

Progress to Implement the 21st Century Integrated Digital Experience Act (21st Century IDEA): 2022 Annual Report¹

Background

Section 3(d) of the [21st Century Integrated Digital Experience Act](#) (21st Century IDEA)¹ requires the head of each Federal executive branch agency to report annually to the Director of the Office of Management and Budget, and the public on the agency's progress to implement the requirements of the Act and modernize websites and digital services.

Agency Efforts to Date

We continue to leverage the 21st Century IDEA to streamline our digital footprint. Our customers have become more comfortable with remote service, and they expect convenient and safe options to access these services. We continue to implement new technology that enhances the customer experience and removes barriers to service to meet the needs and preferences of our customers, partners, and employees. Our modernization investments focus on delivering customer-centric digital capabilities with equitable human-centered design and advanced technologies. We will provide more options to conduct business electronically, reduce paper-producing processes, and convert paper-based information into digital formats by expanding digital channels.

In 2022, we continued building upon the work we started in 2021 to expand secure self-service options for our customers. We also focused on priorities that surfaced in 2021 as we adjusted our service model to continue serving the public during the COVID-19 pandemic, even as we limited in-person service in our field offices.

The information below details our efforts to further modernize our website and digital services accessible through [my Social Security | SSA](#) and [Apply for Social Security Benefits | SSA](#).

Digital Identity (DI) – Over 77 million Americans have registered for a secure account to access the Social Security Administration's (SSA) secure online services. In 2022, we adopted Experian as our external data source to enhance identity proofing, reduce costs, and improve control over data acceptance which resulted in improved efficiency, enhanced accessibility, and navigation for users signing into their accounts. We implemented a risk-based tiered authentication solution that verifies customers at appropriate assurance levels and adjusts account setup based on risk factors.

¹ Public Law 115-336, 132 Stat. 5025-5028. Previous reports: [2019](#), [2020](#), [2021](#)

Employer Wage Reporting Journey (EWRJ) – We modernized self-service options, including the full production release of the EWRJ Wage File Upload application. With this application, we processed over 500,000 wage files representing 205.5 million W-2s from December 2021 to December 2022. The new Wage File Upload application improves data quality by communicating errors to employers before accepting their W2/W3 wage data. We display real time alerts and communicate data errors to employers in less than one minute. This reduced resubmission notices for electronic filers by 68 percent through March 2022, compared to the same time frame for 2021. Users can navigate the new application independently, and our survey indicated a 92.3 percent customer satisfaction score. These enhancements minimized improper payments and reduced support calls.

Internet Social Security Number (SSN) Replacement Card (iSSNRC) – We continue to collaborate with the states to expand our internet SSN replacement card application, allowing eligible US citizens to request a replacement social security card without any record changes. Currently, 48 jurisdictions, including the District of Columbia, are participating. Additionally, customers can now request a name change SSN replacement card due to marriage if they have a valid marriage certificate from a participating state. As of May 2023, this option is available in nine jurisdictions.

my Social Security – Under **Manage Workspace**, we implemented a new and improved user experience that highlights information most important to beneficiaries receiving benefits. In the new myProfile area, we provide access to the new Medical Continuing Disability Request form (i454), and upgraded Benefits and Payments (previously known as my Check Your Benefits (myCYB)), my Change of Address, my1099, and my Direct Deposit applications. We implemented the Earnings Correction Screener Application and enhanced the **Plan & Prepare** section to improve the user experience by adding access to replacement 1099s for recently terminated users, allowing users who are terminated to access overpayment information. Terminated users are those who were receiving SSA benefits but were terminated for various reasons, ceasing their benefits. Within the **Claims Status Tracker** we provide customers more detailed status information on their pending application.

SSA Mobile Wage Reporting Enhancement – We released updated applications to Apple app and Google play stores for the first time in 10 years. Enhancements include improvements to the date picker and user interface, capability to utilize Optical Character Recognition (OCR), and ability to store paystubs as evidence.

Online “Voice of Customer” Feedback – We expanded our user feedback by conducting surveys across nine online applications and the redesigned website. We improved the analysis of this feedback and enabled employees to access and analyze customer comments and scores.

Online Social Security Number Application (oSSNAP) – To support enumeration customers who do not meet the requirement to use our fully automated internet replacement card application, we released a tool to allow customers to begin the application online and complete it in-person, reducing their time spent in the field office. Since April 2022, over 1.3 million oSSNAP applications have been successfully processed in the field offices.

Electronic Protective Filing Tool (ePFT) – In March 2022, we launched ePFT, a user-friendly online tool that allows first and third parties to establish a protective filing date and request an appointment to file for benefits. These requests are sent to the Enhanced Leads and

Appointments System for further action by the field office. As of the end of fiscal year (FY) 2023, there have been 930,556 successful submissions with 364,820 SSI Claims filed.

SocialSecurity.gov Website Redesign – In December 2022, we launched a redesigned [SSA.gov](https://www.ssa.gov) website based on customer feedback, following a Human Centered Design approach, to meet the needs of the public. The site is designed with the US Web Design System, is Section 508 accessible, and mobile device optimized. The updated approach to content, tested with the public and written in plain language, follows a streamlined, task-based approach for easier findability and promotes online self-service usage. Customer satisfaction scores for [SocialSecurity.gov](https://www.ssa.gov) has increased 21 percentage points in the 9 months since launch (December 2022 – August 2023).

Visitor Intake Process rewrite (VIPr) – The VIPr technician’s application and VIPr Mobile Check-in application underwent significant enhancements in FY 2022, including the implementation of a unique identifier concept to identify customers with scheduled field office appointments. We updated the user interface to collect mobile device information and customer consent for receiving short message service (SMS) text notifications regarding their appointments. We implemented Enterprise-level Application Interfaces to manage SMS text/email reminders, check-in links, and summon features. We also redesigned the Mobile Check-in internet application to streamline the check-in process.

Prepared for the Office of Management and Budget and the public per the requirements of section 3(d) of Public Law 115-336.

Brian Peltier Acting Chief Information Officer