays[2]**
(Dollars in billions)

| | FY 2022 Actuals | FY 2023 Estimate | FY 2024 Estimate |
|---|---|---|---|
| Old-Age and Survivors Insurance | $1,063.9 | $1,190.5 | $1,295.1 |
| Disability Insurance | $142.3 | $149.3 | $156.9 |
| Supplemental Security Income[3,4] | $63.8 | $63.5 | $60.9 |
| **Total Outlays[5]** | **$1,270.0** | **$1,403.3** | **$1,512.8** |

Paralleling the growth in benefit payment outlays, we expect the total number of beneficiaries and recipients of the three major programs we administer, including those only receiving an SSI State supplementary payment, to increase from 73.1 million in FY 2022 to 73.9 million in FY 2023 and 75.0 million in FY 2024.

**Table 3.7—Beneficiaries[2]**
(Average in payment status, in millions)

| | FY 2022 Actual | FY 2023 Estimate | FY 2024 Estimate |
|---|---|---|---|
| Old-Age and Survivors Insurance | 56.3 | 57.5 | 58.9 |
| Disability Insurance | 9.1 | 8.8 | 8.7 |
| Supplemental Security Income[6] | 7.7 | 7.5 | 7.5 |
| **Total Beneficiaries[7]** | **73.1** | **73.9** | **75.0** |

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[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 $3,000,000,000 in FY 2022, nearly $3,400,000,000 in FY 2023, and nearly $3,300,000,000 billion in FY 2024.

[4] There were 13 monthly benefit payments in FY 2022 and there will be 12 in FY 2023 and 11 in FY 2024.

[5] Benefit payment totals include less than $500,000 for the Special Benefits for Certain World War II Veterans program in FYs 2022, 2023, and 2024, which is not broken out separately.

[6] SSI recipients include about 133,000 in FY 2022 and 137,000 in FYs 2023 and 2024 who only receive a State supplementary payment.

[7] Beneficiary totals include approximately 2,600,000 concurrent recipients in FY 2022 and 2,500,000 concurrent recipients in FY 2023 and 2024 who receive SSI as well as OASI or DI.

**Limitation on Administrative Expenses**

Our FY 2024 LAE budget request of $15.489 billion allows us to focus on our agency priorities of strengthening our services, modernizing our information technology services and systems for the future, streamlining our policies, improving the customer experience and equity, investing in our workforce, and ensuring stewardship of our programs.

**Table 3.8—Budgetary Request**

**(Dollars in Millions)**

| | FY 2022 Enacted | FY 2023 Enacted | FY 2024 Request |
|---|---|---|---|
| **Budget Authority, One-Year** (Dollars in Millions) | | | |
| Limitation on Administrative Expenses (LAE) [1, 2, 3, 4] | $13,342 | $14,127 | $15,489 |
| *(Dedicated Program Integrity, Base and Allocation Adjustment, included in LAE)* [5,6] | *($1,708)* | *($1,784)* | *($1,870)* |
| Research and Demonstrations [7,8] | $86 | $86 | $91 |
| Office of the Inspector General (OIG) [9] | $109 | $115 | $120 |
| **Total, Budget Authority [10]** | **$13,537** | **$14,328** | **$15,701** |
| **Workyears (WY)** | | | |
| Full-Time Equivalents [11] | 57,754 | 60,177 | 61,323 |
| Overtime | 2,061 | 2,084 | 2,084 |
| Lump Sum Leave | 280 | 242 | 242 |
| **Total SSA Workyears [12]** | **60,095** | **62,503** | **63,649** |
| Disability Determination Services (DDS) | 13,825 | 13,864 | 14,807 |
| **Total SSA/DDS Workyears** | **73,920** | **76,367** | **78,456** |
| OIG | 482 | 514 | 540 |
| **Total SSA/DDS/OIG Workyears** | **74,402** | **76,881** | **78,996** |

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[1] LAE funding includes $138,000,000 in FY 2022, $140,000,000 in FY 2023, and $150,000,000 in FY 2024 for SSI user fees. Each year of LAE funding also includes $1,000,000 in Social Security Protection Act (SSPA) user fees.

[2] P.L.117-103 – The Consolidated Appropriations Act, 2022, provided $55,000,000 (available until September 30, 2023) in dedicated funding to address the disability hearings backlog within OHO.

[3] P.L. 117-328 – The Consolidated Appropriations Act, 2023, provides $55,000,000 (available until September 30, 2024) in dedicated funding to address the disability hearings backlog within OHO.

[4] The FY 2024 Budget includes $50,000,000 in no-year funding in LAE to modernize our benefits system. The FY 2024 Budget also includes $2,000,000 for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure available through September 30, 2025, of which $700,000 is for the OIG for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure.

[5] P.L. 117-103 – The Consolidated Appropriations Act, 2022 included 18-month authority to obligate PI funds through March 31, 2023. P.L. 117-328 – The Consolidated Appropriations Act, 2023, includes 18-month authority

to obligate PI funds through March 31, 2024.  The FY 2024 budget includes appropriations language to provide 18-month authority through March 31, 2025, to obligate PI funds.

[6] P.L. 117-103 – The Consolidated Appropriations Act, 2022 allowed SSA to transfer up to $12,100,000 of program integrity funds in the LAE account to the OIG for the costs associated with jointly operated Cooperative Disability Units (CDI) units in FY 2022.  P.L. 117-328 – The Consolidated Appropriations Act, 2023, allows SSA to transfer up to $15,100,000 of program integrity funds in the LAE account to the OIG for the costs associated with jointly operated CDI units.  The FY 2024 Budget requests a $19,100,000 transfer.

[7] These amounts include $7,000,000 in base research funding classified as mandatory.

[8] Congress appropriated $86,000,000 in FY 2022 (available through September 30, 2024) and $86,000,000 in FY 2023 (available through September 30, 2025) for research and demonstration projects.  The FY 2024 President's Budget proposes $91,000,000 in FY 2024 (available through September 30, 2026) for research and demonstration projects.

[9] P.L. 117-103, The Consolidated Appropriations Act, 2022, and P.L. 117-328, The Consolidated Appropriations Act, 2023, OIG totals include $2,000,000, which 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.  The FY 2024 Budget assumes the OIG totals include $2,000,000, which will 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.

[10] Numbers may not add due to rounding.

[11] Full-time equivalents include those funded by the CDI unit program integrity transfer from the LAE account to the OIG.

[12] 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.

# Limitation on Administrative Expenses

**Table 3.9—All Purpose Table (APT)**

(Dollars in thousands)

| | FY 2022 | FY 2023 | FY 2024 | |
|---|---|---|---|---|
| | **Consolidated Appropriations Act[1,2] P.L. 117-103** | **Consolidated Appropriations Act[1,2] P.L. 117-328** | **President's Budget[3]** | **FY 2024 +/- FY 2023** |
| **Payments to Social Security Trust Funds** | | | | |
| Pension Reform | 6,000 | 6,000 | 5,000 | (1,000) |
| Unnegotiated Checks | 5,000 | 5,000 | 5,000 | - |
| **Total PTF** | **$11,000** | **$11,000** | **$10,000** | **($1,000)** |
| **Supplemental Security Income** | | | | |
| Federal Benefits Payment | 60,691,142 | 59,230,213 | 56,328,000 | (2,902,213) |
| Beneficiary Services | 205,000 | 124,000 | 137,000 | 13,000 |
| Research & Demonstration[4,5] | 86,000 | 86,000 | 91,000 | 5,000 |
| Administration[6] | 4,531,681 | 4,769,125 | 4,961,853 | 192,728 |
| **Subtotal SSI Program Level** | **65,513,823** | **64,209,338** | **61,517,853** | **(2,691,485)** |
| Advance from PY | (19,600,000) | (15,600,000) | (15,800,000) | (200,000) |
| **Subtotal Current Year SSI** | **$45,913,823** | **$48,609,338** | **$45,717,853** | **($2,891,485)** |
| **New Advance SSI** | **$15,600,000** | **$15,800,000** | **$21,700,000** | **$5,900,000** |
| **Limitation on Administrative Expenses** | | | | |
| **Regular LAE** | | | | |
| OASDI Trust Funds | 5,291,180 | 5,805,906 | 6,567,231 | 761,325 |
| HI/SMI Trust Funds | 2,835,163 | 3,072,618 | 3,430,858 | 358,240 |
| Social Security Advisory Board | 2,600 | 2,700 | 3,020 | 320 |
| SSI | 3,366,002 | 3,320,754 | 3,467,091 | 146,337 |
| **Subtotal Regular LAE** | **$11,494,945** | **$12,201,978** | **$13,468,200** | **$1,266,222** |
| **Program Integrity Funding** | | | | |
| OASDI Trust Funds | 542,321 | 335,629 | 375,238 | 39,609 |
| SSI | 1,165,679 | 1,448,371 | 1,494,762 | 46,391 |
| **Subtotal Program Integrity Funding[7]** | **$1,708,000** | **$1,784,000** | **$1,870,000** | **$86,000** |
| *Base Program Integrity[8]* | *273,000* | *273,000* | *287,000* | *14,000* |
| *Allocation Adjustment[8]* | *1,435,000* | *1,511,000* | *1,583,000* | *72,000* |
| **User Fees** | | | | |
| SSI User Fee | 138,000 | 140,000 | 150,000 | 10,000 |
| SSPA User Fee | 1,000 | 1,000 | 1,000 | - |
| **Subtotal User Fees** | **$139,000** | **$141,000** | **$151,000** | **$10,000** |
| **Total LAE** | **$13,341,945** | **$14,126,978** | **$15,489,200** | **$1,362,222** |
| Non-PI LAE | 11,633,945 | 12,342,978 | 13,619,200 | 1,276,222 |
| **Office of the Inspector General** | | | | |
| Federal Funds | 30,900 | 32,000 | 34,000 | 2,000 |
| Trust Funds | 77,765 | 82,665 | 86,400 | 3,735 |
| **Total, OIG[9]** | **$108,665** | **$114,665** | **$120,400** | **$5,735** |
| **Total, Social Security Administration, New BA** | $70,443,752 | $73,892,856 | $78,075,600 | $4,182,744 |
| Federal Funds | $61,694,723 | $64,593,338 | $67,612,853 | $3,019,515 |
| Current Year | $46,094,723 | $48,793,338 | $45,912,853 | ($2,880,485) |
| New Advance | $15,600,000 | 15,800,000 | $21,700,000 | 5,900,000 |
| Trust Funds | $8,749,029 | $9,299,518 | $10,462,747 | $1,163,229 |

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[1] Congress appropriated $55,000,000 in FY 2022 (available until September 30, 2023) and in FY 2023 (available until September 30, 2024) to address the disability hearings backlog within OHO. It is included in regular LAE.

[2] The regular LAE and the program integrity program splits included in this APT are different than the program splits included in the FY 2022 Consolidated Appropriations Act report language due to updated estimates. The program integrity program splits included in the FY 2022 Consolidated Appropriations Act report language are $481,000,000 and $1,227,000,000 for OASDI and SSI, respectively. The Federal Benefits Payment, regular LAE, and the program integrity program splits included in this APT are different than what is included in the FY 2023 Consolidated Appropriations Act report language due to updated estimates. The Federal Benefits Payment included in the FY 2023 Consolidated Appropriations Act report language is $59,225,000,000 and the included program integrity splits are $292,000,000 and $1,492,000,000 for OASDI and SSI, respectively.

[3] The FY 2024 Budget includes $50,000,000 in LAE no-year funding to modernize our benefits system. The FY 2024 Budget also includes $2,000,000 for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure available through September 30, 2025, of which, $700,000 is for the OIG for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure.

[4] These amounts include $7,000,000 in base research funding classified as mandatory.

[5] Congress appropriated $86,000,000 in FY 2022 (available through September 30, 2024) and FY 2023 (available through September 30, 2025) for research and demonstration projects. The FY 2024 President's Budget proposes $91,000,000 in FY 2024 (available through September 30, 2026) for research and demonstration projects.

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

[7] The FY 2022 Consolidated Appropriations Act includes 18-month authority through March 31, 2023. The FY 2023 Consolidated Appropriations Act includes 18-month authority to obligate PI funds through March 31, 2024. The FY 2024 Budget assumes FY 2024 appropriations language includes similar 18-month authority through March 31, 2025, to obligate PI funds.

[8] P.L. 117-103 allows SSA to transfer up to $12,100,000 of program integrity funds in the LAE account to the OIG for the costs associated with jointly operated Cooperative Disability Units (CDI) units in FY 2022. P.L. 117-328 allows SSA to transfer up to $15,100,000 of program integrity funds in the LAE account to the OIG for the costs associated with jointly operated CDI units. The FY 2024 Budget requests a $19,100,000 transfer.

[9] The FY 2022 and FY 2023 Consolidated Appropriations Acts and the FY 2024 Budget include $2,000,000 each in the OIG topline, which 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.

**Limitation on Administrative Expenses**

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 3.10—State Supplement Payments**

(Dollars in millions)

|  | FY 2022 Actual | FY 2023 Estimate | FY 2024 Estimate |
|---|---|---|---|
| **Federally Administered State Supplement Payments** | $3,025 | $3,380 | **$3,275** |
| **Offsetting Collections** | $2,835 | $3,369 | **$3,529** |

Participating States pay us user fees to administer their programs, based on a schedule established by the Social Security Act. The user fee was $13.16 per SSI check payment in FY 2022 and is $14.35 in FY 2023. We estimate that the user fee will increase to $14.86 per payment in FY 2024. 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 3.11—SSI User Fee Collections[1,2]**

(Dollars in millions)

|  | FY 2022 Actual | FY 2023 Estimate | FY 2024 Estimate | *FY 2023 to FY 2024 Change* |
|---|---|---|---|---|
| **SSA User Fee Collections** | $147 | $150 | **$150** | *$0* |
| **Treasury User Fee Collections** | $89 | $82 | **$74** | *-$8* |
| **Total User Fee Collections** | $236 | $232 | **$224** | *-$8* |

**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

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[1] The enacted user fee authority for FY 2022 was $138,000,000 and for FY 2023 is $140,000,000. Any fees collected in excess of the appropriated amount may be used to cover a shortfall in collections for future years.

[2] FY 2022 had 13 payments, FY 2023 has 12 payments, and FY 2024 has 11 payments.

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. When a State drops out of the program, we use LAE to make up the difference in authority. We make adjustments to our estimates for the budget year and the outyears, when possible, to accommodate any changes. 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 3.12—Estimated SSA User Fee Collections by State
(Dollars in thousands)

| State | FY 2022 Actual | FY 2023 Estimate | FY 2024 Estimate |
|---|---|---|---|
| Arkansas | * | * | * |
| California | $123,216 | $126,084 | $126,084 |
| Delaware | $55 | $56 | $56 |
| DC | $104 | $106 | $106 |
| Georgia | $1 | $1 | $1 |
| Hawaii | $251 | $257 | $257 |
| Iowa | $112 | $115 | $115 |
| Kansas | * | * | * |
| Louisiana | * | * | * |
| Maryland | * | * | * |
| Michigan | $1,140 | $1,166 | $1,166 |
| Mississippi | $1 | $1 | $1 |
| Montana | $73 | $74 | $74 |
| Nevada | $1,643 | $1,682 | $1,682 |
| New Jersey | $17,948 | $18,366 | $18,366 |
| Ohio | * | * | * |
| Pennsylvania | $444 | $455 | $455 |
| Rhode Island | $38 | $39 | $39 |
| South Dakota | * | * | * |
| Tennessee | $1 | $1 | $1 |
| Vermont | $1,560 | $1,597 | $1,597 |
| **Total** | **$146,587** | **$150,000** | **$150,000** |

**Limitation on Administrative Expenses**

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 Supplemental Security Income (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 addition to our base operating expenses, we occasionally receive one-time appropriations. In FY 2009, we received additional funds from the General Fund of the Treasury, provided by the Recovery Act and the Medicare Improvement for Patients and Providers Act (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 Medicare Access and CHIP Reauthorization Act (MACRA) provisions. In FY 2020 and FY 2021, we received a total of $376 million to prevent, prepare for, and respond to the coronavirus pandemic. In FY 2022, we received $16 million for the Postal Service Reform Act (PSRA) to assist the Office of Personnel Management (OPM) and the United States Postal Service (USPS) with outreach, program eligibility and inquiries, and administering a special Medicare enrollment period for Postal Service employees, Postal Service annuitants and their family members.

The Technology Modernization Fund (TMF) will support our $23.3 million project, split between $15 million in FY 2023 and an anticipated $8 million in FY 2024, to accelerate our Multifactor Authentication project to further improve our information security posture and reduce risks from compromised credentials.

**Centers for Medicare and Medicaid Services (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 continue to work 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 3.13—Budget Authority and Outlays[1]**
(Dollars in thousands)

| | FY 2022 Actual[2,3,4] | FY 2023 Actual[5,6] | FY 2024 Estimate[7,8] |
|---|---|---|---|
| **Budget Authority** | | | |
| OASI and DI Trust Funds | $5,833,501[9] | $6,141,535[10] | $6,942,469[11] |
| HI and SMI Trust Funds | $2,835,163 | $3,072,618 | $3,430,858 |
| SSA Advisory Board | $2,600 | $2,700 | $3,020 |

## Limitation on Administrative Expenses

| | FY 2022 Actual[2,3,4] | FY 2023 Actual[5,6] | FY 2024 Estimate[7,8] |
|---|---|---|---|
| SSI Administrative Expenses | $4,531,681 | $4,769,125 | $4,961,853[10] |
| SSI State Supplement User Fees | $138,000 | $140,000 | $150,000 |
| Non-Attorney Representative User Fees | $1,000 | $1,000 | $1,000 |
| Postal Service Reform Act (PSRA) | $16,000 | $0 | $0 |
| Technology Modernization Funds (TMF) | N/A | $15,300 | $8,000 |
| **Total Budget Authority** | **$13,357,945** | **$14,142,278** | **$15,497,200** |
| **Administrative Outlays** | | | |
| OASI and DI Trust Funds | $5,717,900[12] | $6,193,300[13] | $6,926,000[14] |
| HI and SMI Trust Funds | $2,528,700 | $3,097,100 | $3,421,000 |
| SSI Administrative Expenses | $5,373,100 | $4,808,300 | $4,946,800 |
| SSI State Supplement User Fees | $138,000 | $140,000 | $150,000 |
| Non-Attorney Representative User Fees | $1,000 | $1,000 | $1,000 |
| CARES Act | $4,000 | $0 | $0 |
| Consolidated Appropriations Act, 2021 (Section 272, Division N) | $800 | $0 | $0 |
| MIPPA – LIS | $200 | $0 | $0 |
| Postal Service Recovery Act (PSRA) | $0 | $2,000 | $5,000 |
| Technology Modernization Fund (TMF) | N/A | $10,000 | $13,000 |
| Recovery Act – New NSC | $100 | $100 | $0 |
| **Total Administrative Outlays[15]** | **$13,763,800** | **$14,251,800** | **$15,462,800** |

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[1] Totals may not add due to rounding.

[2] In FY 2022, our administrative outlays were about 1.1 percent of the benefit payments we made.

[3] Congress appropriated $55,000,000 in FY 2022 (available until September 30, 2023) to address the disability hearings backlog within OHO.

[4] The Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136) provided $300,000,000 in funding, available through September 30, 2021, to prevent, prepare for, and respond to the coronavirus pandemic, 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 $38,000,000 for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering economic impact payments (EIP) to most individuals. The Consolidated Appropriations Act, 2021, provided an additional $38,000,000 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.

[5] Congress appropriated $55,000,000 in FY 2023 (available until September 30, 2024) to address the disability hearings backlog within OHO.

[6] In FY 2023, our administrative outlays are about 1 percent of the benefit payments we plan to pay.

[7] In FY 2024, our administrative outlays are about 1 percent of the benefit payments we plan to pay.

**Limitation on Administrative Expenses**

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[8] The FY 2024 Budget includes $50,000,000 in no-year funding to modernize our benefits system. The FY 2024 Budget also includes $2,000,000 for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure available through September 30, 2025, of which $700,000 is for the OIG for the purchase and hire of zero emission passenger motor vehicles and supporting charging or fueling infrastructure.

[9] The total includes $3,231,822 in OASI and $2,601,679 in DI costs.

[10] The total includes $3,386,775 in OASI and $2,754,760 in DI costs.

[11] The total includes $3,999,698 in OASI and $2,942,771 in DI costs.

[12] The total includes $3,119,800 in OASI and $2,598,100 in DI costs.

[13] The total includes $3,416,500 in OASI and $2,776,800 in DI costs.

[14] The total includes $3,991,500 in OASI and $2,934,500 in DI costs.

[15] Due to variations in timing in the reporting of outlays, these outlays will not match those included in the Budget Appendix. Outlay totals include outlays made from budget authority enacted in prior years.

## AMOUNTS AVAILABLE FOR OBLIGATION/ANALYSIS OF CHANGES

### Table 3.14—Amounts Available for Obligation[1,2]
(Dollars in thousands)

| | FY 2022[3] Actual | FY 2023[4] Estimate | FY 2024[5] Estimate | FY 2023 to FY 2024 Change |
|---|---|---|---|---|
| **Limitation on Administrative Expenses (LAE)** | | | | |
| **Unobligated Balance, start-of-year[6]** | $510,048 | $313,056 | $274,221 | -$38,835 |
| **Unrealized Non-Attorney User Fees** | -$886 | $0 | $0 | $0 |
| **Unrealized SSI User Fees** | $0 | $0 | $0 | $0 |
| **LAE Appropriation** | **$13,341,945** | **$14,126,978** | **$15,489,200** | **$1,362,222** |
| **Subtotal LAE Resources** | **$13,851,107** | **$14,440,034** | **$15,763,421** | **$1,323,387** |
| **Total Obligations, LAE** | **$13,504,736** | **$14,315,813** | **$15,648,885** | **$1,333,072** |
| **Unobligated Balance, lapsing** | $63,780 | $0 | $0 | $0 |
| **Unobligated Balance, end-of-year (LAE Carryover)** | $282,591 | $124,221 | $114,536 | -$9,685 |
| **Medicare Savings Plan (MSP)** | | | | |
| **Unobligated Balances, start-of-year** | **$14,903** | **$14,903** | **$14,903** | **$0** |
| **Obligations, MSP** | **$0** | **$0** | **$0** | **$0** |
| **Unobligated Balances, end-of-year** | $14,903 | $14,903 | $14,903 | $0 |
| **Medicare Improvements for Patients and Providers Act (MIPPA) - Low Income Subsidy (LIS)** | | | | |
| **Unobligated Balances, start-of-year** | **$11,511** | **$11,313** | **$11,313** | **$0** |
| **Obligations, MIPPA – LIS** | **$198** | **$0** | **$0** | **$0** |
| **Unobligated Balances, end-of-year** | $11,313 | $11,313 | $11,313 | $0 |
| **State Children's Health Insurance Program (SCHIP)** | | | | |
| **Unobligated Balances, start-of-year** | **$1,940** | **$1,921** | **$1,921** | **$0** |
| **Obligations, SCHIP** | **$19** | **$0** | **$0** | **$0** |
| **Unobligated Balances, end-of-year** | $1,921 | $1,921 | $1,921 | $0 |

[1] Totals may not add due to rounding.

[2] Table does not include reimbursables, delegations no-year carryover, and $16,000,000 of no-year funding provided in FY 2022 for Postal Reform.

[3] FY 2022 unobligated balances, end-of-year, include $121,000,000 of Program Integrity 18-month carry-out, $24,000,000 of Dedicated Hearings multi-year carry-out, and $153,000,000 carryover/transferred from prior-year accounts.

[4] FY 2023 unobligated balance, start-of-year, includes $110,000,000 of Program Integrity 18-month funds and $203,000,000 transferred from prior-year accounts.

[5] FY 2024 unobligated balance, start-of-year, includes $114,000,000 of Program Integrity 18-month carried into FY 2023 and $160,000,000 transferred from prior-year accounts.

[6] Includes multi-year carryover funds and recoveries for IT Systems, IT Modernization, Program Integrity, Dedicated Hearings, ARRA, and Altmeyer dedicated funding.

## Limitation on Administrative Expenses

| | FY 2022[3] Actual | FY 2023[4] Estimate | FY 2024[5] Estimate | FY 2023 to FY 2024 Change |
|---|---|---|---|---|
| **Medicare Access and CHIP Reauthorization Act (MACRA)** | | | | |
| **Unobligated Balances, start-of-year** | **$25,982** | **$25,982** | **$25,982** | **$0** |
| **Obligations, MACRA** | **$0** | **$0** | **$0** | **$0** |
| **Unobligated Balance, end-of-year** | $25,982 | $25,982 | $25,982 | $0 |
| **GRAND TOTAL, OBLIGATIONS** | **$13,504,953** | **$14,315,813** | **$15,648,885** | **$1,333,072** |

**Table 3.15 - Summary of Change in Administrative Budget Authority from FY 2023 to FY 2024**

This exhibit displays the change in budget authority enacted or requested in annual appropriations bills by major category.

|  | FY 2023 Enacted | FY 2024 Request | Change |
|---|---|---|---|
| **MAJOR CATEGORIES** – This section (not included in totals and subtotals below) crosswalks the major spending categories shown below | | | |
| **I. Payroll Expenses[1]** | **$8,032,968,552** | **$8,691,200,000** | **$658,231,448** |
| Built-In Increase |  | $544,356,000 | $544,356,000 |
| Program Increase |  | $113,875,448 | $113,875,448 |
| **II. Non-Payroll Expenses[2]** | **$2,315,068,048** | **$2,342,000,000** | **$26,931,952** |
| Built-In Increase |  | $26,931,952 | $26,931,952 |
| Program Increase |  | $0 | $0 |
| **III. Disability Determination Services** | **$2,524,941,400** | **$2,888,000,000** | **$363,058,600** |
| Built-In Increase |  | $122,119,000 | $122,119,000 |
| Program Increase |  | $240,939,600 | $240,939,600 |
| **IV. Information Technology Systems** | **$1,254,000,000** | **$1,568,000,000** | **$314,000,000** |
| Built-In Increase |  | $0 | $0 |
| Program Increase |  | $264,000,000 | $264,000,000 |
| Benefit Systems Modernization (no-year funding) |  | $50,000,000 | $50,000,000 |
| **Total, Budget Authority** | **$14,126,978,000** | **$15,489,200,000** | **$1,362,222,000** |

[1] Includes $55,000,000 for OHO through September 30, 2024.
[2] Includes funding for Social Security Statements.

# Limitation on Administrative Expenses

### Table 3.16 - Summary of Change in Administrative Obligations from FY 2023 to FY 2024

**Summary of Changes**
**(Dollars in thousands)** [1,2]

| | FY 2023 | FY 2024 | | Change | |
|---|---|---|---|---|---|
| | Obligations (thousands) | Federal WYs | Obligations (thousands) | Federal WYs | Obligations (thousands) |
| **BUILT-IN INCREASES** – 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. | | | | | |
| A1. **Payroll Expenses** | **$8,003,638** | | **$8,548,194** | | **$544,556** |
| Increases due to periodic step increases, health benefits, and career ladder promotions | | | $178,738 | | $178,738 |
| Three-month effect of Federal pay increase effective January 2022 – 4.6% | | | $83,545 | | $83,545 |
| Nine-month effect of Federal pay increase effective January 2023 – 5.2% | | | $282,273 | | $282,273 |
| A2. **Non-Payroll Costs** - Mandatory growth in non-payroll costs, including costs of security, guard services, postage, rent, lease renewals, etc. | **$1,499,057** | | **$1,525,130** | | **$26,073** |
| A3. **State Disability Determination Services** - Mandatory growth in state DDS costs, including pay raises and the costs of obtaining medical evidence | **$2,524,941** | | **$2,647,060** | | **$122,119** |
| A4. **Mailed Social Security Statements** | **$9,137** | | **$9,996** | | **$859** |
| **Subtotal, Built-In Increases** | **$12,036,773** | | **$12,730,380** | | **$693,607** |
| **PROGRAM CHANGES –** Program changes are year-over-year cost increases or decreases not captured in the section above. These result from changes in agency priorities, policy decisions, or dedicated funding. | | | | | |

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[1] Totals may not add due to rounding.

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

| | FY 2023 | FY 2024 | | Change | |
|---|---|---|---|---|---|
| | Obligations (thousands) | Federal WYs | Obligations (thousands) | Federal WYs | Obligations (thousands) |
| **PROGRAM INCREASES** | | | | | |
| B1. **Payroll Increase - Net Increase in SSA WYs** | | 865 | $122,341 | 865 | $122,341 |
| B2. **Federal Intern Program (Net Increase)** | | 281 | $11,250 | 281 | $11,250 |
| B3. **Net Increase in Disability Determination Services[1]** | | | $240,940 | | $240,940 |
| B4. **Benefit System Modernization** | | | $50,000 | | $50,000 |
| B5. **OIG Expenditure Transfer** | $15,100 | | $19,100 | | $4,000 |
| B6. **Information Technology (IT) - Base Funding** | $1,254,000 | | $1,518,000 | | $264,000 |
| **Subtotal, Program Increases** | **$1,269,100** | **1,146** | **$1,961,631** | **1,146** | **$692,531** |
| **Subtotal, Gross Increases** | **$13,305,873** | **1,146** | **$14,692,011** | **1,146** | **$1,386,138** |
| **NO NET CHANGE** | | | | | |
| C1. **Non-Payroll Costs (program)** | $806,874 | | $806,874 | | $0 |
| **Subtotal, No Net Change** | **$806,874** | | **$806,874** | | **$0** |
| **PROGRAM DECREASES** | | | | | |
| D1. **IT Obligations Funded from Prior-Year Unobligated Balances** | $200,000 | | $150,000 | | - $50,000 |
| D2. **Carryover Decreases – Altmeyer, NSC, Construction** | $3,066 | | $0 | | -$3,066 |
| **Subtotal, Program Decreases** | **$203,066** | | **$150,000** | | **-$53,066** |
| **Subtotal, Gross Decreases** | **$203,066** | | **$150,000** | | **-$53,066** |
| **Total Obligations, Net** | **$14,315,813** | **1,146** | **$15,648,885** | **1,146** | **+ $1,333,072** |

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[1] Funds an additional 943 workyears and increased processing in the DDSs in FY 2024.

**Limitation on Administrative Expenses**

### Table 3.17—Budgetary Resources by Object

(Dollars in thousands)[1,2,3]

|  | FY 2023 | FY 2024 | Change |
|---|---|---|---|
| Personnel Compensation |  |  |  |
| Permanent positions | $5,424,997 | $5,872,768 | $461,462 |
| Positions other than permanent | $87,635 | $92,171 | $4,536 |
| Other personnel compensation | $259,757 | $273,761 | $14,004 |
| Special personal service payments | $2,000 | $2,000 | $0 |
| **Subtotal, personnel compensation** | **$5,774,388** | **$6,240,700** | **$480,203** |
| Personnel Benefits | $2,241,350 | $2,457,185 | $201,944 |
| Benefits for former personnel | $3,000 | $3,000 | - |
| Travel and transportation of persons | $3,388 | $3,421 | $33 |
| Transportation of things | $7,858 | $7,934 | $77 |
| Rent, communications, and utilities |  |  |  |
| Rental payments to GSA | $774,803 | $756,536 | ($18,267) |
| Rental payments to others | $107 | $107 | - |
| Communications, utilities, misc. | $401,296 | $435,080 | $33,784 |
| Printing and reproduction | $30,768 | $31,068 | $300 |
| Other contractual services (DDS, guards, etc.) | $4,514,328 | $5,072,196 | $557,869 |
| Supplies and materials | $22,937 | $23,166 | $230 |
| Equipment | $399,643 | $475,380 | $75,737 |
| Land and structures | $39,397 | $39,781 | $384 |
| Grants, subsidies, and contributions | $41,881 | $42,289 | $408 |
| Insurance claims and indemnities | $52,060 | $52,567 | $508 |
| Financial Transfers | $8,610 | $8,697 | $84 |
| **Total Obligations** | **$14,315,813** | **$15,648,885** | **$1,333,072** |
| Resources not being obligated in the current year (carrying over or lapsing) | $178,339 | $168,654 | ($9,685) |
| **Total Budgetary Resources** | **$14,494,153** | **$15,817,539** | **$1,323,387** |
| (non-add) Payments to State DDS (funded from other services and Communications, utilities, and misc. above) | $2,524,941 | $2,888,000 | $363,059 |

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[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, MIPPA, LIS, SCHIP, MACRA, the Altmeyer Renovation, dedicated funding to address the hearings backlog, IT Modernization funding, and ITS no-year funding. Total budgetary resources in the table reflect FY 2023 and FY 2024 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.

[3] Does not include Technology modernization funding.

## ESTIMATED DISTRIBUTION OF AGENCY COSTS

The Estimated Distribution of Agency Costs exhibit displays SSA's workyears and costs by major component.

The President's Budget supports approximately 2,100 additional workyears (~1,100 SSA and ~1,000 DDS) from FY 2023 to FY 2024, while overtime levels remain the same at just over 2,000 workyears.  The FY 2024 President's Budget will enable us to build on the FY 2023 momentum in restoring staffing levels, which leads to improving our services to the public.

**Table 3.18 - FY 2022 - Estimated Distribution of Agency Costs[1,2]**
**(Dollars in thousands)**

| Component | FTEs | Lump Sum | Overtime | Workyears | Payroll | Benefits | Other Objects | Total |
|---|---|---|---|---|---|---|---|---|
| Field Offices | 26,997 | 124 | 1,030 | **28,151** | $2,326,073 | $906,318 | $490,792 | **$3,723,183** |
| Teleservice Centers | 4,167 | 14 | 41 | **4,222** | $257,880 | $102,328 | $21,837 | **$382,044** |
| Regional Offices[3] | 1,347 | 9 | 22 | **1,378** | $163,285 | $59,725 | $317,371 | **$540,381** |
| **Subtotal, RC Field** | **32,511** | **147** | **1,093** | **33,751** | **$2,747,238** | **$1,068,370** | **$830,000** | **$4,645,609** |
| Program Service Centers and Office of Central Operations | 9,345 | 48 | 699 | **10,092** | $754,646 | $293,474 | $106,166 | **$1,154,286** |
| **Subtotal, Operations** | **41,856** | **195** | **1,792** | **43,843** | **$3,501,885** | **$1,361,844** | **$936,166** | **$5,799,895** |
| Office of Hearings Operations | 7,553 | 40 | 175 | **7,768** | $803,481 | $312,465 | $232,862 | **$1,348,808** |
| Office of Systems | 3,074 | 15 | 27 | **3,116** | $391,322 | $152,181 | $62,841 | **$606,344** |
| Office of Analytics, Review, and Oversight | 1,834 | 12 | 46 | **1,892** | $212,736 | $82,731 | $9,608 | **$305,075** |
| Office of General Counsel | 704 | 3 | 1 | **708** | $98,543 | $38,322 | $75,796 | **$212,662** |
| Headquarters[4] | 2,547 | 15 | 14 | **2,576** | $318,512 | $123,185 | $869,377 | **$1,311,074** |
| **Subtotal, SSA** | **57,568** | **280** | **2,055** | **59,903** | **$5,326,479** | **$2,070,727** | **$2,186,651** | **$9,583,857** |
| ITS | | | | | | | $1,569,735 | **$1,569,735** |
| DDS | 13,462 | 0 | 363 | **13,825** | | | $2,351,342 | **$2,351,342** |
| **Total LAE** | **71,030** | **280** | **2,418** | **73,728** | **$5,326,479** | **$2,070,727** | **$6,107,728** | **$13,504,934** |

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[1] Totals may not add due to rounding.

[2] Excludes Reimbursables (200 workyears in FYs 2023 and 2024) 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 expenditures, 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

### Table 3.19 - FY 2023 - Estimated Distribution of Agency Costs[1,2]
#### (Dollars in thousands)

| Component | FTEs | Lump Sum | Overtime | Workyears | Payroll | Benefits | Other Objects | Total |
|---|---|---|---|---|---|---|---|---|
| Field Offices | 28,005 | 92 | 1,054 | **29,151** | $2,489,064 | $977,235 | $518,384 | **$3,984,683** |
| Teleservice Centers | 4,530 | 16 | 46 | **4,592** | $293,216 | $117,614 | $23,064 | **$433,894** |
| Regional Offices[3] | 1,433 | 8 | 15 | **1,456** | $178,209 | $68,000 | $335,213 | **$581,422** |
| **Subtotal, RC Field** | **33,968** | **116** | **1,115** | **35,199** | **$2,960,489** | **$1,162,849** | **$876,661** | **$4,999,999** |
| Program Service Centers and Office of Central Operations | 9,680 | 44 | 705 | **10,429** | $828,705 | $306,873 | $107,269 | **$1,242,847** |
| **Subtotal, Operations** | **43,648** | **160** | **1,820** | **45,628** | **$3,789,194** | **$1,469,722** | **$983,930** | **$6,242,846** |
| Office of Hearings Operations | 7,570 | 35 | 176 | **7,781** | $840,925 | $322,374 | $257,337 | **$1,420,636** |
| Office of Systems | 3,308 | 18 | 29 | **3,355** | $448,631 | $164,127 | $63,672 | **$676,430** |
| Office of Analytics, Review, and Oversight | 1,888 | 10 | 46 | **1,944** | $231,269 | $85,270 | $9,224 | **$325,763** |
| Office of General Counsel | 708 | 3 | 1 | **712** | $103,890 | $38,897 | $54,529 | **$197,316** |
| Headquarters [4/] | 2,855 | 16 | 12 | **2,883** | $363,479 | $160,960 | $949,443 | **$1,473,882** |
| **Subtotal, SSA** | **59,977** | **242** | **2,084** | **62,303** | **$5,777,388** | **$2,241,350** | **$2,318,134** | **$10,336,872** |
| ITS | | | | **-** | | | $1,454,000 | **$1,454,000** |
| DDS | 13,464 | 0 | 400 | **13,864** | | | $2,524,941 | **$2,524,941** |
| **Total LAE** | **73,441** | **242** | **2,484** | **76,167** | **$5,777,388** | **$2,241,350** | **$6,297,075** | **$14,315,813** |
| OIG Transfer | | | | **-** | | | -$15,100 | **-$15,100** |
| **Total, LAE and OIG Transfer** | **73,441** | **242** | **2,484** | **76,167** | **$5,777,388** | **$2,241,350** | **$6,281,975** | **$14,300,713** |

### Table 3.20 - FY 2024 - Estimated Distribution of Agency Costs[1,2]
#### (Dollars in thousands)

| Component | FTEs | Lump Sum | Overtime | Workyears | Payroll | Benefits | Other Objects | Total |
|---|---|---|---|---|---|---|---|---|
| Field Offices | 28,380 | 92 | 1,054 | **29,526** | $2,656,764 | $1,062,910 | $510,935 | **$4,230,609** |
| Teleservice Centers | 4,814 | 16 | 46 | **4,876** | $329,626 | $137,431. | $22,733 | **$489,790** |
| Regional Offices[3] | 1,487 | 8 | 15 | **1,510** | $197,056 | $76,188 | $330,396 | **$603,640** |
| **Subtotal, RC Field** | **34,681** | **116** | **1,115** | **35,912** | **$3,183,446** | **$1,276,529** | **$864,064** | **$5,324,039** |
| Program Service Centers and Office of Central Operations | 9,753 | 44 | 705 | **10,502** | $890,134 | $330,957 | $110,153 | **$1,331,244** |
| **Subtotal, Operations** | **44,434** | **160** | **1,820** | **46,414** | **$4,073,580** | **$1,607,486** | **$974,217** | **$6,655,283** |
| Office of Hearings Operations | 7,669 | 35 | 176 | **7,880** | $908,257 | $350,679 | $272,920 | **$1,531,856** |
| Office of Systems | 3,461 | 18 | 29 | **3,508** | $498,728 | $187,223 | $67,489 | **$753,440** |
| Office of Analytics, Review, and Oversight | 1,911 | 10 | 46 | **1,967** | $249,541 | $93,360 | $9,745 | **$352,646** |
| Office of General Counsel | 739 | 3 | 1 | **743** | $115,619 | $43,603 | $57,912 | **$217,134** |

| Component | FTEs | Lump Sum | Overtime | Workyears | Payroll | Benefits | Other Objects | Total |
|---|---|---|---|---|---|---|---|---|
| Headquarters[4] | 2,909 | 16 | 12 | **2,937** | $397,975 | $174,834 | $959,717 | **$1,532,526** |
| **Subtotal, SSA** | **61,123** | **242** | **2,084** | **63,449** | **$6,243,700** | **$2,457,185** | **$2,342,000** | **$11,042,885** |
| ITS | | | | | | | $1,718,000 | **$1,718,000** |
| DDS | 14,407 | 0 | 400 | **14,807** | | | $2,888,000 | **$2,888,000** |
| **Total LAE** | **75,530** | **242** | **2,484** | **78,256** | **$6,243,700** | **$2,457,185** | **$6,948,000** | **$15,648,885** |
| OIG Transfer | | | | | | | -$19,100 | **-$19,100** |
| **Total, LAE and OIG Transfer** | **75,530** | **242** | **2,484** | **78,256** | **$6,243,700** | **$2,457,185** | **$6,928,900** | **$15,629,785** |

## 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[1] 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 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.  Among other types of quality reviews, our Office of Quality Review may also conduct a pre-effectuation review (PER) of the DDS determination.  We conduct these PERs to meet statutory requirements of the Act, which requires SSA to review at least 50 percent of favorable initial and reconsideration determinations on a pre-effectuation basis.

If the DDS issues an unfavorable determination, the applicant typically has 60 days to file for a reconsideration.  During a reconsideration, a different DDS disability examiner (DE) than the DE who made the initial decision conducts a thorough reexamination of all evidence on the record.  If the DDS denies the reconsideration, the applicant may file a request for a hearing by an administrative law judge (ALJ).  The applicant or representative can file the hearing request online, by fax, mail, or in a field office.  The case is then sent to a hearing office to schedule and hold the hearing by an ALJ, either virtually, by telephone, or in-person.  If the ALJ issues a

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[1] Note that for certain applicants, SSA field offices will initiate the application for the Supplemental Nutrition Assistance Program (SNAP), as well as process applications for Medicaid or Medicare.

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 file an appeal online, by fax, mail, or in a field office to the Appeals Council for a review and decision.  Finally, if the Appeals Council denies the claim, the applicant may appeal to the Federal Courts.

We assign the costs for these completed direct work activities to the workload that they support.  Agencywide costs such as human resources, financial, and policy support, also indirectly support the work we do, so we apply a portion of these costs 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

**Field Offices, Telephone Service, and Online**
- Claimants can file disability claims and appeals in field offices, over the phone, or online.
- We route cases to technicians in field offices and the workload support units (WSU) for review and processing.
- If claimants meet the non-medical eligibility requirements, we forward the case to the state disability determination services (DDS) for a medical determination.

**Disability Determination Services**
- Initial Disability Claims, Reconsiderations, Medical CDRs, and CDR Appeals.
- The DDS reviews the claimant's medical evidence to determine if they meet SSA's definition of disability.
- If the DDSs deny the initial claim, claimants can appeal for reconsideration, in which case a different DDS examiner will review the case and make a decision.
- 50% of all initial awards require review for accuracy.
- For allowed claims, we set a diary to establish the date for a medical CDR.

**Office of Hearings Operations and Office of Appellate Operations**
- Hearings and Appeals Council Reviews.
- If the claimant is denied at reconsideration, they can file for an administrative hearing with an Administrative Law Judge.
- If denied at the hearing level, claimants can appeal to the Appeals Council for review.

**Office of the General Counsel**
- Federal District Court
- If a claimant is dissatisfied with their Appeals Council decision, they may appeal to the Federal Court.
- OGC defends the agency's decisions in Federal Court proceedings.

**Processing Centers**
- Processing Centers (PCs)
- PCs effectuate payments to claimants as a result of decisions issued in the Hearings Offices, Appeals Council, or by Federal Courts (District and Circuit courts).
- PCs also issue payments of authorized attorney fees, and payments to authorized non-attorney representatives.

**Office of Quality Review (OQR)**

The Office of Quality Review completes a variety of required and special reviews to ensure continuous inline quality throughout the disability waterfall.

We have many staff components, primarily located at Social Security Headquarters, that support the people and work done in our front-line components. These components maintain and issue policy and technical workload guidance, manage facilities, formulate and execute the budget, provide actuarial analysis, issue communication plans, provide human resource services, communicate with external stakeholders on the Hill, and prevent fraud, among many other important tasks.

**Limitation on Administrative Expenses**

<div align="center">PERFORMANCE TARGETS</div>

The President's FY 2024 request will allow us to achieve the following key performance targets:

<div align="center">Table 3.21—Key Performance Targets</div>

| Workload and Outcome Measures | FY 2022[1] Actual (52-week) | FY 2022 Actual (53-week) | FY 2023 Enacted | FY 2024 Request |
|---|---|---|---|---|
| **Retirement and Survivor Claims (includes Medicare)** | | | | |
| Retirement and Survivor Claims Completed (thousands) | 6,474 | 6,593 | 6,524 | 6,561 |
| **Disability Claims** | | | | |
| Initial Disability Claims Receipts (thousands) | 2,096 | 2,142 | 2,202 | 2,236 |
| Initial Disability Claims Completed (thousands) | 1,843 | 1,883 | 1,972 | 2,402 |
| Initial Disability Claims Pending (thousands) | 937 | 941 | 1,163 | 996 |
| Average Processing Time for Initial Disability Claims (days) | 184 | 184 | 220 | 195 |
| **Disability Reconsiderations** | | | | |
| Disability Reconsiderations Receipts (thousands) | 532 | 542 | 544 | 709 |
| Disability Reconsiderations Completed (thousands) | 473 | 483 | 518 | 736 |
| Disability Reconsiderations Pending (thousands) | 234 | 234 | 259 | 232 |
| Average Processing Time for Disability Reconsiderations (days) | 183 | 183 | 224 | 193 |
| **Hearings** | | | | |
| Hearings Receipts (thousands) | 349 | 357 | 364 | 434 |
| Hearings Completed (thousands) | 353 | 363 | 364 | 478 |
| Hearings Pending (thousands) | 347 | 344 | 344 | 300 |
| Annual Average Processing Time for Hearings Decisions (days)[2] | 333 | 337 | 475 | 320 |
| **National 800 Number** | | | | |
| National 800 Number Calls Handled (millions)[3,4] | N/A | 27 | 29 | 32 |
| Average Speed of Answer (ASA) (minutes) | N/A | 33 | 35 | 20 |
| Agent Busy Rate (percent) | N/A | 6% | 15% | 3% |
| **Program Integrity** | | | | |
| Periodic Continuing Disability Reviews (CDR) Completed (thousands) | N/A | 1,506 | 1,650 | 1,675 |
| Full Medical CDRs (included above, thousands) | N/A | 590 | 550 | 575 |
| SSI Non-Medical Redeterminations Completed (thousands) | 2,195 | 2,203 | 2,517 | 2,540 |
| **Selected Other Agency Workload Measures** | | | | |
| Social Security Numbers (SSN) Completed (millions) | 16 | 16 | 18 | 18 |
| Annual Earnings Items Completed (millions) | 294 | 294 | 299 | 301 |
| Social Security Statements Issued (millions)[5] | 19 | 19 | 15 | 15 |
| **Selected Production Workload Measures** | | | | |
| Disability Determination Services Production per Workyear | 230 | 230 | 241 | 273 |
| Office of Hearings Operations Production per Workyear[6] | 64 | N/A | 68 | 86 |
| Other Work/Service in Support of the Public - Annual Growth in Backlog (workyears)[7] | N/A | N/A | N/A | (400) |

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[1] FY 2022 was a 53-week year for management information purposes.

[2] Average processing time for hearings is an annual figure. In FY 2023, we plan to continue in-person hearings and prioritize individuals who have waited the longest for a hearing, some of whom during the pandemic opted to wait for an in-person hearing rather than have a video or telephone hearing. As we work through those oldest cases, we anticipate a temporary increase in the average processing time in FY 2023 before improving in FY 2024. Projections for the end of year monthly (September) processing time for hearings is 390 days for FY 2023 and 270 days for FY 2024.

[3] The data reported for FY 2022 is not based on the typical 52 or 53-week management information year; it is based on the fiscal year beginning October 1, 2021, and ending September 30, 2022.

[4] FY 2023 and FY 2024 estimates include National 800 Number Calls Handled by automation, but the FY 2022 actual figure does not because of technical issues. In FY 2023 and FY 2024, we project about 3.5 million automated calls handled in each year. Performance goals assume successful implementation of the Next Generation Telephony Project in summer 2023 and Call Back Assist in mid-FY 2024.

[5] The Social Security Statements Issued measure is for paper Statements only (i.e., not electronic statements). In FY 2022, *my Social Security* users accessed their Social Security Statements 55 million times. Consistent with FY 2022, in FYs 2023 and 2024, 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 $9.1 million and $9.9 million, respectively. It would cost approximately an additional $82 million in FY 2024 to send Statements to individuals aged 25 and older who are not receiving Social Security benefits.

[6] The Office of Hearings Operations Production per Workyear metric is unavailable through 53 weeks in FY 2022. We would not expect 53-week experience to deviate much—if at all—from the 52-week actual performance.

[7] Consistent with the FY 2023 Congressional Operating Plan, we do not have a budgeted workload measure for "Other Work/Service in Support of the Public – Annual Growth in Backlog" in the enacted budget year, although we estimate the increase in the backlog to be equivalent to be 400 workyears in FY 2023.

Our budget is fully integrated with our Annual Performance Plan and Report (APR), which is included as the 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 APR.

**Limitation on Administrative Expenses**

Our request demonstrates how we strive to balance stewardship and frontline service. We recognize the importance of our PI workloads to ensure individuals receive the benefits to which they are entitled while safeguarding the integrity of our programs, and our request shows a sustained continuation of our PI efforts.

We take our responsibilities seriously 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 promote responsible spending of Social Security funds and ensure that we are providing the correct benefit amounts only to those who qualify. We conduct continuing disability reviews (CDRs) to ensure that beneficiaries who still qualify to receive benefits under the OASDI and SSI programs continue to receive them. For those receiving SSI, we also perform non-medical redeterminations (RZs) 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 United States Attorneys (SAUSAs).

The Budget includes $1.870 billion in dedicated funding for PI activities, including a $1.583 billion allocation adjustment. Total PI funding in FY 2024 is $86 million above the FY 2023 enacted level.

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

Our FY 2024 discretionary 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 the discretionary funding requested in 2024, as well as fully-funded base and allocation adjustment amounts in 2025 through 2033, would produce $79 billion in gross Federal savings ($59 billion from allocation adjustments), with additional savings in the outyears. Net savings resulting from approximately $18 billion in allocation adjustments alone would produce approximately $41 billion over 10 years, with additional savings after the 10-year period.

CDRs conducted in FY 2024 will yield an estimated return on investment (ROI) of about $10 on average in net Federal program savings over 10 years per $1 budgeted for dedicated program integrity funding, including OASDI, SSI, Medicare, and Medicaid program effects. Similarly, the ROI for non-medical redeterminations conducted in FY 2024 is about $3 on average of net Federal program savings over 10 years per $1 budgeted for dedicated PI funding, including SSI and Medicaid program effects. Table 3.22a provides additional information.

Regaining currency in our medical CDR workload is important, although our most immediate focus in FY 2024 is to timely serve the public who have claims pending with us and address the needs of individuals who had trouble reaching us during the pandemic. We achieved full medical

CDR currency in FY 2018; however, due to the COVID-19 pandemic we were unable to remain current as of FY 2020.  The funding included in the FY 2024 Budget will enable us to regain currency on CDRs in FY 2026 and prevent a new backlog from forming throughout the Budget window.

In FY 2022, we completed 590,206 full medical CDRs and 2,202,803 RZs.  We plan to complete 550,000 CDRs and 2.517 million RZs in FY 2023.  In FY 2024, we anticipate completing 575,000 full medical CDRs, making progress toward CDR currency, and 2.540 million RZs.  Please refer to the Budget Process chapter in the *Analytical Perspectives* for more details on the Budget's approach to allocation adjustments and our activities.

### Table 3.22a—Program Integrity Workloads and Funding by Source

(Dollars in millions)

| | 2024 | 2025 | 2026 | 2027 | 2028 | 2029 | 2030 | 2031 | 2032 | 2033 | 10-year Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Discretionary BA (non-add) | 1,583 | 1,601 | 1,712 | 1,715 | 1,719 | 1,823 | 1,868 | 1,922 | 1,966 | 2,011 | 17,920 |
| Discretionary Outlay Costs[1] | 1,583 | 1,600 | 1,703 | 1,715 | 1,719 | 1,815 | 1,865 | 1,918 | 1,963 | 2,008 | 17,889 |
| Mandatory Savings[2] | -94 | -2,296 | -3,726 | -4,693 | -5,955 | -6,311 | -7,555 | -8,370 | -9,270 | -10,505 | -58,775 |
| Net Effect | 1,489 | -696 | -2,023 | -2,978 | -4,236 | -4,496 | -5,690 | -6,452 | -7,307 | -8,497 | -40,886 |

[1] The discretionary costs are equal to the outlays associated with the budget authority levels proposed for allocation adjustments.  The costs for 2024 through 2033 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 and the Centers for Medicare and Medicaid Services' Office of the Actuary estimates the savings.

### Table 3.22b—Program Integrity Workloads and Funding by Source[1]

(Dollars in millions)

| | FY 2022 Actuals | FY 2023 Estimate | FY 2024 Estimate |
|---|---|---|---|
| Volumes | Actuals | | |
| Full Medical CDRs Completed | 590,206 | 550,000 | 575,000 |
| SSI Non-Medical RZs Completed | 2,202,803 | 2,517,000 | 2,540,000 |
| Funding[2,3] | | | |
| Unobligated Balance, start-of-year | $121 | $101 | $114 |
| Dedicated Program Integrity Funding | $1,708 | $1,784 | $1,870 |
| **Subtotal PI Resources** | **$1,829** | **$1,885** | **$1,984** |
| Less Unobligated Balance, end-of-year | -$101 | -$114 | -$114 |

[1] Totals may not add due to rounding.

[2] Dedicated program integrity funds have 18-month availability.  The Budget assumes funding to complete planned program integrity workloads in FY 2024, including through a base allocation and an adjustment.

[3] Includes annual transfers from LAE to the SSA's Inspector General (OIG) for the cost of jointly operated anti-fraud CDI units, including a $12,100,000 transfer in FY 2022, a $15,100,000 transfer in FY 2023, and a $19,100,000 transfer in FY 2024.

# Limitation on Administrative Expenses

| | FY 2022 Actuals | FY 2023 Estimate | FY 2024 Estimate |
|---|---|---|---|
| **Total PI Obligations[1]** | $1,728 | $1,771 | $1,870 |
| Old Age and Survivors Insurance (OASI) | $154 | - | - |
| Disability Insurance (DI) | $228 | $333 | $373 |
| Supplemental Security Income (SSI) | $1,191 | $1,437 | $1,497 |
| Medicare Part A, Hospital Insurance (HI) | $67 | - | - |
| Medicare Part B, Supplementary Medical Insurance (SMI) | $79 | - | - |
| Medicare Part D, Drug Coverage | $10 | - | - |
| **Total PI Obligations[2]** | **$1,728** | **$1,771** | **$1,870** |

## Budgeting and Managing Program Integrity Workloads

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 and acquisitions);
- policy changes;
- business process changes;
- timing of work completion (e.g. work can start in a prior fiscal year and clear in the next); and,
- 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).

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 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.

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[1] Totals include the combined costs of CDRs, SSI RZs, CDI units, and the SAUSAs.
[2] 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.

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.
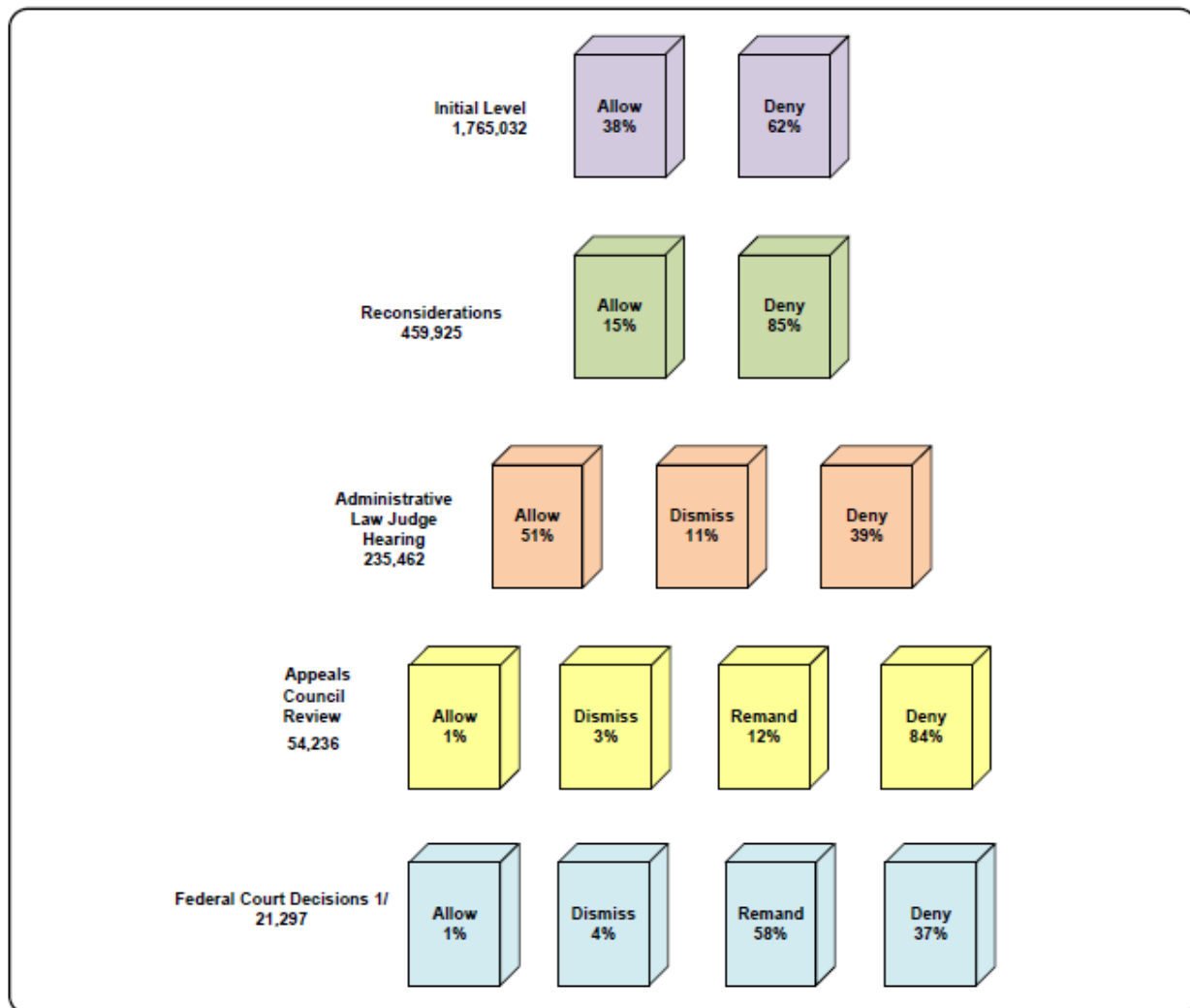
Our PI unit costs can be broken down by direct payroll, direct other objects, information technology systems (ITS), and agency shared costs that include both payroll and other objects. Our direct payroll includes costs of our employees in the front-line workload processing components like our field offices, 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 closely monitor and adjust our workload processing plans for PI workloads based on our real experience. We 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.

**Table 3.23 – Fiscal Year 2022 Disability Decision Data\***

| | | | |
|---|---|---|---|
| **Initial Level** 1,765,032 | Allow 38% | Deny 62% | |
| **Reconsiderations** 459,925 | Allow 15% | Deny 85% | |
| **Administrative Law Judge Hearing** 235,462 | Allow 51% | Dismiss 11% | Deny 39% |
| **Appeals Council Review** 54,236 | Allow 1% | Dismiss 3% | Remand 12% | Deny 84% |
| **Federal Court Decisions 1/** 21,297 | Allow 1% | Dismiss 4% | Remand 58% | Deny 37% |

[1/] Only Federal Court data includes appeals of Continuing Disability Reviews (CDRs).
Data Sources:
1. Initial and Reconsideration Data: SSA State Agency Operations Report
2. Administrative Law Judge and Appeals Council data: SSA Office of Hearing Operations (OHO) and SSA Office of Analytics, Review and Oversight (OARO)
3. Federal Court data: SSA Office of General Counsel (OGC)

\*Workload volumes for initial claims, reconsiderations, and hearings do not align with performance reported in our key performance measures table because the data definition captures broader activity.

Includes Title II, Title XVI, and concurrent initial disability determinations and appeals decisions issued in FY 2022, 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 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.

NOTE: Due to rounding, data may not always total 100%.
Prepared by: SSA, Office of Decision Support and Strategic Information (ODSSI)
Date Prepared: January 26, 2023

## PRIORITY GOALS

To ensure our accountability to the public we serve, and as required by the GPRA Modernization Act of 2010, our Agency Priority Goals (APG) help us achieve our overarching strategic goals and objectives set forth in our FYs 2022–2026 Agency Strategic Plan.

Our FYs 2022–2023 APGs are:

1. **Improve Initial Disability Claims**. Improve the customer experience by reducing the average processing time for initial disability claims and by prioritizing those individuals who have waited the longest for initial disability determinations.
   - By September 30, 2023, achieve an average processing time for initial disability claims of 164 days.
   - By September 30, 2023, decide 85 percent of pending initial disability claims that begin the fiscal year 180 days old or older.

2. **Improve the National 800 Number Service**. Improve the customer experience by reducing the Average Speed of Answer on the National 800 Number.
   - By September 30, 2023, achieve an average speed of answer of less than 12 minutes, including implementation of estimated wait time and call back options.

3. **Improve Equity in the Supplemental Security Income Program**. Improve equity in our Supplemental Security Income program through increased outreach and improved benefit delivery, including to communities of color and underserved communities.
   - By September 30, 2023, increase the number of all SSI applications by 15 percent, relative to the 2021 baseline, restoring rates closer to pre-pandemic levels.
   - By September 30, 2023, increase the number of SSI applications from underserved communities by 25 percent, relative to the 2021 baseline.

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 supporting APG goal achievement. These priority goals remain an agency focus, and we are working to address performance challenges that may impact our ability to meet our targets.

Please see the FYs 2022–2024 Annual Performance Report and www.performance.gov for more information on our APGs.

**Limitation on Administrative Expenses**

CUSTOMER EXPERIENCE

We administer a major Federal safety net program that serves more than 65 million people. As a high impact service provider (HISP), we interact with our customers at multiple points in their lives, from birth, to entering the workforce, to facing a disability or loss, and when reaching retirement age. We are committed to improving the customer experience (CX) by establishing a an accountability structure for customer experience, building an integrated, real-time customer feedback program, conducting ongoing human-centered design research, involving our customers in the design and improvement of program delivery and more accessible services, and fulling our commitments in and the promise of Executive Order (EO) 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*.

The 2024 Budget supports our efforts to build our internal CX capacity through the establishment of a CX team, delivering on our commitments in the CX EO, contributing to cross-agency life experience projects, and making focused improvements to our designated priority services.

**Establishing and Sustaining CX Accountability**

We have established a centralized CX team responsible for integrating CX management disciplines across the agency, and the FY 2024 Budget will help us further integrate and expand CX practices across our organization. The FY 2024 Budget invests in building a CX team with the right expertise and talent to integrate human-centered design and build a customer-centric approach to service delivery. We will build a sustainable CX team with the right expertise and talent. This team and new talent can then support our agency at large gain more in depth understanding of the journeys our customers take as they experience our current services, as well as further integrate human-centered design as we develop and deploy service improvements, such as by improving our SSI application process.

**CX Management Disciplines:**

- Customer research and understanding,
- CX measurement,
- Customer journey mapping,
- Human-centered design, and
- Customer-centric culture.

Our CX team coordinates agency-wide CX management practices and standards, and guides, educates, and helps ensure we consistently prioritize the customer's experience. Our CX governance structure, comprised of critical agency executives, helps guide our enterprise approach. We partnered with an industry leader to provide CX training to our agency's leaders, laying the groundwork to increase collaboration, break down silos, engage stakeholders, and guide our transformational work.

We are working to centralize how we collect customer feedback, designing a more deliberate program that ensures we have real-time data directly from customers on our agency's performance. We successfully migrated all online surveys to the new Voice of Customer (VoC)

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Feedback platform—a major milestone towards standardizing and integrating VoC feedback within our decision-making processes. We established a baseline satisfaction measurement tool that complies with Federal requirements, allowing customers to access our survey at any time and provide feedback on their experiences. We marketed our survey across all major service channels (i.e., online, National 800 Number, and field offices).

**Contributing to Life Experience Efforts**

We are partners in the Administration's life experience projects, which intend to help streamline service delivery at some of the most critical moments in people's lives. We are particularly engaged in the *Approaching retirement* and *Facing a financial shock* Life Experiences. For example, we supported the *Approaching retirement* team effort by conducting extensive research and outreach to learn about the experiences of low-to-middle-income seniors approaching retirement age. For additional information about specific projects resulting from this work, see https://www.performance.gov/cx/projects/.

As this effort continues, we are supporting several of these projects including the recently announced effort to increase access to decision-making support for seniors through community partnerships and streamlining benefits applications processes.

In FY 2024, the Budget includes $9 million in the Department of Health and Human Services Budget for CMS and SSA to jointly pilot efforts to improve the Medicare enrollment experience. Throughout FY 2023, we are strengthening connections and collaboration between CMS and SSA to improve the Medicare enrollment experience for people applying for Medicare benefits, including those enrolling in Medicare before enrolling in Social Security. These updates have been focused on our respective websites and informational handoffs between agencies. In FY 2023, SSA is also scoping and developing a plan for FY 2024 efforts to streamline the application process for Medicare enrollment, including exploring options to eliminate the need to have to wait for a Medicare card in the mail to access coverage.

**Focused Improvements to Priority Services**

In accordance with EO 14058, we are designing and delivering services that focus on the experiences of the people we serve, including by:

- Expanding digital services to provide convenient, user-friendly, and secure self-service options to our customers. In FY 2023, we launched our redesigned ssa.gov website. This new website aims to improve customer service and task completion. Visitors to ssa.gov are greeted with a task-focused site designed through direct outreach with customers. We launched the redesigned retirement section leveraging modern human-centered design standards. Our customer satisfaction for our website has improved. The team is iteratively moving services to the new website design, updating the Medicare content. We will monitor customer feedback to identify and consider future improvements.
- Adopting modern ways to operate, which requires updating outdated policies on the format of document and signature submissions, and re-engineering back-end business

models to provide a better experience for our customers.  For example, in FY 2023, we are implementing an online process to allow customers to upload several forms that do not require original documents or signatures, such as the Adult Disability Report (SSA-3368-BK) and Request for Hearing by ALJ  (HA-501).  In addition, we plan to add the ability to upload forms with an electronic signature, such as Application for Retirement Insurance Benefits (SSA-1-BK), Authorization to Disclose Information to the Social Security Administration (SSA-827), and SSI Notice of Interim Assistance Reimbursement (SSA-l8125).

- Defining cross-functional journey transformation teams for our three priority service designations,[1] including, *Filing for Social Security Retirement Benefits*, *Applying for a Replacement Social Security Card*, and *Obtaining Adult Disability Benefits*.  In FY 2023, we launched the first journey transformation team for the *Obtaining Adult Disability Benefits* service to better understand the customer experience.  Based on the journey map and identified customer pain points, we will pursue improvements, using human-centered design, to make our services easier to access and use.  Based on lessons learned from the first cross-functional team, we will organize more teams to focus on additional journeys starting in FY 2024.  The work will include service-specific customer research, pain point prioritization, service design, stakeholder engagement, and performance measurement.  To learn more about planned actions to improve customer experience and performance for our three priority services, visit https://www.performance.gov/cx/agencies/ssa/.

We will build internal capacity to improve our priority service designations in both FY 2023 and FY 2024.  Several of our planned FY 2023 actions include:

- Maturing our VoC architecture to establish customer feedback collection for different touchpoints and service delivery channels across our priority service designations.  In FY 2023, we began using VoC to collect customer feedback in accordance with OMB A-11 Section 280.  In FY 2024, we plan to share VoC feedback more widely throughout the agency.  We plan to use insights derived from our VoC feedback collection to develop and implement human-centered design solutions to address customer pain points and improve customer satisfaction.
- Expanding the availability of the Internet Social Security Number Replacement Card (iSSNRC) application to allow members of the public to obtain a:
  - no-change Social Security number (SSN) replacement card by mail in the remaining three States where it is currently unavailable (i.e., Alaska, New Hampshire, and Oklahoma); and
  - name change SSN replacement card based on marriage.  We plan to expand this service to Maine, Montana, North Dakota, and Michigan in FY 2023.  In

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[1] Per Executive Order 14058, 86 FR 71357 (December 16, 2021). Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government, "the head of each HISP shall, in consultation with the Deputy Director for Management of OMB, annually designate a limited number of services for prioritized improvement (designated services). Identification of designated services should be based on the moments that matter most to the individuals served, as illustrated through human-centered design and other research, and on those services' public-facing nature, the number of individuals served, the volume of transactions, the total Federal dollars spent, the safety and protection of lives, or the critical nature of the services provided in the lives of the individuals they serve."

- o   FY 2024 we plan to expand to an additional 12 States, subject to their State technical capability.
- Expanding the Enumeration Beyond Entry process to include individuals applying for naturalization, eliminating the need to visit a field office or card center for a SSN replacement card.

For more information about our CX efforts, please see our *FYs 2022–2026 Agency Strategic Plan, FYs 2022–2024 Annual Performance Plan and Report*, and performance.gov.

## ADVANCING DIVERSITY, EQUITY, INCLUSION, AND ACCESSIBILITY (DEIA)

We are committed to administering our programs in a way that promotes equity and treating all individuals who interact with us with fairness. We recognize that the design of our administrative system can pose barriers to people who need our programs the most. We are also committed to enhancing the diversity and richness of our workforce to cultivate and maintain an inclusive work environment where individual differences are valued, and employees are treated with dignity and respect.

This exhibit provides a summary of our efforts to advance DEIA in support of the President's Management Agenda and Executive Orders (EO) 13985, 13988, 14035, 14031, and 13175.

### EO 13985, *Advancing Racial Equity and Support for Underserved Communities through the Federal Government*

Our Equity Team coordinates agency-wide and interagency efforts and opportunities to ensure equity in our program access in accordance with EO 13985.  The Equity Team workgroups address the following program and policy topics:

- Increase outreach and develop relationships with diverse advocates, civil rights organizations, and community organizations; and

- Identify and address systemic and administrative barriers to participation in our programs, target outreach to underserved communities, and improve service delivery using a multi-faceted approach.

We implemented EO 13985 in a variety of ways, including the following examples:

- We sent a total of 1.4 million outreach mailers in phases to Social Security beneficiaries who may also be eligible for Supplemental Security Income (SSI).  The mailer, released in English and Spanish, provided the national toll-free number to assist recipients in determining eligibility for SSI.

- We provided online resources and conducted training for organizations and individuals who assist others in applying for SSI, providing more trusted resources within communities to help people access services.

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- We launched an online SSI Protective Filing (eSPF) tool that allows individuals or someone assisting them, to schedule an appointment to apply for the SSI program and set the protective filing date for benefit purposes. As of February 5, 2023, there have been over 500,000 successful transactions using eSPF, nearly 250,000 of which were third-party requests. For additional information, please see the *Outreach to People Facing Barriers* exhibit.

- In November 2022, we increased the maximum fee that claimant representatives can charge and collect under section 206(a)(2) of the Social Security Act from $6,000 to $7,200. This was the first increase in 13 years.

- We are encouraging participation in our research grants by Historically Black Colleges and Universities (HBCU) and institutions serving students of color (ISSC). The Retirement and Disability Research Consortium (RDRC) shared information on grant funding opportunities with over 35 HBCUs. In FY 2022, 11 RDRC research projects involved scholars from HBCUs and ISSCs. We participated in the 2022 HBCU Week Career and Recruitment Fair to provide information about research, grant, and cooperative agreement opportunities and the process for applying for those opportunities.

- We updated our policy to ensure equitable disability determinations. Although African-American people make up just 12 percent of the United States population, they make up about 35 percent of people with kidney failure. We ended the use of a race-based estimated glomerular filtration rate to measure kidney impairment, which was leading to the misdiagnosis of kidney impairment as less severe for many African Americans. This change in policy conforms with scientific advancements and recommendations from the medical community and kidney patients.

- We compiled and published research and statistics detailing the demographic makeup of SSA program populations. In addition, we made our Racial Equity Research, Statistics, and Data Resources available to the public.

**EO 13988, *Preventing and Combating Discrimination on the Basis of Gender Identity or Sexual Orientation***

Through the White House's interagency policy committee on Gender Markers, we have collaborated with executive branch partners and external stakeholders to advance gender equity in our programs. We made the following accomplishments to improve service delivery to gender-diverse and transgender people:

- We offer our customers the option to self-select their sex (male or female) on their Social Security number record. Individuals no longer need to provide medical or legal documentation of their sex designation.

- We added an Inclusive Language Guide to our agency-wide guidance for internal and

external publications. Inclusive language recognizes diversity, promotes respect, and fosters participation by all. Inclusive language is language that avoids the use of certain expressions or words that might be considered to exclude particular groups of people (e.g., gender-specific words). This is particularly important for individuals who have been historically affected by inequality and persistent poverty, including but not limited to individuals in the Black; Latino; Indigenous and Native American; Asian American, Native Hawaiian and Pacific Islander; Lesbian Gay Bisexual Transgender Queer and Intersex+; and immigrant communities, as well as individuals with disabilities.

## EO 14035, *Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce and the President's Management Agenda*

Our Diversity, Equity, Inclusion, and Accessibility (DEIA) vision is to "enhance the richness of our workforce diversity and sustain an inclusive work environment where individual differences are valued, and employees are treated with dignity and respect." We implemented four goals to ensure a culture where DEIA principles are foundational elements of our norms and values. These include:

- Hire and promote the Nation's best talent and build a diverse and representative workforce through an open and fair process consistent with merit systems principles;

- Ensure that all employees have equal opportunities to advance in their careers and grow as leaders by mitigating any potential biases or barriers to professional development and promotion;

- Expand the availability of DEIA training to promote a respectful, safe, and inclusive workplace, and foster an increased understanding of implicit and unconscious bias; and

- Improve accessibility related to employees with disabilities, enhance data collection and analysis of reasonable accommodations (RA) requests to inform agency RA policies, and increase function, evaluation, and compliance of the Architectural Barriers Act Accessibility Standards.

In support of these goals, we have accomplished the following:

- Established an agency DEIA Curriculum for agency staff.

- Elevated the Office of Civil Rights and Equal Opportunity (OCREO) to a Deputy Commissioner-level office reporting directly to the Commissioner. This organization advances equity by promoting principles of equal employment opportunity and an inclusive work environment that values diversity and empowers individuals from all backgrounds to participate fully in support of our mission. OCREO also accomplished the following:

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> o Established and implemented a Center for Compliance to ensure grant recipients of Federal funds are complying with anti-discrimination civil rights provisions.
>
> o Created a Civil Rights and Diversity Empowerment Portal, which provides all agency employees a select series of Equal Employment Opportunity and Diversity Equity Inclusion Accessibility training products. This training provides tools and resources to assist our employees in serving the public equitably.

**EO 14031,** *Advancing Equity, Justice, and Opportunity for Asian Americans, Native Hawaiians, and Pacific Islanders*

Our commitment to advance equity, justice, and opportunities for Asian American, Native Hawaiians, and Pacific Islander (AA and NHPI) communities includes:

- **Addressing potential disparities in hiring and promoting AA and NHPI employees.** We partnered with our Advisory Councils, including the Pacific and Asian American Advisory Council (PAAAC), to conduct a Senior Executive Service Readiness Seminar Series as part of our ongoing leadership development initiatives to ensure a diverse and inclusive workforce. Our Advisory Councils are affinity groups, similar to employee resource groups in other agencies. The seminar hosted 737 employees representing all 8 advisory councils.

- **Hosting a New York regional roundtable for the White House Initiative on Asian Americans, Native Hawaiians, and Pacific Islanders (WHIAANHPI) to discuss access to agency services, mental health, business resources, and funding.** Participants included 40 AA and NHPI-serving organizations in New York and New Jersey, 20 Federal agencies, and WHIAANHPI's Acting Executive Director, Laura Shin.

- **Translating publications in Tagalog and Simplified Chinese for posting on our website.** We produced these translations in support of the White House Naturalization Working Group advancing EO 14012, *Restoring Faith in Our Legal Immigration Systems and Strengthening Integration and Inclusion Efforts for New Americans*.

- **Making linguistic updates to our visitor intake kiosks to facilitate the check-in process.** Volunteers from all 10 regions, including National PAAAC members, who possessed proficiency in reading, writing, and speaking 18 languages reviewed these enhancements to help us account for nuances in the dialects of various languages including Cambodian, Cantonese, Gujarati, Hindi, Hmong, Korean, Mandarin, Punjabi, Tagalog, and Vietnamese.

**EO 13175,** *Tribal Consultation and Strengthening Nation-to-Nation Relationships*

We are committed to supporting the White House initiative on Tribal Nations. In FY 2022, we established an Office of Native American Partnerships, which serves to elevate and centralize efforts to administer comprehensive programs and policies related to American Indians and Alaska Natives. This office will enhance the agency's relationship with Tribes and serve as the primary point of contact on Tribal affairs for all stakeholders. Additionally, the Acting Commissioner visited the Spokane Tribe of Indians, where we are working to overcome their lack of access to our field offices by establishing video conference for members with the closest field office.

**Improving Equity in the SSI Program**

The complexity of our SSI program—driven by legislative, regulatory, and sub-regulatory requirements— can pose challenges for some program applicants. Many of our customers may face barriers to conducting business with us online due to limited access to technology, housing insecurity, lack of credit history, difficulty understanding the procedures to establish online accounts, or reliance on third parties for assistance.

We established a FYs 2022-2023 Agency Priority Goal to improve customer experience and advance equitable access to our SSI program to:

> Improve equity in our Supplemental Security Income program through increased outreach and improved benefit delivery, including to communities of color and underserved communities.

- By September 30, 2023, increase the number of all SSI applications by 15 percent, relative to the 2021 baseline, restoring rates closer to pre-pandemic levels.
- By September 30, 2023, increase the number of SSI applications from underserved communities by 25 percent, relative to the 2021 baseline.

In FY 2022, we received over 1.6 million SSI applications and over 120,000 applications from underserved communities.

Additional information on many of the efforts listed are in the *Equity Action Plan, DEIA Strategic Plan 2022-2023, AA and NHPI Action Plan, Annual Performance Report FYs 2022–2024*, and Performance.gov.

## OUTREACH TO PEOPLE FACING BARRIERS

Applications for adult and child disability benefits, particularly for Supplemental Security Income (SSI), decreased during the pandemic. We developed and implemented targeted strategies to assist people facing barriers in accessing our programs and services. People with low income, limited English proficiency (LEP), at-risk of homelessness, and those with mental or intellectual disabilities are among our targeted groups.

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The FY 2024 President's Budget will invest in enhancing our targeted strategies to simplify and expand access to our programs, which will especially help underserved people. Building on our successes in FY 2022 and FY 2023, we will conduct additional outreach, collaborate with community groups serving people facing barriers, and continue to simplify the SSI application process and policies. These efforts support one of our two-year FY 2022-2023 Agency Priority Goals, which is to improve equity in the SSI program through increased outreach and improved benefit delivery, including communities of color and other underserved communities. Please see our [Annual Performance Report FYs 2022 - 2024](#) for additional information.

We continue to focus on five initiatives to improve access to our programs.

**Initiative 1:  Third-Party Assistance**

We are continuing our robust, nationwide communications strategy to reach people most at risk of missing potential eligibility for our programs, including children with disabilities. As part of our efforts, we hold regular meetings with partner groups and organizations to identify ongoing challenges in reaching and helping underserved communities and potential solutions for overcoming these challenges. As a result of these conversations, we launched a national advertising campaign, in English and Spanish, on television, radio, and social media, with an emphasis on how to apply for benefits for children with disabilities. In FY 2023 and FY 2024, we will build on our advertising campaign with an emphasis on reaching people in underserved communities that experienced the greatest decline in SSI applications between FY 2019 and FY 2021. Our advocate partners also help us share information through their networks.

We are working with third parties (e.g., community legal aid organizations, faith-based groups, social services organizations) to identify and assist people who may be eligible for our programs and have an interest in filing an SSI application. In FY 2022, we implemented a streamlined intake process for designated third-party partners to use. The streamlined process includes an SSI application form that can be completed electronically and submitted via email from trusted partners. Where appropriate, we will encourage our partners to use the online protective filing tool we launched in FY 2022. The tool provides a simple way for people and third parties to express interest in filing for SSI and establishes a protective filing date. We will expand the role of our Vulnerable Population Liaisons (VPL) to assist all community-based organizations in helping their clients file for SSI.

Our FY 2024 Research Budget includes funding for an evaluation to assess the effectiveness of these outreach efforts.

FY 2022 Accomplishments:
- Launched a category of informational blogs called "People Facing Barriers" on our [Social Security Matters blog](#). Since launching, we have featured several guest bloggers on topics, including homelessness and SSI for children with behavioral disabilities.
- Continued social media outreach using Facebook, Twitter, and Instagram to spread the message to vulnerable populations.
- Continued to spread the word to inform people facing barriers through articles in our [Monthly Information Package](#) and [Social Security Update](#) newsletter.
- Added content on our ["People Helping Others" website](#), which provides online resources

for third parties who are helping people apply for SSI and access our services.
- Created a new people facing barriers resource page for groups and organizations, along with an updated resource page for faith and community partners.
- Continued our paid social media and search engine marketing ads referring people to both our SSI page on our website and our apply page for SSI for children in English and Spanish.
- Conducted 15,291 outreach events with community-based partners from October 1, 2021 through December 25, 2022 with our Public Affairs Specialists. We secured 5,212 total commitments from 1,884 organizations through December 2022[1], and we expect the number of engagements and partners to continue rising:
    o 1,898 partners agreed to help people apply for SSI.
    o 2,076 partners agreed to provide SSA information sufficient to establish a lead/protective filing.
    o 4,098 partners agreed to refer potential applicants to SSA.
- Provided in-depth training for those partners committed to assisting people with filing SSI applications.
- Since tracking began in June 2021, we have received 4,582 SSI applications from third-party partners through September 2022.
- Created an internal repository of information on outreach, engagement, and reporting to help track our engagements and training.
- Monitored the Third-Party Assistance initiative to assess the program through a survey of our third-party partners.

FY 2023 Plans:
- Continue the Social Security Matters blog, People Helping Others website, and social media campaigns.
- Increase our paid social media and search engine marketing ads targeting underserved communities.
- Build on resource materials available for third parties assisting people accessing SSI.
- Expand our VPLs to serve all community-based organizations for people seeking to apply for SSI.
- Conduct a review of the Third-Party Assistance program to identify trends and lessons learned to inform future SSI simplification efforts.
- Use the Partnership Assessment Survey feedback to help determine how we improve our partnerships and outreach to ensure access to SSI, particularly in underserved communities.
- Develop an evaluation design for assessing outreach strategies.
- Leverage more print media for people who are not connected online, expand translations in other languages for select media, and air new radio/TV PSAs and radio advertisements.
- Between June 26, 2021 and February 26, 2023, we received over 6,000 SSI applications from third-party partners.

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[1] Individual partners may commit to provide more than one service option when assisting people; 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**

FY 2024 Plans:
- Maintain the Social Security Matters blog, People Helping Others website, and social media campaigns.
- Create vignettes and tools for our "People Helping Others" website based on customer and advocate feedback.
- Expand our paid social media and search engine marketing ads.
- Monitor the Third-Party Assistance workload and improve how we partner with community-based organizations using customer feedback and ongoing advocate engagement.
- Award evaluation contract for our communications outreach efforts.

**Initiative 2:  Increase Outreach to SSI Kids**

To increase awareness about SSI disability payments for children, we created a national outreach campaign.  As part of our campaign, we tested television and radio public service announcements (PSA) with instructions on how to apply for SSI.  We also developed social media advertising focused on SSI disability for children.  We collaborated with national and local third-party groups on the content of the PSAs and to share outreach toolkits through their networks.  Additionally, we optimized the public-facing webpage and related information on how to apply for SSI disability for children.

FY 2022 Accomplishments:
- Launched television PSAs in English and Spanish in September 2021, which generated 115.5 million total impressions through September 2022.
- Ran social media and search engine marketing ads in English and Spanish since March 1, 2021, which have generated 1.62 million visits to the SSA website and nearly 202.5 million impressions through September 2022.

FY 2023 and FY 2024 Plans:
- Promote our television and radio PSAs, run paid social media and marketing campaigns, and promote the outreach toolkit.
- Implement a zip code-based targeted campaign for underserved communities to increase awareness about SSI and increase SSI applications.
- Host quarterly meetings with the advocate community to hear important issues and generate new ideas for reaching parents and caregivers.

**Initiative 3:  Regulatory/Sub-Regulatory Changes**

We are working to simplify our 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.  On February 15, 2023, we published in the *Federal Register* a Notice of Proposed Rulemaking (NPRM), Omitting Food from In-Kind Support and Maintenance Calculations.  This proposal would benefit people with disabilities and aged persons who are struggling to meet basic food and shelter expenses, as the 2023 Federal maximum SSI payment amount (i.e., $10,968/year) is lower than the current Federal poverty level (i.e., $14,580) for an individual.  Furthermore, the proposed rule fosters equity in the SSI program by ensuring that we treat food assistance

uniformly regardless of the source and removes barriers to food security for persons affected by persistent poverty.

We are also exploring changes to our shelter-based ISM policy. The President's Fall 2022 Regulatory Agenda includes two new proposed rules (Expand the Definition of a Public Assistance (PA) Household; Expand the Second Circuit (Connecticut, New York, Vermont), Seventh Circuit (Illinois, Indiana, Wisconsin), and Texas Rental Subsidy Policy Nationwide) which aim to simplify our consideration of an individual's living arrangement, as well as make the program more accessible for people who are in need.

We are streamlining our policies related to temporarily institutionalized claimants. People may continue to receive their regular SSI payments for stays in a facility of less than 90 consecutive days, provided the recipient requests to receive the payments, and a physician certifies, in writing, that a stay is temporary. We are simplifying this process by finalizing implementation of a new form SSA-186 *Temporary Institutionalization Statement to Maintain Household and Physician Certification,* which standardizes the process for obtaining benefit continuation using a prescribed form during periods of temporary institutionalization for SSI recipients.

We intend to use extramural research funds to expand the Interventional Cooperative Agreement Program (ICAP) to assist claimants who are facing barriers to apply for or appeal decisions on claims for SSI or SSDI benefits. 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 SSDI and SSI. We will request applications and award new projects each year.

Additionally, in an effort to increase transparency with the public, we shared detailed policy guidance and processing instructions to assist in understanding the steps employees take when processing various workloads.

FY 2022 Accomplishments:
- Developed Form SSA-186 *Temporary Institutionalization Statement to Maintain Household and Physician Certification*.
- Increased the tolerance for the proportional share for ISM from $5 to $20 on October 1, 2021.
- Developed and published a request for applications for the first two rounds of ICAP.
  - One of the FY 2022 ICAP awards was made to Mathematica for the Transition Exploration Demonstration (TED). The TED project will consist of a randomized controlled trial of an employment intervention for youth (ages 16 – 24) with disabilities who are transitioning into the adult workforce. The intervention includes two waivers of current policy for treatment group participants – a waiver allowing SSA to make direct referrals to the state vocational rehabilitation agency, as well as a waiver of earned income during the intervention project period.
  - Conducted start up activities for the Criminal Justice Coordinating Council (CJCC) intervention under the ICAP cooperative agreement.
  - Hosted a public informational session to promote awareness of ICAP on February

> 2, 2022.
> - ○ Hosted a webinar on August 3, 2022, for potential ICAP applicants to learn more about the program and how to apply.
> - ○ The application period for the second round of ICAP closed on September 15, 2022.
- Shared policies and procedures with the public, as appropriate.

FY 2023 Plans:
- Continue work with Mathematica for the TED project.
- Begin implementation of the intervention planned under the ICAP CJCC project.
- Begin the FY 2023 ICAP solicitation.

FY 2024 Plans:
- Finalize necessary actions to remove food from ISM calculation.
- Implement the interventions awarded under the FY 2022 and FY 2023 ICAP solicitations.
- Begin the FY 2024 ICAP solicitation.

**Initiative 4:  Streamlining the SSI Application and Increasing Accessibility**

We are incorporating human-centered design into a streamlined SSI application and process, which includes updating some of the questions and making the application available online.

We propose to revise our regulations and to simplify policies and business processes to make it easier for people facing barriers who may need assistance to establish protective filings.  These revisions remove the requirement for a beneficiary to provide written consent for a third party to act on their behalf.

FY 2022 Accomplishments:
- Implemented an online SSI Protective Filing (eSPF) tool in March 2022 that allows a person (or a third-party) to express intent to apply for SSI and request an appointment to file an application for SSI.
  - ○ As of February 5, 2023, there have been over 500,000 successful transactions using eSPF, nearly 250,000 of which are third-party requests.
  - ○ Completed the package for the full Paperwork Reduction Act clearance for the eSPF tool required from OMB before the emergency request expiration on September 20, 2022.  The 60-day Federal Register Notice for the package was published on June 8, 2022, and thehe 30-day comment period Notice was published.
- Engaged in listening sessions with SSI advocates to identify barriers for completing our SSI forms and application process.  We will use the feedback from the sessions to support our human-centered design approach.
  - ○ Analyzed the SSI application for opportunities to streamline and simplify it. Based on our analysis, we concluded:
    1. The application contains two distinct types of questions: eligibility and development.

2. Most of the eligibility questions apply to all applicants while the development questions depend on the applicants' responses to the eligibility questions and their unique circumstances.
3. Revising the application to be more user-focused rather than simply digitizing the current application (even with some refinements) will produce a better customer experience for claimants.

- o Created a hybrid and user-focused approach to the SSI application which would: 1) capture the claimant's responses to basic eligibility questions for SSI online, and 2) schedule an appointment with a field office technician to ask the development questions necessary to complete the process. For example, for applications for disability, the development questions will obtain the information necessary for transfer to the State disability determination service.
- o Began exploring ways to modify and improve the basic eligibility questions to meet our statutory requirements and continue to meet customers' expectations of an accessible, minimally burdensome, and user-friendly design.
- o Conducted human-centered design testing of the simplified basic eligibility SSI application.

FY 2023 Plans:
- Based on the results of the human-centered design testing, began developing a roadmap for deliverables associated with the online simplified SSI application.
- Placed the development project under a Project Management Office with a lead executive reporting directly to the Acting Commissioner.
- Developed a communications strategy to inform the public and third parties about the simplified basic eligibility SSI application.
  - o Created a marketing campaign based on the concept of "Basic Needs" to target specific ZIP codes with a 30-plus percent decline in SSI applications between FY 2019 and FY 2021.
  - o Optimized www.ssa.gov/ssi as a landing page for our marketing materials.
  - o Developed PSAs for radio and television.
  - o Created paid radio advertisements and local publications to reach people in rural areas.
  - o Developed a robust social media campaign, including YouTube video advertisements, paid social media, and online display advertisements.
  - o Developed a direct mail campaign targeted to specific ZIP codes.
  - o Created signage for convenience stores, bus shelters, street furniture/urban panels, interior bus signs, and inserts in drugstore bags.

FY 2024 Plans:
- Continue development of the online simplified SSI application containing the basic eligibility questions.
- Based on continued human-centered design testing, develop enhancements to the simplified basic eligibility SSI application and the technician-supported development process.
- Develop solutions based on discovery and customer feedback.

**Limitation on Administrative Expenses**

**Initiative 5: Conduct Targeted Mailings for Title II Beneficiaries Who May Face Barriers and May Be Eligible for SSI**

We initiated an SSI mailer project to encourage current Social Security beneficiaries receiving less than the maximum monthly Federal SSI payment to apply for SSI. In total, we have identified 1.4 million potentially eligible people, many who face barriers to our services.

We launched a direct SSI children's outreach initiative with Pennsylvania's Department of Human Services (PADHS) in collaboration with third-party organizations. Under this initiative, PADHS used Medicare and Medicaid data to identify about 7,800 children who might be eligible for SSI and sent to their households' information on the SSI program, how to obtain third-party assistance, and how to contact SSA. This initiative launched in FY 2022 with 500 mailings and will continue in FY 2023 with targeted outreach to the remaining children's households. This initiative will inform future outreach initiatives to potential claimants identified through data matching.

FY 2021 and FY 2022 SSI Mailer Project Efforts – Phase 1:
- Mailed 200,000 notices from mid-December 2020 through March 2021 to Social Security beneficiaries in three of the most affected groups. Specifically, beneficiaries who are:
  - Age 18-64 and receiving SSDI benefits;
  - Age 65-84; and
  - Age 65-84 who have LEP.
- The results of this mailing as of February 10, 2023 are:
  - 14,824 SSI applications taken (7.41 percent of total mailers sent);
  - 6,995 SSI applications approved (3.50 percent of the total mailers sent or 46 percent of the total SSI applications taken); and
  - Total SSI payments based on Phase 1 efforts to date are $1.55 million.

FY 2021 and FY 2022 SSI Mailer Project Efforts – Phase 2:
- Released 465,000 mailers from June 2021 to November 2021.
- Leveraged our experience from the first mailer to improve our processes for the subsequent mailings as follows:
  - Added beneficiaries age 85 and older, including those 85 and older who have LEP.
  - Refined our data screening to better target mailing to people who are potentially eligible for SSI. For example, we added screening criteria to precisely identify and remove people receiving a non-covered pension who would not be eligible for SSI payments. After this additional screening, we found about 1.2 million potentially eligible beneficiaries.
  - Shortened and simplified the notice, which included a one-page fact sheet about the SSI program.
  - Sent an email notification, in addition to the paper notice, to beneficiaries who have provided us with an email address.
- The results of this mailing as of February 10, 2023, are:
  - 38,293 SSI applications taken (8.24 percent of total mailers sent).
  - 17,282 SSI applications approved (3.72 percent of the total mailers sent); and

- $4.10 million total SSI payments based on Phase 2 efforts.

FY 2022 and FY 2023 SSI Mailer Project Plans – Phase 3:
- Mailed 735,000 mailers between April 2022 through December 2022.
- The results of this mailing as of February 10, 2023 are:
  - 43,251 SSI applications taken (5.88 percent of total mailers sent);
  - 22,597 SSI applications approved (3.07 percent of the total mailer sent); and
  - Total SSI payments based on Phase 3 efforts are $5.43 million.
- The overall total SSI payments for Phase 1, Phase 2, and Phase 3 to date are $11.09 million.

FY 2023 and FY 2024 Plans:
- Receive and process applications from people who received mailers.

**Table 3.24–Estimate of Costs for Assisting People Facing Barriers**

| Initiative | FY 2022 Actual | FY 2023 Estimate | FY 2024 Estimate |
|---|---|---|---|
| Third-Party Assistance | $25,073,000 | $25,063,000 | $34,790,000 |
| Outreach to SSI Kids | $1,398,000 | $1,486,000 | $1,635,000 |
| Regulatory/Sub-Regulatory Changes | $555,000 | $3,527,000 | $533,000 |
| SSI Application Streamlining/Accessibility | $3,028,000 | $9,448,000 | $22,789,000 |
| Targeted Mailings and Outreach | $12,949,000 | $4,701,000 | $0 |
| **Total** | **$43,003,000** | **$44,225,000** | **$59,747,000** |

**INFORMATION TECHNOLOGY**

# Introduction

Our information technology (IT) request for fiscal year (FY) 2024 demonstrates our commitment to improving service to the millions of people who expect timely and accurate help from us as a designated High Impact Service Provider.  In support of Executive Order (EO) 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*, we are establishing simple and secure services using human-centered design to provide a more consistent, equitable, and accessible experience for our customers, while reducing the manual processes that are burdensome for our employees.

We are expanding our robust cybersecurity program in support of EO 14028, *Improving the Nation's Cybersecurity* and Office of Management and Budget (OMB) Memorandum (M-22-09), *Moving the U.S. Government Toward Zero Trust Cybersecurity Principles*.  With funding we received from the Technology Modernization Fund (TMF), we will accelerate our

## Limitation on Administrative Expenses

Multifactor Authentication (MFA) project to improve our information security posture and reduce risks from compromised credentials. The funding will allow us to expedite our plan to enable phishing-resistant MFA to additional systems on which our frontline personnel depend to provide essential services. In addition, we are strengthening our digital identity processes to comply with the *Creating Advanced Streamlined Electronic Services for Constituents Act*.[1]

While we develop new IT capabilities, we must provide stable and secure access to our existing systems. We dedicate funding to the operations and maintenance expenses necessary to run our current systems, such as telecommunication costs, software maintenance, and refreshment of current infrastructure.

**Table 3.25—Total Information Technology Systems (ITS) Budget Authority [a]**

| (Dollars in Millions) | TAFS Code | FY 2022 [b] | FY 2023 [c] | FY 2024 |
|---|---|---|---|---|
| ITS New Budget Authority | 028238704 | $1,359 | $1,254 | $1,518 |
| Prior Year Transfer/Carryover | 028X8704 | $211 | $200 | $150 |
| IT Reimbursables | 028238704 | $9 | $9 | $9 |
| Recovery Act (National Support Center (NSC) | 028X8704 | $0 | $0 | $0 |
| Benefits Modernization (Dedicated No-Year Funding) | 028X8704 | $0 | $0 | $50 |
| *Subtotal ITS* | | *$1,579* | *$1,463* | *$1,727* |
| Internal Labor (Payroll) | 28238704 | $628 | $697 | $776 |
| Special Appropriation Internal Labor (Payroll) ($415M) | 028X8704 | $0 | $0 | $0 |
| *Subtotal Payroll* | | $628 | $697 | $776 |
| **Total** | | **$2,207** | **$2,160** | **$2,502** |

*Note: Totals may not add due to rounding*

[a] Excludes Technology Modernization Fund funding.
[b] FY 2022 includes $126,151 for IT Modernization dedicated funding for payroll.
[c] FY 2023 includes $123,090 in Recovery Act funding.

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[1] The *Creating Advanced Streamlined Electronic Services for Constituents Act* requires agencies to accept electronic identity proofing and authentication processes for an individual to give consent to disclose their records.

# IT Modernization Accomplishments

In FY 2022, we completed the fifth and final year of our IT modernization efforts outlined in the *IT Modernization Plan*.  The early years of our IT Modernization program focused on planning and developing modern application capabilities, functionality, and features.  Table 3.26 lists our realized quantifiable benefits from IT Modernization initiatives.  In line with original IT Modernization goals, measured improvements in systems and process efficiencies allow greater workload throughput and faster service delivery to the public.  This foundational work will realize benefits into the future.  These cost avoidances and efficiencies let us focus on staffing in our frontline service components and serve more customers than we would have been able to otherwise.

**Table 3.26—Benefits Realized During the FY 2018–2022 IT Modernization Funding Period**

| IT Modernization Cost Avoidance and Efficiencies | |
| --- | --- |
| **Domain** | **Totals** <br> **(in millions)** |
| Benefits | $20.7 |
| Communications | $17.2 |
| Data | - |
| Disability | $43.3 |
| Earnings | $15.2 |
| Enumeration | $212.1 |
| Infrastructure | - |
| Service Delivery | $24.7 |
| **FY 2018—FY 2022 Program Total** | **$333.1** |

Notable accomplishments from our IT Modernization Plan:

| Domain | IT Modernization Accomplishments |
| --- | --- |
| **Benefits:** | <ul><li>Implemented an Evidence Portal which provided a single gateway for multiple document repositories and reduced employee time required to search for case documents by 63 percent.</li><li>Reduced the need for manual intervention by employees and increased payment and processing accuracy through processing center automation.</li></ul> |
| **Communication:** | <ul><li>Expanded the availability of electronic notices through *my* Social Security and offered customers the choice to opt-out of receiving mailed notices.</li><li>Simplified notice language to ensure the public understands their options, responsibilities, and rights.</li><li>Increased security/customer data protection by removing the Social Security number (SSN) where possible from mailed documents.</li></ul> |

| Domain | IT Modernization Accomplishments |
| --- | --- |
| **Data:** | • Enabled data accessibility, integrity, timeliness, stewardship, semantic consistency, and accountability for our data assets in a secure, single source known as the Enterprise Data Warehouse.<br>• Modernized data collection for customer information through the enterprise-level Person Information initiative. |
| **Disability:** | • Implemented the Hearings & Appeals Case Processing System (HACPS), which increased the visibility, accuracy, and efficiency of electronic case processing nationwide. Vendors who have cases processed in HACPS can file invoices electronically, view call orders and invoices, and receive electronic notification of payments.<br>• Provided real-time decision support to adjudicators through Intelligent Medical Language Analysis Generation (IMAGEN).<br>• Created the Insight tool (leverages the Natural Language Processing toolkit), which offers immediate quality review feedback that results in faster and more accurate disability decisions by expediting information retrieval. |
| **Earnings:** | • Developed a Wage File Upload application to process Wage and Tax Statements. The new system has reduced resubmission notices and the number of calls to the agency.<br>• Modernized earnings queries to improve the way our technicians retrieve and view earnings data. Updated user interfaces to provide easily understandable data in one application. |
| **Enumeration:** | • Introduced the Online Social Security Number Application Process (oSSNAP) that allows U.S. citizens and non-citizens to begin their application for an original or replacement SSN card online and identifies the necessary evidence for an SSN card before coming to the local office to complete the application. This service expedites the application process and reduces customer time in the office. |
| **Infrastructure:** | • Established a Cloud Management Platform for consistent resource management of cloud services, reduced administrative overhead, increased security, and resulted in a user-friendly process.<br>• DevOps efforts have integrated development and operational teams to promote collaboration, foster innovation, and transform automation capabilities. Our Progressive Life Cycle approach has enabled us to reduce time between deployments, driving better value and more timely service for our customers. |

| Domain | IT Modernization Accomplishments |
|---|---|
| **Service Delivery:** | • Streamlined our registration process for the *my* Social Security portal and partnered with the General Services Administration (GSA) to allow Login.gov users access without having to create another identity credential. <br> • Reduced technician task time and reliance on legacy systems while improving quality of service through an enhanced Technician Experience Dashboard. <br> • Enhanced our visitor intake process with mobile check-in, text and email alerts, and authentication using unique identifiers to enhance customer data security. |

In FY 2023, we are transitioning our IT modernization efforts to a strategy that will serve as our roadmap to increase and improve our digital services. Our Digital Modernization Strategy will build on the successes delivered in our IT Modernization efforts and guide our plan to use technology to improve service delivery to customers, employees, and the agency. It reinforces our commitment to improve business performance with technology and aligns with the President's Management Agenda and our *Agency Strategic Plan*.

## FY 2022 Accomplishments

Over the past decade, we have phased out many of our older computer systems and aligned our IT infrastructure with industry and government-wide standards, while continuing to meet the evolving needs of our customers.

Some of our notable achievements in FY 2022 include:

- **Implemented the Visitor Intake Process Re-Write (VIPr) Mobile Check-in** – We implemented our VIPr Mobile Check-In to allow visitors to use their personal mobile device to check in for an in-office appointment before they arrive at our office. Since our initial release, we have added electronic alert messaging (text and email) and eliminated the need to collect personally identifiable information through implementation of a unique identifier process. We sent over 100,000 electronic messages to field office visitors with a dramatic increase since we expanded in-office service in April.

- **Improved the *my* Social Security portal** – Customers can access continuing disability review products to complete required forms and upload documents to electronic case folders behind *my* Social Security. They can also receive additional important communications via the *my* Social Security Message Center and opt out of receiving mailed notices through the portal. We produced over 6.7 million electronic messages and avoided over $3.2 million in paper-based notice costs. We also saw more than 376 million successfully completed online transactions, an 86 million transaction increase compared to FY 2021.

- **Released our first mobile wage reporting application that allows users to upload pay stub information** – Users who have a single employer can now scan and upload the pay stub

image, removing the dependency on paper pay stubs. We added features and capabilities, including optical character recognition, ability to store pay stubs as evidence, ability to submit multiple pay stubs, and automated totaling of pay stubs. We are receiving 80,000 submissions per month, which has resulted in fewer wage reporting-related field office visits and calls to our National 800 Number. Mobile wage reporting also improves payment accuracy.

- **Enhanced online enumeration services (iSSNRC, oSSNAP)** - Residents of 47 States and the District of Columbia used the Internet Social Security Number Replacement Card application (iSSNRC) for simple no change replacement cards. We implemented the ability to change a customer's name due to marriage using iSSNRC for the States of Arkansas, Georgia, Missouri, South Dakota, and Wyoming. Three million total transactions were submitted online through iSSNRC, saving visits to a field office for those same transactions. We also expanded services to enable the public to begin SSN card applications online with oSSNAP. In FY 2022, over 400,000 Social Security card applications were initiated online through oSSNAP and processed to completion in an SSA Field Office or Card Center.

- **Redesigned [ssa.gov](ssa.gov) and increased usability, performance and availability** – In December 2022, we launched our redesigned [ssa.gov](ssa.gov) website to help our customers find what they need more easily. As part of ongoing efforts to improve how the public can do business with the agency, we redesigned many of the most visited sections of [ssa.gov](ssa.gov) with a more user-friendly and task-based approach. Integration into a FedRAMP Content Delivery Network provides us increased reliability, availability, and performance for delivering our public web pages to online users nationwide.

- **Implemented electronic filing for representative appointment** – As of March 8, 2022, we allow representatives to initiate an [Appointment of Representative (Form SSA-1696),](Appointment of Representative (Form SSA-1696),) sign, and submit the form electronically.

- **Increased Electronic Medical Evidence Records (MER) submissions** – Compared with FY 2021, the percentage of all MER received electronically increase from 53.5 percent to 54.8 percent, and the percentage of electronic MER received through our Health IT (HIT) network increase from 5.5 percent to 8.5 percent.

- **Continued expansion of the Disability Case Processing System (DCPS2)** – DCPS2 is currently deployed to all 52 disability determination services (DDS), Guam, 5 Federal Disability Processing Units, and 7 Federal Disability Processing Branches. None have renewed their legacy case processing system maintenance contracts. As of February 2023, 25 DDS sites have decommissioned their legacy case processing systems, with their database migrated to our cloud environment. We anticipate that all DDSs except Alaska, California, and New York, will have decommissioned their databases and migrated to the cloud by the end of FY 2023.

- **Released our HACPS** – As of May 2022, all new cases are processed using our modern hearings case processing system, which is increasing our accuracy and efficiency for our hearings offices and Appeals Council.

- **Reduced reliance on local printing in favor of vendor-based solutions** – We successfully moved approximately two million Advanced Designation of Representative Payee and six million Enhanced Leads and Appointments System notices to central print vendors.

- **Implemented new electronic options for W-2 employer wage reporting** – We developed a new Wage File Upload application, which processed almost 500,000 files representing 203 million Wage and Tax statements from approximately 70,000 users through July 2022. The new system has reduced resubmission notices and the number of calls to the agency, as users navigate the enhanced application more easily.

- **Migrated nearly 10,000 legacy SharePoint sites to SharePoint Online (SPO)** –We migrated legacy on-premises SharePoint sites and data to SPO.  This migration allows access from multiple platforms, facilitates collaborative document editing, improves integration with other productivity applications, and reduces workload required to maintain, manage, and secure on-premises servers and infrastructure.

- **Strengthened our Digital Identity program for online services** – Our citizen-facing digital identity solution marked 10 years in production.  New registrations exceeded 10 million for the first time.  We improved the user experience in registering for an authenticated account, increased the online services registration pass rate from roughly 40 percent to nearly 80 percent, and adopted simpler yet more secure credentials—Login.Gov and ID.me.

- **Prepared to accelerate implementation of Multifactor Authentication (MFA)** – We evaluated our systems inventory, deployed MFA-compliant models, and tested each model through all phases of the lifecycle.  The knowledge and experience gained during this preparation phase will assist with implementing our FY 2023 MFA Acceleration Plan in response to EO 14028, *Improving the Nation's Cybersecurity*.

- **Established the Cyber EO Program Management Office (PMO)** – Our PMO will ensure that we meet each objective of the Zero Trust Architecture pillars noted in OMB M-22-09, *Moving the U.S. Government Toward Zero Trust Cybersecurity Principles*.

- **Implemented Electronic Protective Filing Tool (ePFT)**—This tool educates, screens, and collects intent to file data for Supplemental Security Income (SSI) and other SSA Benefits by first- and third-party customers. Customers respond to screening questions to create a protective filing lead.

## Delivering Services Powered by 21st Century Technology and Prioritizing Cybersecurity

In FYs 2023-2024, we will continue modernizing our IT to reduce the burden on the public, eliminate obsolete websites and online services, provide an improved customer experience, and focus on initiatives such as Zero Trust Architecture.

**Limitation on Administrative Expenses**

In accordance with the priorities below, we will focus our technology investments in several key areas. The following FY 2023 and FY 2024 initiatives are grouped by *Programmatic Area* and subcategorized by a brief *Priority Identifier* as follows:

| Priority | Priority Identifier |
|---|---|
| **Modernizing requests for websites and services that are highly utilized by the public** | *Service Modernization* |
| **Initiatives that eliminate and consolidate duplicate or obsolete websites and online services to reduce costs** | *Consolidation* |
| **Interoperability of data within and among agencies for public-facing services** | *Data Interoperability* |
| **Customer-facing digital tools and services** | *Front Stage* |
| **Business-facing digital products, services, and systems** | *Back Stage* |
| **Improved customer support in our field offices and teleservice centers** | *Customer Service* |
| **Initiatives focused on securing High Value Assets and initiatives such as Zero Trust Architecture** | *Securing Assets* |

The following sections highlight significant modernization investments within each of the Agency's Programmatic Areas and identify their alignment with these priorities.

**Benefits - $83.3 million**

The Benefits program area includes several investments aimed at improving the employee experience to better serve our customers and modernizing enterprise legacy programmatic applications. Many of our investments further our *Equity Plan* and Equity Agency Priority Goal and align with several EOs.

Benefits modernization is central to the agency's modernization strategy, and we have made progress by improving evidence processes and increasing processing center automation. However, critical work remains to modernize our benefits systems to improve the claiming process for our customers. Core legacy systems are aging, and retirement-related attrition reduces the subject matter experts familiar with operating and maintaining these systems, posing a significant ongoing risk to efficiency of operations.

To accelerate the progress of Benefits Modernization, we are requesting $50 million in dedicated no-year funding to establish a temporary Benefits Modernization PMO expected to operate for 4 years. The PMO structure allows us to dedicate resources and focus efforts on modernizing our benefits systems.

By establishing this Benefits Modernization PMO, we are mitigating multiple risks:

- **Operational Risk:**  Inefficient and complex systems contribute to an increase in improper benefit payments.

- **Technology Risk:**  Maintaining multiple, siloed processing environments is complex and introduces unnecessary maintenance and support costs.

- **Human Capital Risk:**  The in-house expertise required to maintain and support our legacy benefits systems and processes decreases through retirement-related attrition and is prohibitively costly to outsource.

In its completed state, Benefits Modernization will provide our employees with enhanced intuitive software to determine eligibility, take claims, process claims, and complete post entitlement activities for our Title II, Title XVI, and Title XVIII programs.

The Benefits Modernization PMO will provide oversight for its marquee product, the Consolidated Claims Experience (CCE) application, and several related initiatives.  The scope of this multi-year effort includes:

Consolidated Claims Experience

CCE modernization work will improve the way we process and maintain benefit applications by delivering a single, unified, and intuitive experience for our frontline staff.  Currently, our employees collect information and process claims through multiple, siloed legacy COBOL systems.  By modernizing and enhancing these legacy systems, we improve our employees experience, improve the business flow, and better serve the customer.  Additionally, implementation of CCE will allow for retirement of technical debt, migration from COBOL, development of reusable enterprise services, and expanded adoption of cloud platforms and technologies.  We will also accelerate our work to simplify the Title XVI application and process.

Product Management Support Team
This management initiative provides product vision, architectural, business, policy, and development support to ensure the success of the overall product.

Data Model
The data model effort will modernize the way we store and use data in our applications for more consistent Title II benefit processing.

Computation Services
This initiative modernizes infrastructure of the Title II computation utilities and business functions with the goal to improve the processing of initial and post-entitlement Title II claims and reduce the need for manual intervention.

| Initiative | Description |
|---|---|
| **CCE (***Customer Service***)** | This effort will improve the way we process benefit applications by creating a single, unified experience for our employees. We will use funding to aggregate multiple claims processing systems into a modern interface to increase efficiency and deliver better customer service. |
| **Supplemental Security Income (SSI) Application Simplification (***Front Stage***)** | Funding will provide the necessary resources to create a simple and intuitive online SSI application. Resources will support development, usability and cognitive testing, and validation testing, and updates to the CCE, SSI Claims System, and Internet Claims. |
| **Payroll Information Exchange (***Data Interoperability***)** | We will enhance our communication and exchange information with payroll providers to effectively receive accurate income information to ensure correct payment amounts and reduce overpayments. |
| **Marasco Court Decision Implementation (***Front Stage***)** | We are modernizing the way we handle payment of fees charged by individuals or entities performing services on behalf of claimants to improve overall process efficiency. |
| **Representative Payee (***Front Stage***)** | We will improve our representative payee processes, as required by law. Funding will be used to assess an individual's need for a representative payee, screening and selecting payees, and providing oversight of payees. |

## Data and Business Intelligence - $16.2 million

This programmatic area includes investments in data collection, standardization, and rationalization. Efforts support the collection of management information (MI) and business intelligence (BI) data from programmatic applications and legacy data stores, and assist standardizing access to agency-wide data, reporting, and analytics to make data-driven decisions.

| Initiative | Description |
|---|---|
| **Enterprise Data Warehouse (EDW) BI & Data Analytics Ecosystem (***Back Stage; Data Interoperability***)** | Funding will allow us to continue building out our processes and systems that integrate with EDW for data analytics. EDW will provide a centralized repository for critical operational data and BI. |
| **Modern Database Infrastructure (MDI) (***Back Stage***)** | We will establish a cloud-based MDI that facilitates efficient, secure, and scalable applications to support rapid business outcomes. Our cloud database infrastructure will be improved to meet application requirements and offer enhanced capabilities beyond what is currently available today. |
| **Advancing Artificial Intelligence and Machine Learning (***Back Stage***)** | Funding will be used to invest in scaling and maturing our automation and artificial intelligence and machine learning models to streamline data processing and analysis, enhance predictive capabilities, support decision-making processes, and ultimately improve business efficiencies. |
| **Reporting/Analytics Modernization (***Consolidation***)** | We will streamline our BI and retire technical debt. Funding will allow us to convert legacy reporting to align with Reference Architecture (e.g., Tableau, WebFocus8). |
| **Data Modernization (***Data Interoperability***)** | We will modernize our legacy data stores from Oracle and DB2 to target EDW architecture to retire older data storage processes and systems and improve overall data efficiencies. |
| **Person Information (***Data Interoperability***)** | Access to a new "Person Information" system unites multiple disparate data sources and allows technicians to provide support and assistance more efficiently. The goal of Person Information is to provide customer-centric, integrated enterprise-level data managed as a strategic business asset within a secure, standardized, and common architecture that supports daily operations and fact-based decision making. Specifically, Person Information provides the ability to view in one place and update identity, death, citizenship, contact, marriage, and accommodation information, and view limited military service, high risk, special indicator codes, and discrepant information. |

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## Disability, Hearings, and Appeals - $78.2 million

The investments in the disability programmatic area enhance and support our disability workload. They serve to provide efficiencies, consistency, and enhance quality in our processes. They are used by employees, advocates, attorney representatives, and members of the public.

| Initiative | Description |
|---|---|
| **Quality Review Case Processing System (QRCPS)** (*Back Stage*) | QRCPS will replace our current aged legacy, Disability Case Adjudication and Review, and Disability Quality Review systems, which we use to conduct mandated and priority reviews of disability determination claims. A modern processing system would also allow for interface with DCPS2. |
| **DCPS2** (*Back Stage*) | Funding would allow us to support DCPS2 in Operations and Maintenance through the DDS Community of Practice. We anticipate that all DDSs except Alaska, California, and New York will have their databases migrated to the cloud by the end of FY 2023.[1] |
| **Hearing Recordings and Transcriptions via Microsoft (MS) Teams** (*Back Stage*) | We are migrating from the legacy Digital Recording and Processing system to a commercial MS Teams-based solution for recording hearings. This transition will improve system reliability; we expect to realize over $2 million in annual cost avoidance. |
| **Analytics and Disability Decision Support** (*Back Stage*) | We will leverage an artificial intelligence-based tool, IMAGEN, to assist with efficient processing of medical evidence to support disability decisions for adjudicators. |
| **Electronic Non-Medical (ENM)** (*Consolidation*) | We will consolidate the legacy system used to process ENM disability claims into the larger and more comprehensive Electronic Disability Collect System. This consolidation will allow us to process disability claims more efficiently, maintain more cost-effective applications, and retire the legacy ENM system. |
| **Health Information Technology (HIT)** (*Consolidation*) | We will update our architecture to align with modernized industry standards and support expanded data exchange opportunities. A modern interoperability platform will allow us to be more flexible in receiving different evidence formats and decrease the technical burden for providers to connect. |
| **Electronic Evidence Acquisition** | Modernization will allow us to grow beyond eHealth Exchange partners to large vendors to increase the volume of HIT evidence we receive for claims processing. Funding will allow us to continue modernizing our |

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[1] The current FY 2023 DCPS2 costs are $33 million and estimated future costs for FY 2024 are $34 million. FY 2024 priorities will include development of user-prioritized enhancements to provide further efficiencies in claims processing, policy-mandated enhancements, and production support for the full-time system used by approximately 15,000 users nationwide.

| Initiative | Description |
|---|---|
| **Product (***Data Interoperability***)** | system architecture to meet industry standards and connect to industry partners. |
| **Continuing Disability Review (CDR) Product** (***Front Stage***) | This project will modernize our medical CDR process by providing electronic processing of paper forms and a mechanism for beneficiaries and recipients to complete forms online. |
| **Appeals and Appointed Representative Processing Services (AARPS) (***Front Stage***)** | The AARPS project will help us address customer service and business concerns that impact claimants, our technicians, and appointed representatives by replacing a primarily paper-based process for appointing representatives, calculating fee agreements and fee petitions, and processing appeals. |
| **Modernizing the Office of Appellate Operations (OAO) Case Processing** (***Service Modernization***) | We will modernize existing OAO Case Processing and transition away from manual and paper-based processes to an entirely electronic case processing system.  This will improve case processing efficiency and accuracy while facilitating systematic workload balancing, policy compliance, and accountability. |

## Earnings and Enumeration - $27.4 million

The enumeration product will expand the functionality of online enumeration services and expedite the processing of Social Security cards.  These initiatives support critical services for the number holder, help us retire technical debt, and improve the customer experience.

The earnings product will transform our IT and business processes by enabling customers and Federal partners to submit and track wage information in a more streamlined, accurate, and secure way.

| Initiative | Description |
|---|---|
| **Adoption of X Sex Marker** (***Back Stage, Front Stage***) | We will begin analysis, design, and development of a non-binary sex designation in the NUMIDENT.  This will reduce burdens for people who identify as gender-diverse or transgender and allow members of this community to apply for SSN cards and make other changes to our records without visiting a field office.  This also aligns with our commitments in our equity action plan. |
| **Earnings Reconciliation** (***Back Stage***) | We are modernizing the Earnings Reconciliation process from a manual paper-based process to an online self-service process.  We will eliminate the need to send out paper notices, increase transparency to employers |

| Initiative | Description |
|---|---|
| | and overall data quality, improve information sharing with the Internal Revenue Service, and reduce the need for earnings corrections. A modern process will help us to improve processing times and posting of wage data. |
| **Master Earnings File (MEF) 2025 Initiative (*Back Stage*)** | Legacy software that reads MEF data will be inoperable beyond FY 2025. This initiative builds upon the foundation for retiring technical debt by replacing a large portion of COBOL software, and real-time MEF processing and modernization for continued reliable earnings data. This effort continues work started during IT Modernization to replace outdated technologies, processes, and code bases with forward looking alternatives. |
| **Earnings Corrections (*Back Stage*)** | This investment will centralize processes to reduce errors and increase efficiencies. We intend to transform both the business and system processes that support Employer Identification Number and SSN level earnings adjustments and corrections. The result will provide customers and technicians a transformed end-to-end item corrections business process and system that will significantly simplify and automate the Earnings Correction process. In addition, this work supports the eventual retirement of legacy applications: Item Correction, Report Correction, Modernized OEO System, and Suspense Reinstate Daily Batch and Reinstatement, which will significantly reduce technical debt. |
| **oSSNAP Behind Authentication Portal (*Data Interoperability*)** | This initiative, to comply with EO 14028, *Improving the Nation's Cybersecurity,* reduces fraud and allows for data to be transferred easily between the iSSNRC and oSSNAP processing systems. The transfer of data will result in a better overall customer and technician experience by improving process efficiency. |
| **SSNAP: Enumeration Beyond Entry (EBE) – N-400 (Application for Naturalization) (*Data Interoperability*)** | The expansion of EBE will enable us and the Department of Homeland Security to automate the SSN application process for naturalized citizens, by eliminating the need for the citizen to visit a field office or card center to apply for an SSN card or update citizenship. |
| **Earnings Queries (*Data Interoperability*)** | We will modernize our internal earnings queries while building out federated services for access by other agencies. The modernization effort will result in decommissioning several legacy systems and improving overall earnings query efficiencies by centralizing processes and reducing the number of individual legacy applications for employees. |
| **Marriage Name Change Automation with** | We will continue rolling out the State Marriage Electronic Data Exchange by partnering with additional States to allow for marriage name change processing through iSSNRC rather than requiring customers to visit a field office. |

| Initiative | Description |
|---|---|
| **States** (*Front Stage*) | |
| **oSSNAP integration with Enterprise Scheduling Solution (ESS)** (*Front Stage*) | Enumeration customers using the oSSNAP application will be able to self-schedule an in-person appointment using ESS. |
| **W-2 Online** (*Front Stage*) | We will modernize how businesses report W-2 information for employees and process submissions more efficiently, more securely, and in a more user-friendly way. |

## Program Integrity - $14.4 million

This programmatic area includes investments to modernize and transform our Debt Management processes and systems, stay current and compliant with Treasury regulations and upgrades related to post payment activity, modernize and enhance our audit trail functions, and provide modern and efficient tools to support our anti-fraud program.

| Initiative | Description |
|---|---|
| **Treasury Do Not Pay Business Center Integration** (*Data Interoperability*) | The U.S. Department of the Treasury, Bureau of the Fiscal Service will begin receiving the Death Master File in December 2023 based on requirements outlined in the *Consolidated Appropriations Act* of 2021. |
| **Debt Management Product** (*Back Stage*) | We will analyze and plan for the conversion of legacy debt management data to the modern system. |
| **Audit Trail System** (*Back Stage*) | We will integrate core services into a modern audit trail system to ensure program integrity. |
| **Anti-Fraud Product** (*Back Stage*) | Our modern Anti-Fraud Product will expand by migrating existing electronic services workloads, developing a set of fraud communication services, and developing a replacement for case management. |

## Service Delivery - $106.0 million

The Service Delivery programmatic area focuses on expanding and streamlining self-service channels for our customers while also improving tools our technicians use to serve the public.

**Limitation on Administrative Expenses**

| Initiative | Description |
|---|---|
| **Communications** (*Back Stage; Consolidation*) | We are migrating away from local printing and mailing correspondence toward more efficient outsourced print and send services. |
| **Technician Experience Dashboard (TED)** (*Back Stage*) | This initiative improves the consistency of customer experience and reduces the time required for a customer and employee to successfully complete a transaction by consolidating technician-facing service delivery applications.  TED is currently in use at 52 beta sites.  In FY 2023 we expect to expand to all Teleservices Centers, and the Boston region. We will also implement additional integrated business processes and omni-channel capabilities to replace current legacy software. |
| **Communications** (*Back Stage; Front Stage*) | We will incorporate the functionality from our notice processing systems, Document Processing System and Aurora, into the more modern Customer Communications Management application to support the creation, management, and distribution of customer notices. Additionally, we are automating services in *my* Social Security, including adding customer-centric portals, introducing mobile applications, developing a Medicare-only iClaim, and modernizing the way our online customers receive notices and claim status information. |
| **Customer Help Information Program (CHIP) Enhancements** (*Customer Service*) | We will continue to overhaul and modernize the CHIP application, an outdated application used by our National 800 Number technicians, to improve the customer experience and decrease technical debt. |
| **Visitor Experience Product (VEP) Includes VIPr Employee Application, Kiosk, Mobile Check-In** (*Customer Service*) | Our VEP investment will allow us to install 1,600 accessible kiosks at field offices nationwide to facilitate customer check in, streamline workflows for the most common service requests, and provide more time for our technicians to address customer needs. |
| **Online Experience** (*Front Stage*) | We will provide additional communication capabilities using email, text, or through other digital formats. |
| **Enterprise Scheduling Solution** (*Front Stage*) | We plan to refine capabilities that allow the public to self-schedule enumeration appointments and build an enterprise scheduling system that will ultimately support customer self-scheduling for additional services in the future. |

## Administrative Applications - $3.3 million

The agency Administrative Applications programmatic area includes initiatives for administrative services and support systems. This programmatic area includes functional areas such as financial management, human resources (HR), acquisitions, accounting, training, and communications.

| Initiative | Description |
| --- | --- |
| **HR Product** (*Back Stage*) | Funding supports creating a Performance Modernization system, building a Talent Management System and a Labor Relations/Employee Relations Case Management System, and updating applications to facilitate employee talent management, succession planning, and performance management. |
| **Financial Management** (*Back Stage*) | This financial management project automates manual workload sampling in our frontline components. |
| **Manage Records Electronically** (*Back Stage*) | We are modernizing the retention and disposition of our records to ensure compliance with the Federal Records Act, OMB, and the National Archives and Records Administration mandates to properly maintain accessibility to and the timely transfer of electronic records to eliminate loss or accidental destruction of records. |
| **Freedom of Information Act (FOIA) Online Replacement Project** (*Securing Assets*) | We will replace our current online FOIA case processing system, maintained by the Environmental Protection Agency and planned to be decommissioned in 2023, with an alternative vendor-provided solution. |

## Focus on Cybersecurity - $241.5 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 advanced cybersecurity controls, constant assessment of the threat landscape, and continual improvements and enhancements of our cybersecurity program. Our program uses a risk-based approach to balance protection and productivity and focuses on continuous improvement. Our Chief Information Security Officer provides oversight and prioritizes our cybersecurity program funding. The Chief Information Officer (CIO) provides executive approval and prioritizes IT spends, balancing a customer-first approach with agency cybersecurity needs.

In alignment with EO 14028, *Improving the Nation's Cybersecurity*, and OMB guidance, our budget request includes funding necessary to implement the requirements and support additional Supply Chain Risk Management services. We will acquire software tool subscription services that will assist us in identifying:
- Counterfeit components and high-risk suppliers;
- Corporate ownership and corporate relationships;

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- If a company has been involved in commerce or trade violations; and
- If a company has financial weakness, which could lead to the company being more receptive to vulnerabilities or subversion.

Efforts in this area also help us to maintain our vigilance 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 moving toward a Zero Trust Architecture that focuses on the secure flow of information from the network perimeter across the enterprise.

| Initiative | Description |
| --- | --- |
| **Digital Identity** (*Securing Assets*) | We will build on previous successes with our identity proofing mechanisms to support all service channels, reduce operational costs, and extend access to all individuals who wish to conduct business with us online. |
| **Integrated Registration Services** (*Securing Assets*) | We operate several Business-to-Government and Government-to-Government services. These services are essential to a diverse range of partners including Federal, State, local, and tribal government entities; claimants' legal representatives; medical and educational institutions; and employers. These services operate using a solution developed in the 1990s and early 2000s. We intend to retire IRES and move existing business and government services to our modern identity framework, which will allow users to authenticate with Login.Gov and ID.me credentials. To align with Zero Trust guidelines in OMB M-22-09, *Moving the U.S. Government Toward Zero Trust Cybersecurity Principles,* requiring multi-factor authentication, we are targeting end of FY 2024 to complete migration. |
| **Multi Factor Authentication (MFA)** (*Securing Assets*) | We will implement MFA to secure high value assets at the application and system level per EO 14028, *Improving the Nation's Cybersecurity*. The Technology Modernization Fund will support our efforts to accelerate MFA in FY 2023 and FY 2024. We will prioritize internal systems for conversion to the enterprise MFA solutions and invest resources as part of our MFA Acceleration Plan. We will deploy MFA to the mainframe, our agency-issued mobile devices and services, and external facing systems. The support for external services primarily focuses on services utilized by our business and government stakeholders, and requirements to offer MFA options to all external entities. |
| **Reengineered Comprehensive Integrity Review Project (R-CIRP)** (*Securing Assets*) | We are re-engineering our R-CIRP to modernize processes and move to a more agile platform capable of applying predictive analysis in line with industry standards. Processes will be centralized to both reduce integrity review workloads for field office managers and minimize review biases by assigning workloads to unaffiliated auditors. |

# Investments in Infrastructure, Governance, and Existing Agency Applications

In FYs 2023-2024, we will prioritize funding for the modernization of our legacy systems and infrastructure, and ensure funding to implement the requirements of EO 14028, *Improving the Nation's Cybersecurity*, and OMB M-22-09, *Moving the U.S. Government Toward Zero Trust Cybersecurity Principles*. These activities will support our transition to a digitally modernized organization that fulfils our mission through millions of customer interactions every year.

## Infrastructure - $1,499.0 million
The infrastructure initiatives provide the overall foundation on which we design, develop, and operate our IT. They also ensure the sustained operation of current IT and provide an environment to support the growth of our new system and technical infrastructure.

Our National 800 Number is a critical service channel. With the FY 2024 funding requested, we will improve the customer experience by providing callers with faster service. In FY 2023, we expect to transition our National 800 Number to a modern telecommunication platform, which will improve service by decreasing wait times to speak to a representative and by offering more self-service opportunities for those who prefer not to wait. Although more of our customers are using our online services, millions depend on our National 800 Number technicians to answer important questions and use our phone services as the primary method to contact us.

While developing our new National 800 Number system, we experienced unexpected delays. We are working with our contractor to implement phase one of our Next Generation Telephony Project, which will allow us to replace our outdated technology and offer enhanced features, including estimated wait times and increased call capacity.

We will transition to the Next Generation Telephony Project (NGTP), a unified communication platform that replaces our three legacy telephone systems (national 800 Number, field offices, and headquarters) with a single platform. As part of NGTP, we are also transitioning the National 800 Number platform with a focus on new technology and an enhanced caller experience. This project will provide hardware, software, managed services, change requests, and relocation services. We intend to begin initial transition to the NGTP platform in FY 2023.

| Initiative | Description |
|---|---|
| **Application** | This initiative supports enterprise-wide software for our IT operations, including the analysis, design, development, coding, testing, and release services associated with application development. These centralized services are critical for implementing new functionality, including public-facing applications that include: <br>• Focus on user-centered development, testing, and standards, ensuring that applications comply with Section 508 and Enterprise Architecture standards; <br>• Enterprise services that allow business and data services to be consumed from any valid infrastructure provider; |

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| Initiative | Description |
|---|---|
| | • Modern development environment and architecture that provide a set of development tools with an agile and cloud-based testing environment;<br>• Development, support, and enhancements to a modern cloud database infrastructure;<br>• Enterprise data administration conventions establishing data entities and attributes that ensure data integrity across the enterprise;<br>• Implementation of business process automation technology to allow employees to focus on higher level workflows requiring analysis; and<br>• Testing improvements through collaboration with relevant stakeholders to determine best practices. |
| **Data Center and Cloud** | Our data centers maintain data repositories and acceptable service level availabilities for our services to the public. We 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.<br><br>Improvements to the data center fabric support our IT modernization. We have a comprehensive data center infrastructure management program in place. We are replacing 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.<br><br>We enhance our Business Resilience automation and practices to provide cloud-like, geo-dispersed resilience. Our role swap mainframe initiative allows for a set of automation technologies and resilience practices that allow systems running on mainframe servers to be relocated to different data centers as business or environmental circumstances demand. This investment also includes mainframes and servers. |
| **End User** | The End User standard investment provides us with the productivity software and laptops, and other computing equipment required to meet growing workload demands for our approximately 58,000 Federal employees across the nation. In FY 2024, we plan to refresh our laptops and expand collaboration functionality and integrate video conferencing with legacy systems for improved public interaction flexibility. |
| **Network** | 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 investment allows us to maintain current systems and to enhance and refresh telecommunications equipment. It also provides ongoing improvement of connectivity and bandwidth for data, voice, and video communications. The investment benefits the public as an effective, efficient, economical, and secure method of providing both digital and online services. |

| Initiative | Description |
| --- | --- |
| | As part of the Next Generation Telephony Project, we are transitioning the National 800 Number platform with a focus on new technology and an enhanced caller experience. This project will provide hardware, software, maintenance, managed services, change requests, and relocation services. |
| | In alignment with OMB M-19-16, *Centralized Mission Support Capabilities for the Federal Government*, we initiated the Enterprise Infrastructure Solutions (EIS) initiative. EIS is a multiple-contract vehicle designed by GSA to allow Federal agencies to procure telecommunications and IT solutions (i.e., voice, video, data transport). We procure approximately $245 million worth of services annually from the GSA contracts. |
| | Pursuant to OMB M-21-07, *Completing the Transition to Internet Protocol Version 6* and in alignment with EO 14208, *Improving the Nation's Cybersecurity*, we are committed to transitioning communications to IPv6. We are currently in the planning and requirements gathering phase of the development lifecycle and will dedicate both Federal and Contract resources to support the effort. |
| **Platform** | The Platform standard investment provides enterprise-wide platform capability that includes database, middleware,[2] mainframe database, and mainframe middleware. The Platform Center of Excellence will serve as our central point for the analysis and integration support of our expansion of common platforms. It will support platform strategy and roadmap; vendor analysis; governance; product management integration; product/project platform evaluation; portfolio management; resource enablement; enterprise architecture and Architecture Review Board sign off; and value monitoring of application platforms. |
| **Output** | The Output standard investment provides central print services in alignment with the Technology Business Management (TBM) framework. |

### IT Governance and Support - $196.3 million

| Initiative | Description |
| --- | --- |
| **Delivery** | This 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 for project management reporting. This investment drives product strategy and operations, facilitates accessibility and customer experience, and develops the framework and governance standards for Product and Project Management. |

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[2] Middleware is software that connects software components or applications with our master file data. Middleware sits "in the middle" between application software that may be working on different operating systems.

**Limitation on Administrative Expenses**

| Initiative | Description |
|---|---|
| **IT Management** | The IT Management standard investment captures all costs associated with IT management and strategic planning (including CIO and other senior leadership full-time equivalent costs), enterprise architecture, capital planning, IT budget/finance, IT vendor management, general IT policy and reporting, and IT governance.<br><br>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.<br><br>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 greater insight into spending patterns. |

### Support for Existing Agency Applications $237.0 million

We must maintain stable and secure access to existing applications to serve the public. Investments in this area ensure service without disruption and compliance with various laws and requirements.

| Initiative | Description |
|---|---|
| **IT Investments for Mission Delivery** | It is critical that we maintain the applications employees use to serve the public and the services used by the public to conduct online transactions with us.  Programmatic areas within this category include:  Benefits; Data and BI; Disability, Hearings, and Appeals; Earnings and Enumeration; Program Integrity; and Service Delivery. |
| **IT Investments for Mission Support Services** | Investments included in this category include ongoing maintenance and operations for our existing services and support systems within the administrative applications programmatic area.  This includes investments that ensure compliance with applicable accounting principles, develop and maintain electronic personnel functions and records management requirements.  Investment areas include E-Government Initiatives;[3] Financial Systems; HR Investments; and Records Management.<br><br>As required, we have confirmed that our IT Budget planning materials reflect the required contribution levels for each E-Government/Line of Business initiative. |

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[3] 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 Data Universal Numbering Transition support, allowing additional time for implementation of the Unique Entity Identifier.

Appendix A:  FY 2024 Agency IT Portfolio Summary Data

| FY 2024 Agency IT Portfolio Summary<br>Costs in Millions[1] | Total Cost | | | Internal Labor | | | External Labor | | | ITS Funds | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2022 | 2023 | 2024 | 2022 | 2023 | 2024 | 2022 | 2023 | 2024 | 2022 | 2023 | 2024 |
| **IT Portfolio Total** | $2206.9 | $2160.0 | $2502.6 | $628.4 | $696.9 | $775.6 | $423.4 | $343.4 | $460.0 | $1155.2 | $1119.7 | $1267.0 |
| **IT Modernization[2]** | $99.8 | $0.0 | $0.0 | $96.5 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $3.3 | $0.0 | $0.0 |
| IT Modernization - Benefits | $16.3 | $0.0 | $0.0 | $16.3 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| IT Modernization - Disability | $26.8 | $0.0 | $0.0 | $26.8 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| IT Modernization - Earnings and Enumeration | $14.0 | $0.0 | $0.0 | $14.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| IT Modernization - Cross Cutting | $20.8 | $0.0 | $0.0 | $17.5 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $3.3 | $0.0 | $0.0 |
| IT Modernization - Cybersecurity | $6.4 | $0.0 | $0.0 | $6.4 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| IT Modernization - Service Delivery | $15.6 | $0.0 | $0.0 | $15.6 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| **Mission Delivery** | $328.3 | $365.5 | $508.7 | $122.6 | $227.3 | $273.4 | $173.0 | $98.8 | $204.7 | $32.8 | $39.4 | $30.6 |
| **Benefits** | $53.3 | $68.4 | $118.4 | $36.8 | $55.5 | $71.1 | $15.1 | $12.9 | $47.4 | $1.4 | $0.0 | $0.0 |
| BBA Section 823 - Promoting Opportunity Demo | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| Benefits Modernization | $11.8 | $33.8 | $83.3 | $0.0 | $25.0 | $39.8 | $11.8 | $8.9 | $43.4 | $0.0 | $0.0 | $0.0 |
| Rep Payee Legislation | $3.0 | $0.0 | $0.0 | $1.6 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $1.4 | $0.0 | $0.0 |
| Rep Payee Support Systems | $1.8 | $1.9 | $1.3 | $1.8 | $1.3 | $0.7 | $0.0 | $0.6 | $0.6 | $0.0 | $0.0 | $0.0 |
| Title II Processing Applications | $22.0 | $18.4 | $19.8 | $19.5 | $16.8 | $18.2 | $2.5 | $1.6 | $1.6 | $0.0 | $0.0 | $0.0 |
| Title XVI Processing Applications | $14.6 | $14.3 | $14.1 | $13.8 | $12.5 | $12.3 | $0.8 | $1.8 | $1.8 | $0.0 | $0.0 | $0.0 |
| **Data and Business Intelligence** | $53.3 | $51.4 | $62.1 | $12.6 | $18.4 | $23.0 | $32.5 | $23.8 | $32.3 | $8.2 | $9.2 | $6.8 |
| Business Intelligence - Data Analytics | $46.1 | $43.8 | $45.9 | $12.6 | $13.1 | $14.2 | $25.3 | $21.5 | $24.9 | $8.2 | $9.2 | $6.8 |
| Data Modernization | $7.2 | $7.6 | $16.2 | $0.0 | $5.3 | $8.8 | $7.2 | $2.2 | $7.4 | $0.0 | $0.0 | $0.0 |
| **Disability, Hearings, & Appeals** | $96.7 | $106.2 | $130.6 | $35.8 | $62.9 | $76.1 | $45.9 | $22.6 | $39.3 | $15.1 | $20.7 | $15.2 |
| DDS Automation | $7.1 | $7.6 | $4.2 | $1.5 | $1.2 | $0.7 | $0.7 | $0.4 | $0.4 | $4.9 | $6.0 | $3.1 |
| Disability Case Processing System | $12.5 | $0.0 | $0.0 | $12.5 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |

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[1] Excludes Technology Modernization Fund resources

[2] We finished our dedicated IT Modernization effort in 2022. In 2023 and 2024, resources to continue modernizing our services are reflected in the budget for each domain.

## Limitation on Administrative Expenses

| FY 2024 Agency IT Portfolio Summary<br>Costs in Millions[1] | Total Cost | | | Internal Labor | | | External Labor | | | ITS Funds | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Disability Claim Processing Applications | $32.2 | $46.6 | $48.2 | $18.0 | $23.2 | $28.2 | $8.9 | $14.8 | $14.7 | $5.2 | $8.5 | $5.3 |
| Disability Modernization | $36.3 | $52.0 | $78.2 | $0.0 | $38.5 | $47.2 | $36.3 | $7.4 | $24.2 | $0.0 | $6.1 | $6.8 |
| Disability Quality Review | $0.4 | $0.0 | $0.0 | $0.4 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| Electronic Evidence Acquisition Products | $8.2 | $0.0 | $0.0 | $3.3 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $4.9 | $0.0 | $0.0 |
| **Earnings & Enumeration** | $19.5 | $26.7 | $43.3 | $10.9 | $22.0 | $32.2 | $8.6 | $4.7 | $11.1 | $0.0 | $0.0 | $0.0 |
| Earnings and Enumeration Modernization | $6.3 | $11.3 | $27.4 | $0.0 | $9.1 | $18.9 | $6.3 | $2.3 | $8.5 | $0.0 | $0.0 | $0.0 |
| Earnings Support Systems | $9.2 | $11.4 | $11.4 | $8.6 | $10.4 | $10.5 | $0.7 | $1.0 | $1.0 | $0.0 | $0.0 | $0.0 |
| Enumerations Support Systems | $4.0 | $4.0 | $4.4 | $2.3 | $2.6 | $2.8 | $1.7 | $1.5 | $1.7 | $0.0 | $0.0 | $0.0 |
| **Program Integrity** | $36.8 | $31.1 | $29.5 | $13.1 | $19.0 | $12.2 | $16.1 | $5.1 | $10.5 | $7.5 | $7.0 | $6.7 |
| Anti-Fraud Product | $12.6 | $6.6 | $10.8 | $1.3 | $2.3 | $1.9 | $6.2 | $2.0 | $6.5 | $5.2 | $2.3 | $2.3 |
| Anti-Fraud Support Systems | $4.5 | $10.1 | $9.3 | $1.2 | $3.5 | $3.2 | $0.9 | $1.8 | $1.8 | $2.4 | $4.7 | $4.4 |
| Debt Management Product | $14.6 | $9.6 | $3.6 | $5.8 | $9.0 | $2.2 | $8.8 | $0.6 | $1.5 | $0.0 | $0.0 | $0.0 |
| Payment Accuracy Support Systems | $5.1 | $4.9 | $5.7 | $4.8 | $4.1 | $5.0 | $0.3 | $0.7 | $0.8 | $0.0 | $0.0 | $0.0 |
| **Service Delivery** | $68.7 | $81.6 | $124.9 | $13.4 | $49.4 | $58.9 | $54.8 | $29.7 | $64.2 | $0.6 | $2.4 | $1.8 |
| Electronic Services | $19.6 | $14.3 | $14.2 | $10.9 | $8.1 | $7.6 | $8.1 | $6.0 | $6.5 | $0.6 | $0.2 | $0.2 |
| Notice Improvements | $2.8 | $5.1 | $4.7 | $2.5 | $4.3 | $4.0 | $0.3 | $0.8 | $0.8 | $0.0 | $0.0 | $0.0 |
| Service Delivery Modernization | $46.3 | $62.3 | $106.0 | $0.0 | $37.0 | $47.4 | $46.3 | $23.0 | $56.9 | $0.0 | $2.3 | $1.7 |
| **Mission Support Services** | $48.8 | $46.0 | $57.1 | $19.8 | $15.7 | $18.1 | $12.0 | $8.2 | $12.1 | $17.0 | $22.1 | $26.9 |
| **Admin** | $47.1 | $44.2 | $55.3 | $19.8 | $15.7 | $18.1 | $12.0 | $8.2 | $12.1 | $15.3 | $20.3 | $25.1 |
| Agency Communications | $2.1 | $0.9 | $3.3 | $1.0 | $0.0 | $0.7 | $1.1 | $0.9 | $2.6 | $0.0 | $0.0 | $0.0 |
| Financial Management Systems | $27.6 | $28.3 | $31.8 | $7.3 | $5.2 | $6.3 | $7.7 | $6.2 | $7.9 | $12.6 | $16.9 | $17.6 |
| Human Resources Support Systems | $13.3 | $13.0 | $18.6 | $9.1 | $8.6 | $9.4 | $1.5 | $1.1 | $1.6 | $2.7 | $3.4 | $7.5 |
| OGC Product | $4.0 | $1.9 | $1.7 | $2.5 | $1.9 | $1.7 | $1.6 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| **E-Gov** | $1.8 | $1.8 | $1.7 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $1.8 | $1.8 | $1.7 |
| Benefits.gov | $0.4 | $0.3 | $0.3 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.4 | $0.3 | $0.3 |
| Budget Formulation and Execution Lines of Business (LoB) | $0.1 | $0.1 | $0.1 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.1 | $0.1 | $0.1 |
| Disaster Assistance Improvement Plan | $0.1 | $0.1 | $0.1 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.1 | $0.1 | $0.1 |
| E-Rulemaking | $0.0 | $0.1 | $0.1 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.1 | $0.1 |

| **FY 2024 Agency IT Portfolio Summary** Costs in Millions[1] | **Total Cost** | | | **Internal Labor** | | | **External Labor** | | | **ITS Funds** | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Federal Audit Clearinghouse LoB | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| Federal PKI Bridge | $0.2 | $0.2 | $0.3 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.2 | $0.2 | $0.3 |
| Financial Management LoB | $0.1 | $0.1 | $0.1 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.1 | $0.1 | $0.1 |
| Freedom of Information Act Portal | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| Geospatial LoB | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| Grants.gov | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| Human Resources LoB | $0.1 | $0.1 | $0.1 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.1 | $0.1 | $0.1 |
| Integrated Award Envt | $0.7 | $0.7 | $0.6 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.7 | $0.7 | $0.6 |
| **IT Infrastructure, IT Security, and IT Management** | $1729.9 | $1748.6 | $1936.8 | $389.4 | $453.9 | $484.1 | $238.4 | $236.5 | $243.2 | $1102.1 | $1058.2 | $1209.6 |
| **Cybersecurity** | $167.8 | $229.9 | $241.5 | $47.8 | $81.6 | $85.4 | $28.3 | $39.3 | $42.6 | $91.7 | $109.0 | $113.6 |
| IT Security & Compliance | $167.8 | $229.9 | $241.5 | $47.8 | $81.6 | $85.4 | $28.3 | $39.3 | $42.6 | $91.7 | $109.0 | $113.6 |
| **Infrastructure** | $1385.0 | $1325.2 | $1499.0 | $214.6 | $232.4 | $249.7 | $179.7 | $169.4 | $172.7 | $990.6 | $923.3 | $1076.6 |
| Application | $114.8 | $120.0 | $120.1 | $38.4 | $43.6 | $44.7 | $67.2 | $63.1 | $65.2 | $9.2 | $13.3 | $10.1 |
| Data Center and Cloud | $626.4 | $614.3 | $671.1 | $75.0 | $81.3 | $88.3 | $63.4 | $60.8 | $60.3 | $487.9 | $472.1 | $522.5 |
| End User | $185.0 | $204.4 | $263.7 | $59.7 | $62.5 | $68.0 | $23.7 | $20.9 | $22.3 | $101.7 | $121.0 | $173.4 |
| Network | $435.3 | $364.2 | $418.8 | $36.7 | $40.3 | $43.7 | $19.5 | $19.3 | $19.1 | $379.1 | $304.7 | $356.0 |
| Output | $5.2 | $5.3 | $5.9 | $2.2 | $2.2 | $2.4 | $0.7 | $0.7 | $0.7 | $2.3 | $2.4 | $2.9 |
| Platform | $18.3 | $17.0 | $19.4 | $2.6 | $2.5 | $2.7 | $5.2 | $4.7 | $5.1 | $10.5 | $9.8 | $11.7 |
| **IT Governance & Other Support** | $177.1 | $193.6 | $196.3 | $126.9 | $139.9 | $149.0 | $30.4 | $27.7 | $27.9 | $19.8 | $26.0 | $19.4 |
| Data Exchange Product | $1.3 | $3.4 | $3.7 | $0.1 | $2.2 | $2.5 | $1.2 | $1.2 | $1.2 | $0.0 | $0.0 | $0.0 |
| Data Exchange Support Systems | $3.7 | $3.6 | $3.8 | $3.7 | $3.6 | $3.8 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 |
| Delivery | $27.2 | $39.0 | $35.5 | $14.5 | $19.1 | $19.7 | $6.5 | $9.9 | $10.2 | $6.2 | $10.0 | $5.5 |
| Electronic Records Management Product | $1.6 | $2.4 | $2.6 | $1.6 | $1.4 | $1.6 | $0.0 | $0.0 | $0.0 | $0.0 | $1.0 | $1.0 |
| Federal Executive Boards | $0.0 | $0.5 | $0.6 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.5 | $0.0 |
| Hiring Experience | $0.0 | $0.1 | $0.1 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.0 | $0.1 | $0.1 |
| IT Management | $128.9 | $131.4 | $138.5 | $103.0 | $110.5 | $118.1 | $15.3 | $13.7 | $13.7 | $10.6 | $7.1 | $7.3 |
| Reimbursable Services | $14.3 | $13.2 | $11.4 | $3.9 | $3.1 | $3.3 | $7.3 | $2.9 | $2.9 | $3.0 | $7.2 | $5.3 |

**Limitation on Administrative Expenses**

Appendix B:  Total Agency Cybersecurity Spend FY 2024 President's Budget

SSA's cybersecurity efforts are included in several categories in Appendix A. This table details SSA's comprehensive cybersecurity budget, categorized by programmatic area and NIST Function.

| Total Agency Cybersecurity Spend FY 2024 President's Budget<br>Cost in Millions | NIST Function | FY 2022 | FY 2023 | FY 2024 |
|---|---|---|---|---|
| **All Programmatic Areas** | | **$239.7** | **$311.8** | **$357.8** |
| | Detect | $18.0 | $33.0 | $33.9 |
| | Identify | $48.4 | $64.8 | $79.3 |
| | Protect | $148.6 | $179.0 | $196.5 |
| | Recover | $9.6 | $18.8 | $32.5 |
| | Respond | $15.0 | $16.3 | $15.6 |
| **Admin** | | **$4.1** | **$4.6** | **$8.0** |
| | Identify | $3.1 | $4.6 | $8.0 |
| | Protect | $1.0 | | |
| **Benefits** | | **$0.0** | **$0.0** | **$0.0** |
| | Respond | $0.0 | $0.0 | $0.0 |
| **Cybersecurity** | | **$167.8** | **$229.9** | **$241.6** |
| | Detect | $11.6 | $21.0 | $21.2 |
| | Identify | $32.3 | $41.3 | $44.3 |
| | Protect | $101.5 | $152.2 | $161.5 |
| | Recover | $8.3 | $2.1 | $2.3 |
| | Respond | $14.1 | $13.2 | $12.3 |
| **Data and Business Intelligence** | | **$1.2** | **$1.3** | **$1.4** |
| | Detect | $0.0 | $0.0 | $0.0 |
| | Recover | $1.2 | $1.3 | $1.4 |
| **E-Gov** | | **$0.3** | **$0.3** | **$0.3** |
| | Protect | $0.2 | $0.2 | $0.3 |
| | Recover | $0.1 | $0.1 | $0.1 |
| **Infrastructure** | | **$60.2** | **$72.3** | **$102.4** |
| | Detect | $6.5 | $12.0 | $12.7 |
| | Identify | $13.1 | $18.8 | $27.0 |
| | Protect | $40.2 | $25.8 | $33.5 |
| | Recover | $0.0 | $15.3 | $28.8 |
| | Respond | $0.5 | $0.4 | $0.4 |
| **IT Governance & Other Support** | | **$1.2** | **$2.7** | **$3.4** |
| | Protect | $1.2 | $0.5 | $1.0 |
| | Respond | $0.0 | $2.1 | $2.4 |
| **Program Integrity** | | **$4.7** | **$0.2** | **$0.3** |
| | Protect | $4.7 | $0.2 | $0.3 |

| Total Agency Cybersecurity Spend FY 2024 President's Budget<br>Cost in Millions | NIST Function | FY 2022 | FY 2023 | FY 2024 |
|---|---|---|---|---|
| **Service Delivery** | | **$0.3** | **$0.6** | **$0.5** |
| | Respond | $0.3 | $0.6 | $0.5 |

| Total Agency Cybersecurity Spend (None-IT Cost)<br>FY 2024 President's Budget<br>Cost in Millions | NIST Function | FY 2022 | FY 2023 | FY 2024 |
|---|---|---|---|---|
| **Non-DCS Cost** | | **$13.9** | **$17.9** | **$18.2** |
| DCHR - Suitability and background investigation costs as part of Credentialing | Detect | $11.6 | $21.0 | $21.2 |
| OSEP -- Detect - Insider Threat | Protect | $101.4 | $151.2 | $166.5 |
| OIG -- Respond - Prosecution and Investigation of Cyber Intrusions | Respond | $14.1 | $13.2 | $12.3 |

| Total Agency Cybersecurity Spend FY 2024 President's Budget<br>Cost in Millions | FY22 Total (Actuals) | FY23 Total | FY24 Total |
|---|---|---|---|
| **All Programmatic Areas** | **$239.7** | **$311.8** | **$357.8** |
| **Non-IT Cost** | **$13.9** | **$17.9** | **$18.2** |
| **Total** | **$253.6** | **$329.7** | **$376.0** |

**INFORMATION TECHNOLOGY SYSTEMS (ITS) FUND TABLES**

**Table 3.27 —No-Year IT Account**
**(Dollars in thousands)**

**No-Year ITS Account**

| | |
|---|---:|
| Carryover from FY 2021 (Unobligated Balances) | $12,946 |
| Carryover from funds transferred in FY 2021 for FY 2022 | $101,000 |
| **Total carryover from FY 2021 to FY 2022** | **$113,946** |
| Funds transferred in FY 2022 for FY 2022 | $112,500 |
| **Total FY 2022 No-year ITS funding available** | **$226,446** |
| FY 2022 Obligations | <span style="color:red">**-$210,857**</span> |
| **Carryover from FY 2022 (Unobligated Balances)** | **$15,589** |
| Carryover from funds transferred in FY 2022 to FY 2023 | $135,200 |
| **Total carryover from FY 2022 to FY 2023** | **$150,789** |
| Funds transferred in FY 2023 for FY 2023 | $0 |
| **Total FY 2023 No-Year ITS Funding Available** | **$150,789** |

## SSA ORGANIZATIONAL CHART

**Commissioner**
Kilolo Kijakazi*

Deputy Commissioner
(Vacant)

Chief of Staff
Scott L. Frey

Deputy Chief of Staff
Tiffany Flick

Inspector General
Gail S. Ennis

Deputy Inspector General
Benjamin S. Alpert

Chief Operating Officer
Michael Arbuco

Director of the Office of Native American Partnership
Richard Litsey

Counselor to the Commissioner
Oren H. McKnelly

Chief Actuary
Stephen C. Goss

General Counsel
Royce B. Min

Deputy Commissioner, Analytics, Review, and Oversight
Gina P. Clemons

Deputy Commissioner, Budget, Finance, and Management
Michelle A. King

Deputy Commissioner, Civil Rights and Equal Opportunity
Claudia J. Postell

Deputy Commissioner, Communications
Jeffrey Nesbit

Deputy Commissioner, Hearings Operations
Joseph M. Lytle*

Deputy Commissioner, Human Resources
Darlynda K. Bogle

Deputy Commissioner, Legislation and Congressional Affairs
Tom Klouda

Deputy Commissioner, Operations
Grace M. Kim

Deputy Commissioner, Retirement and Disability Policy
Stephen G. Evangelista*

Deputy Commissioner/Chief Information Officer, Systems
Sean P. Brune

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

**Limitation on Administrative Expenses**

We have maintained a record of accomplishment in real property efficiency. We continue to achieve the goals set forth by our Reduce the Footprint standards. Our major building costs are associated with our ongoing efforts to make the most efficient use of our space and reduce our reliance on leased space where it makes business sense.

This exhibit describes our fiscal year (FY) 2024 major building costs and provides an update on our on-going major building renovations and repairs funded in previous years.

## FY 2024 Major Building Renovation Costs

We continue to evaluate our business processes in a hybrid work environment and how it will affect our longer-term space needs in the future.

## Update of Ongoing Projects (Funded in Prior Years)

- **Perimeter East Building (PEB) (Woodlawn, MD)**: In FY 2019, we completely renovated the PEB third floor, repurposing this area from an information technology environment to office space. 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 moved into the construction phase. We anticipate completing the construction by mid-FY 2023, which will reduce our reliance on leased space.

- **Frank Hagel Federal Building (FHFB) (San Francisco, CA)**: In September 2020, Congress approved a GSA prospectus to enhance infrastructure for FHFB. The prospectus included replacing the roofing and window washing system; restroom upgrades; replacing the dual pipe water system; replacing the air-handling units; and replacing and upgrading the interior air intakes. GSA awarded the architecture and engineering design contract in May 2021, and we kicked off the project in June 2021. We completed the design phase of the project in September 2022 and are evaluating our next steps.

- **Robert M. Ball Building (RMB) (Woodlawn, MD)**: In FY 2019 and FY 2020, we funded approximately $15 million in infrastructure upgrades in compliance with life safety codes to accommodate additional employees from outlying leases we are vacating. We are currently in the design phase of the project to enhance egress stairwells and upgrade the infrastructure. We expect construction to begin in FY 2023 with tentative completion in mid-FY 2025.

- **National Capital Region (Washington, DC/Northern Virginia)**: Since 2019, we consolidated two offices in Northern Virginia into our Skyline Tower facility, resulting in annual rent savings of $3.5 million and space reductions of 73,000 useable square feet (USF). The lease at Skyline Tower expires on September 30, 2024. In anticipation of lease expiration, we collaborated with GSA on a new lease; however, we have subsequently determined we can use existing agency space in the National Capital Region to meet our space needs. We plan to vacate Skyline Tower by September 2024.

- **Auburn Teleservice Center (Auburn/Federal Way, WA)**:  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 and saving approximately $900,000 in annual rent. The Public Buildings Reform Board (PBRB) has committed to funding our move, as well as tenant improvement and furniture costs.  In April 2022, GSA awarded the replacement lease with a 20-year term, firm term 10 years at 1701 S Commons, Federal Way, WA.  We are currently working with GSA and the PBRB on the floorplan/furniture portion of the project and expect to relocate by the end of FY 2024.

## Limitation on Administrative Expenses

### Table 3.28—FY 2022 Physical Infrastructure Costs by Component

(dollars in thousands) [1]

| 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 | $544,560 | $31,461 | $207,850 | $47 | **$783,917** |
| Office of Systems [3] | $0 | $0 | $2 | $1 | **$3** |
| Office of Hearings Operations | 111,517 | $2,023 | $36,578 | $0 | **$150,118** |
| Office of Human Resources | $0 | $39 | $415 | $0 | **$454** |
| Office of Retirement and Disability Policy | $0 | $12 | $0 | $0 | **$12** |
| Office of Communication | $0 | $0 | $2 | $0 | **$2** |
| Office of Civil Rights and Equal Opportunity | $0 | $2 | $0 | $0 | **$2** |
| Office of Analytics, Review and Oversight | $2,606 | $45 | $432 | $0 | **$3,083** |
| Office of Budget, Finance, and Management | $0 | $329 | $3 | $0 | **$331** |
| DCBFM - Agency Level | $78,376 | $159,013 | $99,848 | $298 | **$337,535** |
| Office of General Counsel | $999 | $41 | $103 | $0 | **$1,143** |
| Disability Determination Services | $0 | $33,387 | $224 | $0 | **$33,611** |
| Information Technology Systems | $0 | $140,747 | $48 | $564,819 | **$705,614** |
| Social Security Advisory Board | $257 | $2 | $12 | $4 | **$275** |
| **Subtotal LAE One Year** | **$738,314** | **$367,100** | **$345,517** | **$565,168** | **$2,016,100** |
| **LAE No Year** | | | | | |
| Delegated Buildings | $0 | $13,028 | $50,970 | $0 | **$63,998** |
| Information Technology Systems [3] | $0 | $0 | $0 | $210,857 | **$210,857** |
| Low Income Subsidy Activities | $0 | $0 | $0 | $9 | **$9** |
| National Support Center | $0 | $0 | $0 | $0 | **$0** |
| **Subtotal LAE No Year** | **$0** | **$13,028** | **$50,970** | **$210,866** | **$274,864** |
| **LAE Multi Year** | | | | | |
| Program Integrity | $0 | $0 | $0 | $204,684 | **$204,684** |
| **Subtotal LAE Multi Year** | **$0** | **$0** | **$0** | **$204,684** | **$204,684** |
| **Grand Total** | **$738,314** | **$380,128** | **$396,487** | **$980,718** | **$2,495,648** |

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[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.

**Table 3.29—FY 2023 Estimated Physical Infrastructure Costs by Component [1,2]**

| | Rental Payments to GSA | Communications, Utilities & Misc. Charges | Operations & Maintenance of Facilities | Operations & Maintenance of Equipment | Total |
|---|---|---|---|---|---|
| **LAE One Year** | | | | | |
| Office of Operations | $571,465 | $32,796 | $211,582 | $52 | **$815,895** |
| Office of Systems [3] | $0 | $0 | $2 | $1 | **$3** |
| Office of Hearings Operations | $117,027 | $2,109 | $37,235 | $0 | **$156,371** |
| Office of Human Resources | $0 | $41 | $422 | $0 | **$463** |
| Office of Retirement and Disability Policy | $0 | $12 | $0 | $0 | **$12** |
| Office of Communication | $0 | $0 | $2 | $0 | **$2** |
| Office of Civil Rights and Equal Opportunity | $0 | $2 | $0 | $0 | **$2** |
| Office of Analytics, Review and Oversight | $2,735 | $47 | $440 | $0 | **$3,222** |
| Office of Budget, Finance, and Management | $0 | $343 | $3 | $0 | **$345** |
| DCBFM - Agency Level | $82,248 | $165,760 | $101,641 | $331 | **$349,981** |
| Office of General Counsel | $1,048 | $43 | $105 | $0 | **$1,196** |
| Disability Determination Services | $0 | $34,804 | $228 | $0 | **$35,032** |
| Information Technology Systems | $0 | $146,718 | $49 | $627,668 | **$774,436** |
| Social Security Advisory Board | $280 | $2 | $12 | $4 | **$299** |
| **Subtotal LAE One Year** | **$774,803** | **$382,676** | **$351,721** | **$628,056** | **$2,137,257** |
| **LAE No Year** | | | | | |
| Delegated Buildings | $0 | $14,232 | $55,680 | $0 | $69,913 |
| Information Technology Systems [3] | $0 | $4,387 | $0 | $131,639 | $136,026 |
| Low-Income Subsidy (LIS) | $0 | $0 | $0 | $0 | $0 |
| National Support Center | $0 | $0 | $123 | $0 | $123 |
| **Subtotal LAE No Year** | **$0** | **$18,620** | **$55,803** | **$131,639** | **$206,062** |
| **LAE Multi Year** | | | | | |
| Program Integrity | $0 | $0 | $0 | $213,791 | $213,791 |
| **Subtotal LAE Multi Year** | **$0** | **$0** | **$0** | **$213,791** | **$213,791** |
| **Grand Total** | **$774,803** | **$401,296** | **$407,524** | **$973,487** | **$2,557,110** |

[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 3.30—FY 2024 Estimated Physical Infrastructure Costs by Component [1,2]**

| | Rental Payments to GSA | Communications, Utilities & Misc. Charges | Operations & Maintenance of Facilities | Operations & Maintenance of Equipment | Total |
|---|---|---|---|---|---|
| **LAE One Year** | | | | | |
| Office of Operations | $557,986 | $35,701 | $198,666 | $69 | **$792,422** |
| Office of Systems [3] | $0 | $0 | $2 | $1 | **$3** |
| Office of Hearings Operations | $114,266 | $2,295 | $34,962 | $0 | **$151,524** |
| Office of Human Resources | $0 | $44 | $396 | $0 | **$441** |
| Office of Retirement and Disability Policy | $0 | $13 | $0 | $0 | **$13** |
| Office of Communication | $0 | $0 | $2 | $0 | **$2** |
| Office of Civil Rights and Equal Opportunity | $0 | $2 | $0 | $0 | **$2** |
| Office of Analytics, Review and Oversight | $2,670 | $51 | $413 | $0 | **$3,134** |
| Office of Budget, Finance, and Management | $0 | $373 | $3 | $0 | **$376** |
| DCBFM - Agency Level | $80,308 | $180,444 | $95,436 | $440 | **$356,628** |
| Office of General Counsel | $1,024 | $46 | $98 | $0 | **$1,168** |
| Disability Determination Services | $0 | $37,887 | $214 | $0 | **$38,101** |
| Information Technology Systems | $0 | $159,715 | $46 | $833,399 | **$993,160** |
| Social Security Advisory Board | **$281** | $3 | $11 | $6 | **$301** |
| **Subtotal LAE One Year** | **$756,536** | **$416,575** | **$330,250** | **$833,914** | **$2,337,276** |
| | | | | | |
| **LAE No Year** | | | | | |
| Delegated Buildings | $0 | $13,019 | $50,932 | $0 | **$63,951** |
| Information Technology Systems [3] | $0 | $5,486 | $0 | $98,729 | **$104,215** |
| Low-Income Subsidy (LIS) | $0 | $0 | $0 | $0 | **$0** |
| National Support Center | $0 | $0 | $0 | $0 | **$0** |
| **Subtotal LAE No Year** | **$0** | **$18,504** | **$50,932** | **$98,729** | **$168,166** |
| | | | | | |
| **LAE Multi Year** | | | | | |
| Program Integrity | $0 | $0 | $0 | $224,097 | **$224,097** |
| **Subtotal LAE Multi Year** | **$0** | **$0** | **$0** | **$224,097** | **$224,097** |
| | | | | | |
| **Grand Total** | **$756,536** | **$435,080** | **$381,182** | **$1,156,741** | **$2,729,539** |

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[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.

**Table 3.31—FY 2022 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 | $27,769 | $1,929 | $11,802 | $0 | $41,500 |
| New York | $84,732 | $6,045 | $45,961 | $1 | $136,740 |
| Philadelphia | $63,550 | $4,625 | $32,340 | $29 | $100,545 |
| Atlanta | $130,865 | $16,657 | $40,318 | $12 | $187,852 |
| Chicago | $93,851 | $10,060 | $38,824 | $3 | $142,737 |
| Dallas | $65,290 | $5,221 | $25,368 | $0 | $95,880 |
| Kansas City | $30,132 | $3,427 | $13,706 | $2 | $47,268 |
| Denver | $16,230 | $1,176 | $8,237 | $1 | $25,643 |
| San Francisco | $108,972 | $9,422 | $43,730 | $9 | $162,133 |
| Seattle | $26,304 | $1,519 | $9,494 | $3 | $37,319 |
| Headquarters [3] | $90,621 | $320,046 | $126,707 | $980,657 | $1,518,031 |
| **Total** | **$738,314** | **$380,128** | **$396,487** | **$980,718** | **$2,495,648** |

[1] Totals may not add due to rounding.

[2] Includes guard services.

[3] Includes DDS, SSAB, ITS, Delegated Buildings, Program Integrity, and Low Income Subsidy.

**Table 3.32—FY 2023 Estimated Physical Infrastructure Costs by Region [1,2]**

(Dollars in thousands)

| Regions | Rental Payments to GSA | Communications, Utilities & Misc. Charges | Operations & Maintenance of Facilities [3] | Operations & Maintenance of Equipment | Total |
|---|---|---|---|---|---|
| Boston | $29,141 | $2,036 | $12,131 | $0 | $43,308 |
| New York | $88,919 | $6,382 | $47,241 | $1 | $142,544 |
| Philadelphia | $66,691 | $4,883 | $33,240 | $29 | $104,843 |
| Atlanta | $137,333 | $17,585 | $41,440 | $12 | $196,370 |
| Chicago | $98,489 | $10,620 | $39,904 | $3 | $149,017 |
| Dallas | $68,517 | $5,512 | $26,074 | $0 | $100,103 |
| Kansas City | $31,622 | $3,618 | $14,088 | $2 | $49,330 |
| Denver | $17,032 | $1,241 | $8,466 | $1 | $26,740 |
| San Francisco | $114,357 | $9,947 | $44,947 | $9 | $169,260 |
| Seattle | $27,603 | $1,603 | $9,759 | $3 | $38,968 |
| Headquarters | $95,100 | $337,868 | $130,234 | $973,427 | $1,536,628 |
| **Total** | **$774,803** | **$401,296** | **$407,524** | **$973,487** | **$2,557,110** |

[1] Totals may not add due to rounding.

[2] Includes DDS, SSAB, ITS, and Delegated Buildings.

[3] Includes guard costs.

**Limitation on Administrative Expenses**

**Table 3.33—FY 2024 Estimated Physical Infrastructure Costs by Region [1,2]**
(Dollars in thousands)

| Regions | Rental Payments to GSA | Communications, Utilities & Misc. Charges | Operations & Maintenance of Facilities [3] | Operations & Maintenance of Equipment | Total |
|---|---|---|---|---|---|
| Boston | $28,454 | $2,207 | $11,347 | $0 | **$42,009** |
| New York | $86,823 | $6,919 | $44,187 | $1 | **$137,931** |
| Philadelphia | $65,118 | $5,294 | $31,091 | $35 | **$101,539** |
| Atlanta | $134,095 | $19,065 | $38,762 | $14 | **$191,936** |
| Chicago | $96,167 | $11,514 | $37,325 | $4 | **$145,010** |
| Dallas | $66,902 | $5,976 | $24,388 | $0 | **$97,267** |
| Kansas City | $30,876 | $3,922 | $13,177 | $3 | **$47,978** |
| Denver | $16,630 | $1,346 | $7,919 | $1 | **$25,896** |
| San Francisco | $111,661 | $10,785 | $42,042 | $11 | **$164,498** |
| Seattle | $26,953 | $1,738 | $9,128 | $3 | **$37,822** |
| Headquarters | $92,857 | $366,312 | $121,816 | $1,156,670 | **$1,737,655** |
| **Total** | **$756,536** | **$435,080** | **$381,182** | **$1,156,741** | **$2,729,539** |

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[1] Totals may not add due to rounding.

[2] Includes DDS, SSAB, ITS, and Delegated Buildings.

[3] Includes guard costs.

## SOCIAL SECURITY ADVISORY BOARD

This Budget includes $3.020 million for the Social Security Advisory Board in FY 2024. 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 program and the SSI program, supported by other public and private systems, can most effectively assure economic security; (2) studying and making recommendations relating to the coordination of programs that provide health security with programs described in the first paragraph; (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 the social security system; (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 consistently holds six, two-all-day bimonthly meetings and five scheduled conference calls throughout the year. For more detailed information about the Board, please see the Board's website at *www.ssab.gov*.

The agency's budget for Fiscal Year (FY) 2024 requests $3.020 million to support the operations of the Board. The Board is not requesting reception and representation authority in FY 2024. The increase will allow the Board to continue working toward an independent internal structure and ensure it meets government-wide system security requirements and other internal controls.

**Table 3.34 – SSA Advisory Board Obligations by Objects Class and Staffing[1]**

| Object Class | FY 2022 Actual[2] | FY 2023 Enacted | FY 2024 Request |
|---|---|---|---|
| Personnel & Benefits | $1,912,462 | $2,200,000 | $2,480,000 |
| Travel | $3,577 | $10,000 | $15,000 |
| Rent & Telecommunications | $258,872 | $275,000 | $285,000 |
| Consultants, Contracts & Other Services | $273,709 | $170,000 | $200,000 |

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[1] Totals may not add due to rounding.
[2] The FY 2022 total is the total amounts obligated per SSA's FY 2022 Financial Indicator Reports as of September 30, 2022.

**Limitation on Administrative Expenses**

| Object Class | FY 2022 Actual[2] | FY 2023 Enacted | FY 2024 Request |
|---|---|---|---|
| Supplies & Equipment[3] | $58,288 | $45,000 | $40,000 |
| **Total, All Objects** | **$2,506,909** | **$2,700,000** | **$3,020,000** |
| Full-time, Permanent Staff | 12 | 12 | 13 |
| Part-time, SGE's and Temp Staff | 1 | 1 | 0 |
| Board Members | 4 | 7 | 7 |

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[3] The supplies and equipment category is higher than the FY 2023 Budget Justification due to ending of the SSAB IT contract which included SSAB IT supplies and equipment costs. SSAB will directly purchase these items.