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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)

	2021 Amount Authorized	2021 Enacted <sup>1,2</sup>	2022 Amount Authorized	2022 Estimate <sup>3,4</sup>	2023 Amount Authorized	2023 Estimate <sup>5,6</sup>
<b>Title II, Section 201(g)(1) of the Social Security Act</b>	Indefinite	\$12,930,945	Indefinite	\$12,930,945	Indefinite	\$14,773,300

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

<sup>2</sup> The total includes up to \$135,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

<sup>3</sup> We assume the enactment of a full-year continuing resolution, at an annualized rate equal to enacted FY 2021 appropriations. We assume the FY 2021 Consolidated Appropriations Act level of program integrity (\$1,575,000,000) will be provided and made available through March 31, 2023. This funding level also includes \$45,000,000 for IT modernization and \$50,000,000 to address the disability hearings backlog.

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

<sup>5</sup> 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 2023 Budget requests \$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 allows SSA to conduct CDRs and SSI redeterminations to confirm that participants remain eligible to receive benefits, and it supports anti-fraud CDI units and special attorneys for fraud prosecutions. The Budget proposes transferring up to \$15.1 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units.

<sup>6</sup> The total includes 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.

## Limitation on Administrative Expenses

### APPROPRIATION LANGUAGE

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*For necessary expenses, including the hire and purchase of passenger motor vehicles and charging or fueling infrastructure for zero emission passenger motor vehicles, and not to exceed \$20,000 for official reception and representation expenses, not more than \$14,632,300,000 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 \$2,750,000 shall be for the Social Security Advisory Board: Provided further, That unobligated balances of funds provided under this paragraph at the end of fiscal year 2023 not needed for fiscal year 2023 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.*

*From funds provided under the first paragraph, \$1,799,000,000, to remain available through March 31, 2024, 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*

## Limitation on Administrative Expenses

*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, \$288,000,000 is provided to meet the terms of a concurrent resolution on the budget, and \$1,511,000,000 is additional new budget authority specified for purposes of a concurrent resolution on the budget: Provided further, That, of the additional new budget authority described in the preceding proviso, up to \$15,100,000 may be transferred to the "Office of Inspector General", Social Security Administration, for the cost of jointly operated co-operative disability investigation units: Provided further, That such transfer authority is in addition to any other transfer authority provided by law: Provided further, That the Commissioner shall provide to the Congress (at the conclusion of the fiscal year) a report on the obligation and expenditure of these funds, similar to the reports that were required by section 103(d)(2) of Public Law 104–121 for fiscal years 1996 through 2002: Provided further, That 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 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 exceed \$140,000,000, the amounts shall be available in fiscal year 2024 only to the extent provided in advance in appropriations Acts.*

## **Limitation on Administrative Expenses**

*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.*

*Note—A full-year 2022 appropriation for this account was not enacted at the time the budget was prepared; therefore, the budget assumes this account is operating under the Continuing Appropriations Act, 2022 (Division A of P.L. 117-43, as amended). The amounts included for 2022 reflect the annualized level provided by the continuing resolution.*



LANGUAGE ANALYSIS

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

We take seriously our responsibilities to ensure eligible individuals receive the benefits to which they are entitled, and to safeguard the integrity of benefit programs to better serve recipients. We are requesting \$1,799,000,000 in dedicated program integrity funding, including a \$1,511,000,000 allocation adjustment. We conduct continuing disability reviews (CDRs) to ensure that only beneficiaries who still qualify to receive benefits under the OASDI and SSI programs continue to receive these benefits (includes both medical and work CDRs). For those receiving SSI, we also perform non-medical redeterminations to determine whether recipients continue to meet the program’s income and resource limits. The funding also supports anti-fraud Cooperative Disability Investigation (CDI) units and the prosecution of fraud by Special Assistant U.S. Attorneys (SAUSA). In FY 2023, the Budget provides for a \$15,100,000 transfer from the program integrity adjustment to the Inspector General (OIG) CDI unit related costs. Following expiration of the discretionary caps in 2021, the Budget includes an allocation adjustment for FY 2023. This adjustment is shown in the Budget for use in the congressional budget process, pursuant to the Congressional Budget Act. In addition to the appropriated amounts, we are requesting to spend up to \$140,000,000 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
<i>“For necessary expenses, including the hire and purchase of passenger motor vehicles and charging or fueling infrastructure for zero emission passenger motor vehicles...”</i>	In support of the President’s goal of transitioning to a fully Zero Emission Vehicle Federal fleet, the request includes \$1,200,000 for zero emission vehicle (ZEV - battery electric, plug-in electric hybrid, and hydrogen fuel cell vehicles) acquisitions and deploying necessary vehicle charging and refueling infrastructure. These acquisitions are a significant step towards eliminating tailpipe emissions of greenhouse gases (GHG) from our fleet and aligning fleet operations with the goal of achieving a fully ZEV federal fleet. ZEV acquisitions may include vehicles for both agency-owned and GSA-leased segments of our vehicle fleet, including incremental costs of leased vehicles and lease

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Language Provision	Explanation
	payments to GSA for conversion of agency-owned vehicles to GSA’s leased fleet where appropriate.
<p><i>“Provided further, That unobligated balances of funds provided under this paragraph at the end of fiscal year 2023 not needed for fiscal year 2023 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...”</i></p>	<p>The language allows us to carryover unobligated balances for non-payroll automation and telecommunications investment costs in future fiscal years.</p>
<p><i>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.</i></p>	<p>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.</p>

## Limitation on Administrative Expenses

Language Provision	Explanation
<p><i>From funds provided under the first paragraph \$1,799,000,000 , to remain available through March 31, 2024, 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, \$288,000,000 is provided to meet the terms of a concurrent resolution on the budget, and \$1,511000,000 is additional new budget authority specified for purposes of a concurrent resolution on the budget: Provided further, That, of the additional new budget authority described in the preceding proviso, up to \$15,100,000 may be transferred to the "Office of Inspector General", Social Security Administration, for the cost of jointly operated co-operative disability investigation units: Provided further, That such transfer authority is in addition to any other transfer authority provided by law: Provided further, That the Commissioner shall provide to the Congress (at the conclusion of the fiscal year) a report on the obligation and expenditure of these funds, similar to the reports that were required by section 103(d)(2) of Public Law 104–121 for fiscal years 1996 through 2002: Provided further, That none of the funds described in this paragraph shall be available for transfer or reprogramming except as specified in this paragraph.</i></p>	<p>The language appropriates \$1,799,000,000 of dedicated program integrity funding, to remain available through March 31, 2024, for full medical CDRs, redeterminations, work related CDRs, CDI units, and fraud prosecutions by Special Assistant United States Attorneys. In FY 2023, we may transfer up to \$15,100,000 from the program integrity allocation adjustment to the Inspector General (OIG) to fund CDI unit activities. Additionally, this language prohibits the transfer or reprogramming of program integrity funding, except for the \$15,100,000 transfer to OIG. For additional information, please refer to the Program Integrity section.</p>

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Language Provision	Explanation
<i>In addition, \$140,000,000 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 exceed \$140,000,000, the amounts shall be available in fiscal year 2024 only to the extent provided in advance in appropriations Acts.”</i>	The language makes available up to \$140,000,000 collected from States for administration of their supplementary payments to the SSI program. This assumes the fee will increase from \$13.16 per check in FY 2022 to \$13.79 in FY 2023 according to increases established by statute. We receive the amount collected above \$5.00 from each fee.
<i>“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.”</i>	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 APPROPRIATION COMMITTEE REPORTS**

The table below includes the significant items set forth in reports accompanying H.R. 4502 and S. 3062. We will provide updates on our implementation of the recently passed Consolidated Appropriations Act (P.L.117-103), as required.

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

<b><u>Administrative Appeals Hearings</u></b>
The Committee considers 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.
<b><u>Administrative Law Judge Selection</u></b>
The Committee continues to be deeply concerned about the impact of Presidential Executive Order 13843 (July 10, 2018) on the judicial independence of administrative law judges (ALJs). The Order eliminates the competitive hiring process for ALJs and has the potential impact of converting independent adjudicators to political appointees, undermining longstanding principles of fair and unbiased consideration of matters of vital importance to the American people. ALJs must be independent decision-makers and it is the Committee’s expectation that SSA maintain the highest standards for appointment of ALJs.
<b><u>Disability Case Processing System (DCPS)</u></b>
The Committee requests regular updates on the implementation of DCPS as additional States enter new phases of production and rollout schedules. The updates should include cost data and anticipated timelines for the project. The Committee urges SSA to engage stakeholders throughout the process to understand any remaining barriers to implementation.
<b><u>Disability Determinations</u></b>
The Committee is concerned about the time it takes SSA to effectuate favorable SSI and/or SSDI disability determinations and directs SSA to submit a report to the Committee within 180 days of enactment of this Act, on SSA’s procedures for paying past-due and ongoing benefits after a claimant has been found disabled. The report should include the average number of calendar days from the date of the favorable decision to the date of the first monthly payment, and the average number days from favorable decision until retroactive benefits are paid (the first installment, for SSI payable in installments) for SSI, SSDI, and concurrent claims for each of the past five years plus the current year to date. The report should also discuss trends in effectuation time with respect to monthly benefits and past due benefits for claims awarded upon initial application and at other stages of appeal, the number of claimants who died between award and

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effectuation each year, and any performance goals or initiatives SSA has regarding effectuating favorable decisions with respect to monthly benefits and past due benefits.
<b><u>Evaluation and Statistics Retirement and Disability Research Consortium (RDRC)</u></b>
The Committee supports the interdisciplinary extramural research program being conducted at the Retirement and Disability Research Consortium and is particularly interested in the RDRC conducting more studies on financial insecurity, the role of social insurance and how public programs can better address wealth and income inequality facing vulnerable families. The Committee provides an additional \$4,000,000 to increase funding at all four centers by \$1,000,000 to allow for an increase in the number of projects across the RDRCs.
<b><u>Guardianship Report</u></b>
The Committee is concerned about the sharp rise in fraud perpetrated against senior citizens who are wrongly brought under guardianship or have their assets, including Social Security payments, mismanaged, or stolen. The Committee directs SSA to submit a report to the Committee, within 180 days of enactment of this Act and annually thereafter, on the number of Social Security payments that are being diverted to non-family members as representative payees, and the number of cases of misuse of benefits by non-family members as representative payees, as identified by SSA directly or through the representative payee monitoring program authorized under section 101 of the Strengthening Protections for Social Security Beneficiaries Act of 2018, broken down by State.
<b><u>Information Technology</u></b>
The Committee continues to monitor the Information Technology (IT) Modernization Plan and encourages SSA to focus on improvements to customer service and efficiency improvements for customers and employees as it makes updates to the plan. In addition, SSA should take steps to automate manual processes to reduce human error and improve processing time. The Committee requests an update of the plan referenced under this heading in House Report 114–699.
<b><u>Legal Assistants</u></b>
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 is concerned about reports that OHO recently consolidated duties from several specialized legal assistants, causing affected employees to perform more duties without increased compensation. The Committee strongly urges SSA to examine the position descriptions of legal assistants, pay and actual work conducted since the consolidation, to ensure that job classifications, and compensation, are commensurate with current duties.
<b><u>Pilot Program Metrics</u></b>
The Committee expects SSA to continue to follow the guidance and directives under this heading in House Report 116–450 for fiscal year 2022, and to include descriptions of pilots and associated pilot program metrics in its fiscal year 2023 Congressional Budget Justification.
<b><u>Professional Representatives</u></b>
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 continues to support direct payment of fees to representatives, encourages the Commissioner to

<p>raise and index the cap on fees payable via fee agreement, and requests that the Commissioner add a Performance Measure on timely and accurate payment of representative fees to the Fiscal Year 2022 and subsequent Annual Performance Plans.</p>
<p style="text-align: center;"><b><u>Report on LAE Expenditures</u></b></p>
<p>The Committee continues to request that the data referenced under this heading in House Report 114-699 be included in future budget justifications. In addition, the Committee requests the fiscal year 2023 Congressional Budget Justification include a historical table of costs and fiscal year 2023 requests for personnel and benefits, by major SSA component to include Operations (field offices, teleservice centers, processing centers, and regional offices); Office of Hearings Operations; Systems; Office of Analytics, Review, and Oversight; and Headquarters.</p>
<p style="text-align: center;"><b><u>Service to the Public</u></b></p>
<p>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 understands that SSA has modified Public Service Indicators to reflect challenges due to the COVID–19 pandemic. The Committee directs SSA to submit to the Committee within 90 days of enactment of this Act a report on Public Service Indicators for field offices and teleservice centers, providing the indicators and performance for Fiscal Years 2016 to 2021 and describing how the agency sets and modifies indicators, any changes made by the agency due the pandemic, and any staffing needs and resources necessary in its field offices and teleservice centers to restore previous levels of public service.</p>
<p style="text-align: center;"><b><u>Telework</u></b></p>
<p>The Committee reiterates its support for well-managed telework programs in the Federal workplace, which have demonstrated benefits for human capital as well as continuity of operations. The Committee expects SSA to implement telework policies that support these goals while also strengthening service to the American public, including in-person service in community-based field offices. The Committee directs SSA to submit a report within 90 days of enactment of this Act detailing the agency’s telework policies and identifying any positions for which telework has not been provided or has been reduced from pre-October 2019 levels, along with the reasons for any telework reductions.</p>
<p style="text-align: center;"><b><u>Video Hearings</u></b></p>
<p>The Committee understands that during the COVID–19 pandemic, SSA is providing claimants with the option of a video hearing, a telephone hearing, or a postponement if the individual would prefer to wait until an in-person hearing is available. The Committee expects that once the COVID–19 pandemic ends, SSA will resume in-person hearings. The Committee continues to encourage SSA to work with claimants who need additional flexibility by 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.</p>
<p style="text-align: center;"><b><u>Work Incentives Planning and Assistance (WIPA) and Protection and Advocacy for Beneficiaries of Social Security (PABSS)</u></b></p>
<p>The recommendation includes \$23,000,000 for WIPA grants and \$10,000,000 for PABSS. The Committee notes that Federal Protection and Advocacy (P&amp;A) systems provide legal representation to people with disabilities in civil matters to protect and enforce their legal, civil, and human rights. The Committee understands that SSA recently changed security clearance</p>

## Limitation on Administrative Expenses

requirements for staff that charge time to PABSS programs. Given the Federal and State laws required for P&A staff, the Committee urges SSA to reconsider changes that would require P&A staff to undergo any unnecessary SSA security clearances, so that they may be treated like any other attorney representing a person on SSA benefits.

### **Delayed Disability Payments**

The delayed payment of Social Security Disability Insurance claims can create a significant burden on claimants. The Committee requests a briefing within 90 days of enactment on the issues that can result in delayed payments, and the policies SSA has implemented, or has considered, to streamline the disability payments' process.

### **Disability Hearing and Initial Claims Backlogs**

The Committee commends SSA for the progress it has made reducing the average disability hearing processing time and the disability hearing backlog. The Committee recommendation combined with investments in recent years will help SSA stay on schedule to eliminate the backlog in fiscal year 2022 and further reduce the average disability hearing processing time. At the same time COVID-19 has created significant challenges for SSA, and has contributed to a growing backlog of initial disability claims. The Committee recommendation will support additional hires for Disability Determination Services to help address the growing backlog and an estimated increase in initial claims. The Committee requests a briefing within 60 days of enactment, and quarterly thereafter, on its progress towards reducing initial disability claim and hearings processing times and backlogs.

### **Field Office Closures**

The Committee remains concerned about decisions to permanently close field offices and the impact on the public. The Committee encourages SSA to find an appropriate balance between in-person field office services and online services for beneficiaries. While the SSA's Inspector General reviews decisions to close field offices, the Committee directs SSA to take every action possible to maintain operations at the offices under review.

### **Occupational Information System (OIS)**

The Committee is aware that SSA continues to operationalize OIS using BLS Occupational Requirements Survey (ORS) data, O\*NET, and other DOL-derived occupational statistics. The Committee commends SSA's progress in implementing OIS and directs SSA to provide an update in writing to the Committees on Appropriations and Finance within 60 days of enactment detailing the status of implementation, to what extent OIS is fully operational, a timeline for moving from the Dictionary of Occupational Titles entirely to OIS, and an action plan to accomplish said timeline.

### **Social Security Advisory Board**

The Committee recommendation includes not less than \$2,700,000 for the Social Security Advisory Board. This board advises the Commissioner of Social Security and makes recommendations to Congress and the President on policies relating to the OASI, DI, and SSI programs.

### **Work Incentives Planning and Assistance (WIPA) and Protection and Advocacy for Beneficiaries of Social Security (PABSS)**



## Limitation on Administrative Expenses

The Committee recommendation includes \$23,000,000 for WIPA and \$7,000,000 for PABSS, the same as the comparable fiscal year 2021 levels, respectively. These programs provide valuable services to help Social Security disability beneficiaries return to work. The Committee notes that delayed suitability determinations have in some cases significantly affected the ability of PABSS grantees to carry out their mission to protect the rights and best interests of individuals with disabilities. The Committee strongly encourages SSA to address any delays in the suitability determination process and to ensure that the process is consistent with government-wide practices.

### **Combating Social Security Impersonation Scams**

There has been a significant increase in Social Security impersonation scams in recent years. According to the SSA OIG, in the first half of fiscal year 2021, the OIG received more than 400,000 allegations of Social Security-related and government imposter scams compared to only 15,000 in fiscal year 2018. The Committee commends the work that the OIG has done thus far to combat these scams, and encourages the OIG to continue to prioritize working with SSA to increase awareness of this scam and to pursue the criminals perpetrating this fraud.

## Limitation on Administrative Expenses

### IMPROPER PAYMENTS

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We are committed to ensuring we issue correct payments to eligible individuals in the right amounts. We take seriously our responsibilities to ensure eligible individuals receive the benefits to which they are entitled, and to safeguard the integrity of benefit programs to better serve recipients. Our internal quality reviews, which are validated by a third-party auditor, indicate that our fiscal year (FY) 2020 Old-Age, Survivors, and Disability Insurance (OASDI) benefit payments were 99.83 percent free of overpayment, and 99.94 percent were free of underpayment. For the same year, 91.25 percent of all Supplemental Security Income (SSI) payments were free of overpayment, and 98.67 percent were free of underpayment. FY 2021 data is not yet available.

While our payment accuracy rates, including both overpayments and underpayments, 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 2020, we issued over \$1 trillion in benefit payments. Our combined overpayments and underpayments for OASDI totaled approximately \$3.11 billion. The combined overpayments and underpayments for SSI totaled approximately \$5.76 billion. With each tenth of a percentage point in payment accuracy representing about \$1.079 billion in OASDI and \$56.9 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 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 wage reporting. We are also continuing a multi-year initiative to modernize our Debt Management System to collect, store, monitor, manage, and report our program debt activity with increased accuracy and timeliness. It will also provide our beneficiaries with additional options for repaying their debts.

In FY 2021, we partnered with the Department of the Treasury to implement our first electronic remittance channel for programmatic overpayments using the Pay.gov website. In addition, we implemented the use of a lockbox service to add efficiencies in the agency's processing of programmatic remittances. Lastly, many banks, credit unions, and bill-pay services offer online bill payment, which allows individuals to make an electronic payment to a selected payee from a checking account, without having to complete and mail a paper check. An overpaid individual, who has an active overpayment in Recovery and Collection of Overpayment Process system will receive a billing notice that includes a remittance ID and a payment stub that provides information about using online bill pay through their financial institution. We will continue to modernize our remittance system and processes and plan to update our notices to inform individuals of our new online payment options.

We are investing in initiatives that help us ensure applicants and beneficiaries receive the correct benefit amounts and continue to meet our eligibility requirements. Please refer to the Program Integrity exhibit, our Annual Performance Report, our Agency Financial Report, and [www.paymentaccuracy.gov](http://www.paymentaccuracy.gov) for more information on our efforts.

## PILOT PROGRAMS

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

### COMPLETED PILOTS

#### **1. United States Postal Service (USPS) Proof of Concept (PoC) for Digital Identity (pilot suspended)**

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

In 2018, we began exploring a partnership with USPS that would allow customers to verify their identity in-person at certain USPS facilities. The pandemic delayed the USPS proof of concept, which was originally planned for May 2020.

In recent years, the General Services Administration (GSA) expanded its Login.gov service. We have accepted Login.gov credentialing since May 2020. The GSA is collaborating with USPS on a similar in-person proofing concept. GSA is a current digital identity partner with SSA through its Login.gov service, and we believe that their efforts now make a separate PoC between USPS and SSA redundant. Therefore, we are suspending our pilot and plan to collaborate with the USPS through GSA. We will continue to work in coordination with GSA to promote a USPS registration process that is convenient for our customers.

#### **2. Office of Analytics Review and Oversight Hearing Recordings & Transcriptions Incubation (pilot completed with limited implementation)**

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

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

Prior to the COVID-19 pandemic, all transcription actions occurred in person, relying on manual, paper, and CD processes. Beginning in mid-March of 2020, when SSA limited physical access to its buildings, our Office of Appellate Operations (OAO), within OARO, changed its transcription business processes. Our contracted transcription typing services were also impacted. During this same period, the number of new cases filed in federal court also rapidly increased as a direct result of the agency's initiative to reduce the number of requests for administrative review pending before the Appeals Council, the final step of the administrative

## **Limitation on Administrative Expenses**

process. The combined effects of the pandemic-related disruptions in prior in-person processes, impacts on contracted transcription services, and the increase in new court filings, resulted in a number of recorded hearings pending transcriptions. OAO made efforts to find a more direct method of providing the audio files to the transcription contractors.

This pilot explored using technology to generate written transcripts from the previously recorded hearings. There was the potential for significant savings in time and resources for the agency by reducing and eliminating the need for burning hearing recordings to CDs, as well as reducing or eliminating external contractors to generate the transcripts for hearings.

In FY 2021, OAO temporarily transitioned employees to assist with the pilot. We considered the pilot to be a success with a transcript accuracy rate of close to 85 percent, although by comparison, less than 1 percent of contractor transcribed hearings require correction. Even with our achieved accuracy rate, we still found that the rough transcripts created by the software continued to require review, editing, and certification before being added to the file or shared with the public. Employees involved in the pilot returned to their normal duties, OAO has continued to leverage contract transcription services for the number of hearings requiring transcription for court purposes.

We have ended the pilot but will consider leveraging the software in the future. A limited number of previously trained employees continue to utilize the technology as needed to create transcripts for time sensitive court matters,

### **3. Office of Quality Review (OQR) Group II Deficiencies Pilot (pilot completed)**

In an effort to deliver quality services to the public, the OQR conducts mandatory reviews to identify cases that do not comply with policy as either a Group I, Group II, or Technical Corrective Action deficiency. These include the Pre-Effectuation Review (PER), which is a review of 50 percent of all allowance cases, and a random Quality Assurance (QA) review of both allowance and denial cases. In 2018, the OIG identified 23 beneficiaries who had inaccurate entitlement dates resulting in \$373,906 in improper payments. In FY 2018, the OQR cited 20,154 distinct cases with Group II deficiencies consisting of 4,404 documentation deficiencies and 15,750 decisional deficiencies. To address the OIG findings, we initiated a pilot to determine the feasibility of automatically identifying Group II deficient cases for overpayment or underpayment.

The ultimate goal of this pilot was to reduce improper payments by quickly identifying deficiencies and correctly coding cases with minimal human intervention using artificial intelligence via Intelligent Medical Analysis GENERation (IMAGEN) software. We identified three Group II scenarios and corresponding sample cases for evaluation within the pilot. We built a web application to correctly label deficient cases based on three scenarios: 1) decision errors made on CDR cessations; 2) adult childhood disability benefit claims; and 3) cases with established onset prior to denial period with well-defined results.

We successfully identified cases, compared those to policy for accuracy, and automatically identified improper payment deficiencies by leveraging the IMAGEN artificial intelligence software program. The pilot was completed successfully in 2021 as planned. We are now

evaluating our ability to add the IMAGEN functionality into production and for use in quality review systems.

### ACTIVE PILOTS

#### **4. Ticket to Work Notice Optimization**

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

Participation rates are a key factor in the program's success. Though the program has served close to 1.2 million beneficiaries and recipients since 2000, participation in the program has been relatively low in relation to the total number of beneficiaries and recipients we serve; 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). This project tests modified versions of the notices we send to beneficiaries and changes to the notice schedule to determine if the changes reduce the barriers to assigning a Ticket. The new notices provide simpler, plain language information about the Ticket program and the potential benefits of and process of assigning a Ticket. In FY 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 GSA to finalize the notice prototypes to send upon award of DI or SSI, and after 1 and 2 years of receiving benefits and to develop the evaluation design. We wrote the Good News notices – that individuals receive when awarded disability benefits – to comply with plain language guidelines and improve participation in the Ticket program. We also registered the study with the American Economic Association randomized study trial registry.
- We worked with the Office of Systems to modify 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.

## **Limitation on Administrative Expenses**

FY 2022:

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

FY 2023:

- Review final analysis of the mailings.

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

### **5. Video Interviews for Workloads**

During the pandemic, we limited in-person services for the public's and our employees' safety. Some customers have difficulties mailing their important original documents, and others are unable to use our online services. To bridge the gap, we piloted a new MS Teams service delivery option for certain Social Security replacement cards in November 2020 at 100 of our highest enumeration workload offices.

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

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

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

- Applicant missed their appointment,
- A connectivity issue with the MS Teams Software (customer or SSA side),

## Limitation on Administrative Expenses

- A technical issue during the MS Teams interview that caused the interview to terminate
- An inability to clearly view and inspect the applicant's evidence,
- An issue during the American Association of Motor Vehicle Administrators/ Driver's License Data Verification,
- Inability of the customer to provide the required evidentiary documents, or
- The technician could not authenticate the evidence.

We resolved our labor obligations for larger scale use and completed our MS Teams pilot. We are currently analyzing how to best use MS Teams as a service option moving forward to provide an alternative to requiring in-person service.

### **6. SSA Mobile Wage Reporting**

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

- Allow for knowledge-based authentication for users that cannot use *my Social Security*.
- Address poor reviews for user experience and unreliability in the Apple and Google play stores.
- 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 (AWS Device Farm, an application testing service to help improve the quality of web and mobile applications by testing them across an extensive range of desktop browsers and real mobile devices).

### **Evaluation Plan/Timeline**

FY 2022:

- Conduct Beta testing in March 2022.
- Continue to finalize capabilities and visual prototypes.
- Deliver a minimum viable product (MVP) by Summer 2022. An MVP for this release will replace the existing system functionality and include the OCR functionality.

### **Measure of Success/Metrics**

We will capture data on the number of wage reporters who successfully transmit wages using the new application. We will measure success based on the increases in successful submissions.

## **Limitation on Administrative Expenses**

Even a small increase in wage reporting will lead to fewer paper paystubs processed by the field office.

### **7. OHO Hearing Recordings & Transcriptions Pilot**

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

We will use MS Teams and Azure Video Analyzer for Media (AVAM) to create a text transcript of the disability hearing. By recording hearings in MS Teams, there is the potential for significant savings in time and resources for the agency. Additionally, MS Teams recordings would automate and simplify creation of official court hearing transcripts needed for disability hearing appeals.

#### *Evaluation Plan/Timeline*

FY 2022:

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

#### *Measure of Success/Metrics*

We continue to determine our measurement of success as we use and evaluate the technology.

### **8. Headquarters Mail Digitization Pilot**

In March 2021, we developed a 12-month pilot to digitize mail in seven headquarters components. In June 2021, using our Headquarters Mail Service Center (HQMSC), we sorted incoming mail and bulk shipped to our scanning vendor. The scanning vendor opened, prepared, scanned, and saved the images to a shared server. Participating components accessed the electronic mail from servers and processed workloads virtually.

#### *Evaluation Plan/Timeline*

FY 2021:

##### *First Quarter*

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



## Limitation on Administrative Expenses

### *First Quarter and Second Quarter*

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

### *Third Quarter*

- Developed a business process.
- Submitted a call order in April 2021 and awarded in May 2021.
- Began 12-month pilot in June 2021.

### FY 2022:

- Analyze and plan for expanding beyond the pilot.

### Measure of Success/Metrics

We will determine the pilot is successful if:

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

### Current results:

- 100 percent of mail has been scanned within two business days of vendor receipt
- 100 percent of scanned mail has met components' quality needs.
- Components have reported a 447 percent decrease in the amount of time spent processing digital mail over processing paper mail.
- We have experienced a 256 percent decrease in the number of in-office visits to process paper mail.
- 100 percent of respondents rated their experience in the pilot as “Very Satisfied”.

## Limitation on Administrative Expenses

### **9. Video Service Delivery (VSD) Expansion, Department of Homeland Security (DHS) Test Expansion**

SSA and DHS US Citizenship and Immigration Services (USCIS) are conducting a test in which SSA will use its existing Video Service Delivery (VSD) Polycom units to conduct interviews as part of processing replacement SSN card applications for non-US citizens. Currently, we have over 900 convenient VSD locations across the country, with about 60 of those in third-party, non-SSA sites. VSD offers high-resolution magnification and black light capability, allowing for in-depth review of the security features and authenticity of the evidence presented. This test will provide an alternate way for SSA to safely deliver services through participating third-party sites (non-SSA locations) and between SSA offices. Through this test expansion, we will provide greater flexibility for customers and offices to:

- Share workloads between offices;
- Allow for customers visiting a third-party VSD site to handle SSA business; and
- Provide customers living in remote areas additional access to transact business with SSA offices.

We will gather data from this test expansion to determine future usage of VSD.

FY 2022:

- We will test using VSD for non-citizens requesting replacement cards, those with changes to their records (i.e. date of birth, immigration status, etc.), and for those individuals needing to resolve Numident discrepancies detected by E-Verify.
- We also plan to expand usage to US Citizens replacement cards with changes to their records.

FY 2023:

- Evaluate and determine permanency of using VSD in all sites.

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.

At the onset of the COVID-19 pandemic, we implemented a temporary moratorium on scheduling in-person CEs to protect the safety of claimants and reduce the burden on the medical community. In May 2020, we updated our policy for the State Disability Determination Services (DDSs) to resume the process of scheduling in-person CEs on a voluntary basis. The Department of Health and Human Services’ (HHS) issued a temporary easement of Health Insurance Portability and Accountability Act (HIPPA) requirements for telehealth. Beginning May 2020, to alleviate barriers to processing cases that required a CE but could not be completed due to COVID-19, we allowed certain psychiatric and psychological CEs to be completed using telehealth platforms outside of the SSA network. We also expanded telehealth CEs to Speech and Language cases at the end of 2021. However, as of December 2021, we only identified about 5-6 percent of cases requiring a CE as telehealth eligible<sup>1</sup>.

We continue to consider COVID-19 to be a valid reason for missing, cancelling, postponing, and rescheduling examinations. Therefore, cases where a CE is required but cannot be completed because of COVID-19 continue to age without a disability determination. However, the percentage of new cases where we can complete all required CEs has increased during the pandemic from 54% to 85%. DDSs may continue to process insufficient evidence determinations based on failure to attend a CE for reasons other than COVID-19. Still, scheduling CEs in a timely manner continues to be an ongoing issue as provider’s appointment calendars are being filled at a faster rate.

While we manage our consultative examinations (CE) workload to an overall processing time goal for initial claims and reconsiderations, our systems do not capture the level of detail to identify the number of days for CE completion nationally or by State. DCPS2 is beginning to capture this information in states where the system is fully implemented.

**Table 3.4 – FY 2021 Consultative Examination Counts and Cost Data<sup>2</sup>**

	<b>Annual Number of Cases Completed with at Least One CE<sup>1</sup></b>	<b>CE Rate<sup>2</sup></b>	<b>CE Costs<sup>3</sup></b>	<b>CE Costs per Case<sup>4</sup></b>
National Total (DDS + Federal)	1,089,423	32.10%	\$306,001,751	\$280.88

<sup>1</sup> Only CEs for mental, psychological, or speech and language testing are eligible for telehealth CEs at this time.

<sup>2</sup> Extended Service Team (EST) CE data and costs are included in the State amounts (VA, AR, OK). Number of cases includes CEs for initial disability claims, disability reconsiderations, continuing disability reviews, and disability hearings.

## Limitation on Administrative Expenses

	Annual Number of Cases Completed with at Least One CE <sup>1</sup>	CE Rate <sup>2</sup>	CE Costs <sup>3</sup>	CE Costs per Case <sup>4</sup>
ALL DDS	1,088,016	33.20%	\$305,621,044	\$281.16
BOS	32,954	24.00%	\$8,555,475	\$259.62
CT	9,581	27.20%	\$2,256,157	\$235.48
ME	4,082	27.30%	\$1,046,856	\$256.46
MA	9,289	16.70%	\$2,720,287	\$292.85
NH	3,575	32.00%	\$870,746	\$243.57
RI	3,528	26.90%	\$763,814	\$216.50
VT	2,899	39.80%	\$897,615	\$309.63
NYC	132,843	47.20%	\$31,949,687	\$240.51
NJ	24,953	37.00%	\$7,074,607	\$283.52
NY	96,978	49.20%	\$22,105,264	\$227.94
PR <sup>5</sup>	10,912	65.20%	\$2,769,816	\$253.83
PHL	105,655	30.90%	\$28,179,301	\$266.71
DE	1,889	24.80%	\$484,055	\$256.25
DC	3,121	16.90%	\$1,117,731	\$358.13
MD	13,342	31.00%	\$5,744,785	\$430.58
PA	59,542	36.90%	\$13,191,207	\$221.54
VA	15,507	19.10%	\$4,382,662	\$282.62
WV	12,254	45.90%	\$3,258,861	\$265.94
ATL	283,523	36.20%	\$82,260,654	\$290.14
AL	25,754	35.60%	\$7,629,422	\$296.24
FL	85,914	33.60%	\$26,193,434	\$304.88
GA	36,147	40.70%	\$14,558,497	\$402.76
KY	27,422	38.90%	\$6,279,181	\$228.98
MS	19,717	39.00%	\$3,951,028	\$200.39
NC	36,395	33.20%	\$10,251,552	\$281.67
SC	19,499	31.90%	\$4,419,601	\$226.66
TN	32,675	43.40%	\$8,977,939	\$274.76
CHI	180,506	35.10%	\$45,381,438	\$251.41
IL	39,781	39.50%	\$8,807,304	\$221.39
IN	34,750	40.80%	\$9,278,043	\$266.99
MI	36,578	33.90%	\$7,397,786	\$202.25
MN	10,813	25.70%	\$3,867,661	\$357.69
OH	43,698	32.80%	\$11,610,970	\$265.71
WI	14,886	32.60%	\$4,419,674	\$296.90
DAL	132,733	26.60%	\$39,280,825	\$295.94

**Limitation on Administrative Expenses**

	<b>Annual Number of Cases Completed with at Least One CE<sup>1</sup></b>	<b>CE Rate<sup>2</sup></b>	<b>CE Costs<sup>3</sup></b>	<b>CE Costs per Case<sup>4</sup></b>
AR	14,765	22.20%	\$3,785,937	\$256.41
LA	25,926	37.00%	\$8,335,159	\$321.50
NM	4,944	25.60%	\$2,337,822	\$472.86
OK	22,790	35.00%	\$5,944,241	\$260.83
TX	64,308	26.10%	\$18,877,666	\$293.55
<b>KCM</b>	<b>42,243</b>	<b>29.50%</b>	<b>\$11,955,337</b>	<b>\$283.01</b>
IA	8,142	25.10%	\$2,582,158	\$317.14
KS	6,560	40.80%	\$2,059,058	\$313.88
MO	22,389	27.90%	\$5,380,652	\$240.33
NE	5,152	35.50%	\$1,933,469	\$375.29
<b>DEN</b>	<b>25,883</b>	<b>30.30%</b>	<b>\$11,304,826</b>	<b>\$436.77</b>
CO	12,149	30.10%	\$4,600,873	\$378.70
MT	2,530	30.30%	\$839,484	\$331.81
ND	1,021	21.80%	\$597,259	\$584.97
SD	1,704	21.10%	\$1,257,880	\$738.19
UT	6,659	35.50%	\$2,504,132	\$376.05
WY	1,820	35.40%	\$1,505,198	\$827.03
<b>SFO</b>	<b>121,836</b>	<b>31.80%</b>	<b>\$35,293,924</b>	<b>\$289.68</b>
AZ	17,380	29.80%	\$5,969,426	\$343.47
CA	96,104	32.60%	\$25,865,584	\$269.14
HI	1,800	20.10%	\$1,320,278	\$733.49
NV	6,552	30.10%	\$2,138,636	\$326.41
<b>SEA</b>	<b>29,840</b>	<b>27.00%</b>	<b>\$11,459,577</b>	<b>\$384.03</b>
AK	820	29.20%	\$758,798	\$925.36
ID	3,296	16.80%	\$1,273,711	\$386.44
OR	9,843	25.40%	\$3,422,407	\$347.70
WA	15,881	32.10%	\$6,004,661	\$378.10
FED <sup>6</sup>	1,407	1.20%	\$380,707	\$270.58

## Limitation on Administrative Expenses

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<sup>1</sup> 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.

<sup>2</sup> CE rate is the number of cases for which at least one CE is ordered and paid compared to the total number of cases. This rate does not reflect the total volume of CEs ordered and paid. Our systems do not include the level of detail to identify if CEs were conducted by the treating medical provider.

<sup>3</sup> CE costs represent costs for all CEs, including if there were more than one CE per case.

<sup>4</sup> CE cost per case represents total CE costs divided by the number of cases with at least one CE.

<sup>5</sup> 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.

APPROPRIATION HISTORY

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

Table 3.5—Appropriation History Table

Fiscal Year	Budget Estimate to Congress	House Committee Passed	Senate Committee Passed	Enacted Appropriation
<b>2013</b>	\$11,760,000,000 <sup>1</sup>	--- <sup>2</sup>	\$11,736,044,000 <sup>3</sup>	\$11,453,290,000 <sup>4</sup>
Rescission				-\$21,394,476 <sup>5</sup>
Sequestration				-\$386,329,494 <sup>6</sup>
Final				<b>\$11,045,566,321 <sup>7</sup></b>
<b>2014</b>	<u>\$12,296,846,000</u>	--- <sup>8</sup>	\$11,697,040,000 <sup>9</sup>	<b>\$11,697,040,000 <sup>10</sup></b>
LAE	\$11,069,846,000 <sup>11</sup>			
PIAE	\$1,227,000,000 <sup>12</sup>			
<b>2015</b>	\$12,024,000,000 <sup>13</sup>	--- <sup>14</sup>	--- <sup>15</sup>	<b>\$11,805,945,000 <sup>16</sup></b>
<b>2016</b>	\$12,513,000,000 <sup>17</sup>	\$11,817,945,000 <sup>18</sup>	\$11,620,945,000 <sup>19</sup>	<b>\$12,161,945,000 <sup>20</sup></b>
<b>2017</b>	\$13,067,000,000 <sup>21</sup>	\$11,898,945,000 <sup>22</sup>	\$12,481,945,000 <sup>23</sup>	<b>\$12,481,945,000 <sup>24</sup></b>
<b>2018</b>	\$12,457,000,000 <sup>25</sup>	\$12,392,945,000 <sup>26</sup>	\$11,992,945,000 <sup>27</sup>	<b>\$12,872,945,000 <sup>28</sup></b>
<b>2019</b>	\$12,393,000,000 <sup>29</sup>	\$12,557,045,000 <sup>30</sup>	\$12,951,945,000 <sup>31</sup>	<b>\$12,876,945,000 <sup>32</sup></b>
<b>2020</b>	\$12,773,000,000 <sup>33</sup>	\$13,071,945,000 <sup>34</sup>	--- <sup>35</sup>	\$12,870,945,000 <sup>36</sup>
CARES Act <sup>37</sup>				\$338,000,000
Final				<b>\$13,208,945,000</b>
<b>2021</b>	\$13,351,473,000 <sup>38</sup>	\$12,970,945,000 <sup>39</sup>	--- <sup>40</sup>	\$12,930,945,000 <sup>41</sup>
Supplemental <sup>42</sup>				\$38,000,000
Final				<b>\$12,968,945,000</b>
<b>2022</b>	\$14,188,896,000 <sup>43</sup>	\$14,066,945,000 <sup>44</sup>	--- <sup>45</sup>	--- <sup>46</sup>
<b>2023</b>	\$14,773,300,000 <sup>47</sup>			

<sup>1</sup> Total includes \$1,024,000,000 in funding designated for SSI redeterminations and CDRs – \$273,000,000 in base funding and \$751,000,000 in additional funds. Includes up to \$170,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).

<sup>2</sup> The House Committee on Appropriations did not report a bill. The Committee posted a draft bill which included \$10,684,414,000 for LAE.

<sup>3</sup> S. 3295.

<sup>4</sup> At the time we formulated the Budget we had not received a full year appropriation for FY 2013. We were operating under a 6-month CR (P.L. 112-175) that funded our operations at \$11,520,000,000, if annualized. This represents a 0.612 percent increase from the FY 2012 enacted level. A full year CR (P.L. 113-6) reduced funding to the FY 2012 enacted level of \$11,453,290,000.

<sup>5</sup> Per OMB Budget Data Request 13-19, we were subject to an Across-the-Board (ATB) Reduction/Rescission of .2

## Limitation on Administrative Expenses

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percent of LAE. Both base and cap program integrity funds were exempt from this reduction.

- <sup>6</sup> Under P.L. 112-175, all non-SSI funding was reduced by 5 percent after sequestration was triggered by Congress.
- <sup>7</sup> Our funding post-sequestration (P.L. 112-175) and ATB reduction (BDR 13-19) was \$407,723,000 lower than the original CR funding level (P.L. 113-6).
- <sup>8</sup> 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.
- <sup>9</sup> S. 3533.
- <sup>10</sup> Consolidated Appropriations Act, 2014 (P.L. 113-76). Total includes \$1,197,000,000 designated for SSI redeterminations and CDRs. Includes up to \$171,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>11</sup> Total includes \$273,000,000 in funding designated for SSI redeterminations and CDRs. Includes up to \$173,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>12</sup> 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.
- <sup>13</sup> Total includes \$1,396,000,000 in dedicated funding designated for SSI redeterminations and CDRs – \$273,000,000 in base funding and \$1,123,000,000 in funds outside the discretionary caps as authorized by the Budget Control Act (BCA) of 2011 (P.L. 112-25), as well as \$131,000,000 from LAE to assist in program integrity work. Includes up to \$124,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>14</sup> The House Committee on Appropriations did not report a bill.
- <sup>15</sup> The Senate Committee on Appropriations did not report a bill.
- <sup>16</sup> Consolidated and Further Continuing Appropriations Act, 2015 (P.L. 113-235). Total includes \$1,396,000,000 designated for SSI redeterminations and CDRs. Includes up to \$124,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>17</sup> Total includes \$1,439,000,000 in dedicated funding designated for SSI redeterminations and CDRs – \$273,000,000 in base funding and \$1,166,000,000 in funds outside the discretionary caps as authorized by the BCA of 2011. Includes up to \$136,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>18</sup> H.R. 3020.
- <sup>19</sup> S.1695.
- <sup>20</sup> Consolidated Appropriations Act, 2016 (P.L. 114-113). Total includes \$1,426,000,000 in funding designated for SSI redeterminations and CDRs. Includes up to \$124,000,000 from user fees paid by States for Federal administration of SSI State Supplement payments and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>21</sup> The FY 2017 request includes \$1,819,000,000 in dedicated program integrity funding for, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, cooperative disability investigation (CDI) units, and the prosecution of fraud by Special Assistant United States Attorneys (SAUSAs), comprised of \$273,000,000 in base funding and \$1,546,000,000 in funds outside the discretionary caps as authorized by the Bipartisan Budget Act (BBA) of 2015 (P.L. 114-74). Additionally, the LAE account carves out funding to support the fully loaded costs of performing 1.1 million CDRs and approximately 2.8 million SSI redeterminations, \$126,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected



## Limitation on Administrative Expenses

- pursuant to section 303(c) of the Social Security Protection Act (P.L.108-203).
- <sup>22</sup> H.R. 5926.
- <sup>23</sup> S. 3040.
- <sup>24</sup> Consolidated Appropriations Act, 2017 (P.L. 115-31). Total includes \$90,000,000 in available funding through September 30, 2018, for activities to address the hearings backlog within the Office of Hearings Operations (formerly the Office of Disability Adjudication and Review). Includes \$1,819,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,546,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L.114-74) to remain available until March 31, 2018. Includes \$123,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>25</sup> The FY 2018 request includes \$1,735,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,462,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L.114-74). Includes up to \$118,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>26</sup> H.R.3358.
- <sup>27</sup> S. 1771.
- <sup>28</sup> Consolidated Appropriations Act, 2018 (P.L. 115-141). Total includes \$280,000,000 to remain available until expended for information technology modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with information technology modernization. Total includes \$100,000,000 in available funding through September 30, 2019, for activities to address the hearings backlog within the Office of Hearings Operations. Includes \$1,735,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,462,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L.114-74) to remain available for 18 months through March 31, 2019. Includes \$118,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>29</sup> The FY 2019 request includes \$1,683,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,410,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L.114-74) to remain available until March 31, 2020. Beginning in FY 2019, the Budget proposes that we may transfer up to \$10,000,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. Includes up to \$134,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>30</sup> H.R. 6470.
- <sup>31</sup> S. 3158.
- <sup>32</sup> Department of Defense and Labor, Health and Human Services, and Education Appropriations Act, 2019 and Continuing Appropriations Act, 2019 (P.L. 115-245). Total includes \$45,000,000 to remain available until expended for information technology modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with information technology modernization. Total includes \$100,000,000 in available funding through September 30, 2020, for activities to address the hearings backlog within the Office of Hearings Operations. Includes \$1,683,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,410,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L.114-74) to remain available for 18 months through March 31, 2020. Public Law 115-245 allows us to transfer up to \$10,000,000 of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units in FY 2019. Includes \$134,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected

## Limitation on Administrative Expenses

pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).

- <sup>33</sup> The FY 2020 Budget proposed that the total LAE budget authority request of \$12,773,000,000 be offset by fees collected for replacement Social Security cards (estimated at \$270 million). The total includes \$1,582,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,309,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L. 114-74) to remain available until March 31, 2021. In FY 2020, the Budget proposed to transfer up to \$10,000,000 of program integrity cap adjustment funds in the LAE account to the OIG for the costs associated with jointly operated CDI units. Includes up to \$130,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the Social Security Protection Act (P.L. 108-203).
- <sup>34</sup> H.R. 2740.
- <sup>35</sup> 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.
- <sup>36</sup> Further Consolidated Appropriations Act, 2020 (P.L. 116-94). The total includes \$45,000,000 to remain available until expended for IT modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with IT modernization. The total includes \$100,000,000 in available funding through September 30, 2021, for activities to address the hearings backlog within the Office of Hearings Operations. The total also includes \$1,582,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,309,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L. 114-74) to remain available for 18 months through March 31, 2021. P.L. 116-94 allows us to transfer up to \$10 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units in FY 2020. The total also includes \$130,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.
- <sup>37</sup> The Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136) provided \$300 million in funding, available through September 30, 2021, to prevent, prepare for, and respond to the coronavirus, including paying the salaries and benefits of all employees affected as a result of office closures, telework, phone and communication services for employees, overtime costs, supplies, and for resources necessary for processing disability and retirement workloads and backlogs. It also provided \$38 million for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering economic impact payments (EIPs) to qualifying individuals.
- <sup>38</sup> The FY 2021 Budget proposed that the total requested LAE budget authority of \$13,351,473,000 be offset by fees collected for replacement Social Security cards (estimated at \$270 million). The total includes \$1,575,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,302,000,000 in funds outside the discretionary caps, as authorized by the BBA of 2015 (P.L. 114-74) to remain available until March 31, 2022. The Budget proposed allowing us to transfer up to \$11.2 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units in FY 2021. The total includes up to \$135,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.
- <sup>39</sup> H.R. 7614.
- <sup>40</sup> The Senate Committee on Appropriations did not report a bill. The Committee posted a draft bill which included \$12,868,945,000 for LAE.
- <sup>41</sup> Consolidated Appropriations Act, 2021 (P.L. 116-260). The total includes \$45,000,000 to remain available until expended for IT modernization, including related hardware and software infrastructure and equipment, and for administrative expenses directly associated with IT modernization. The total includes \$50,000,000 in available funding through September 30, 2022, for activities to address the hearings backlog within the Office of Hearings Operations. The total also includes \$1,575,000,000 in dedicated program integrity funding, including the costs associated with SSI redeterminations, full medical CDRs, work CDRs, CDI units, and the prosecution of fraud by SAUSAs, comprised of \$273,000,000 in base funding and \$1,302,000,000 in funds outside the discretionary caps as authorized by the BBA of 2015 (P.L. 114-74) to remain available for 18 months through March 31, 2022. P.L.

## Limitation on Administrative Expenses

116-260 allows us to transfer up to \$11.2 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total also includes \$135,000,000 for SSI State Supplement user fees and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

<sup>42</sup> The Consolidated Appropriations Act, 2021 (P.L. 116-260, Section 272, Division N) provided \$38 million in funding, available through September 30, 2021, for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering a second round of EIPs first authorized under the CARES Act.

<sup>43</sup> The FY 2022 Budget proposes \$1,708,000,000 in dedicated program integrity funding, including a \$1,435,000,000 allocation adjustment, to remain available until March 31, 2023. Dedicated program integrity funding allows us to conduct CDRs and SSI redeterminations to confirm that participants remain eligible to receive benefits, and it supports anti-fraud cooperative disability investigation units and special attorneys for fraud prosecutions. The Budget proposes transferring up to \$12.1 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total includes up to \$138,000,000 for SSI State Supplement user fees, and up to \$1,000,000 from fees collected pursuant to section 303(c) of the SSPA.

<sup>44</sup> H.R. 4502.

<sup>45</sup> The Senate Committee on Appropriations did not report a bill. The Committee posted a draft bill which included \$13,937,945,000 for LAE.

<sup>46</sup> At the time we formulated the Budget we had not received a full year appropriation for FY 2022.

<sup>47</sup> The FY 2023 Budget proposes \$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 allows us to conduct CDRs and SSI redeterminations to confirm that participants remain eligible to receive benefits, and it supports anti-fraud cooperative disability investigation units and special attorneys for fraud prosecutions. The Budget proposes transferring up to \$15.1 million of program integrity funds from the LAE account to the OIG for the costs associated with jointly operated CDI units. The total includes up to \$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.

### SSA-RELATED LEGISLATION FROM MARCH 2021 TO MARCH 2022

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#### FY 2021

##### *Congressional Budget Justification Transparency Act of 2021 (P.L. 117-40, enacted September 24, 2021)*

- The law amends the Federal Funding Accountability and Transparency Act of 2016 to require Federal agencies (except for those with budgets confidential by law) to post their congressional budget justifications on the agency website.
- SSA will follow Federal policies and guidance to produce and make available in accessible, user-friendly formats Congressional budget justification materials.

##### *Juneteenth National Independence Day Act (P.L. 117-17, enacted June 17, 2021)*

- The law requires June 19 to be a legal public holiday.

##### *ALS Disability Insurance Access Act of 2019 (P.L.117-3, enacted March 23, 2021)*

- The law amends the Amyotrophic Lateral Sclerosis (ALS) Disability Insurance Access Act of 2019 to change the criteria for eliminating the five-month waiting period for individuals with ALS to those eligible individuals who were approved for Disability Insurance benefits on or after July 23, 2020.
- The law was effective December 23, 2020.

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

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

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

- In addition to providing the agency with an FY 2021 annual appropriation, the law also provides \$38 million in funding for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering EIPs.
  - As of September 30, 2021, we obligated \$21.58 million of the \$38 million received in support of the second round of EIPs.

#### FY 2020 – UPDATE

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

- The law includes provisions that provide relief to people and businesses affected by the novel coronavirus, including expanding unemployment benefits, creating a small business loan program, providing funding to hospitals, and issuing EIPs to qualifying individuals.
- The law also reduces Federal Insurance Contributions Act (FICA) taxes owed by certain employers and it delayed payment of the taxes for many individuals. The law ensures that Social Security's Trust Funds are not adversely affected by the delay in FICA payments.
- The law expands Telehealth programs and initiatives including Medicare Telehealth flexibilities. SSA's Disability Determination Services (DDS) provides expanded use of video telehealth technology for psychiatric consultative examinations (CE) and psychological CEs that do not require testing.
- The law provides \$300 million in funding for SSA, available through September 30, 2021, to prevent, prepare for, and respond to coronavirus, including paying the salaries and benefits of all employees affected as a result of office closures, telework, phone and communication services for employees, overtime costs, supplies, and for resources necessary for processing disability and retirement workloads and backlogs. The law also provides \$38 million in funding for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering EIPs.
  - As of September 30, 2021, we obligated \$300 million received for preventing, preparing for, and responding to coronavirus.
  - We obligated \$36.15 million of the \$38 million in support of EIPs.
- The law also designates the OASI Trust Fund as the recipient of any interest and other proceeds associated with loans, loan guarantees, and other investments made by the Department of Treasury to eligible businesses, States, and municipalities impacted by the COVID-19 pandemic,
  - As of September 30, 2021, we recorded \$483 million received to the OASI Trust Fund under this law.

## Limitation on Administrative Expenses

### GENERAL STATEMENT/BUDGETARY RESOURCES/PERFORMANCE

#### LIMITATION ON ADMINISTRATIVE EXPENSES OVERVIEW

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

Please see the Budget Overview for more information.

### KEY PRIORITIES

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We formulated our budget to deliver high-quality services that are customer-centered and accessible to everyone who may be eligible. Our request includes increases of approximately \$241 million for additional disability claims processing, \$224 million for additional program integrity work, \$431 million for information technology services, and nearly \$1 billion for Federal payroll costs. These investments will improve our frontline operations, continue to modernize our information technology, strengthen our workforce, streamline our policies, and protect and strengthen our programs.

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

- Optimizing the customer experience, which includes:
  - Advancing equity in our programs,
  - Managing the projected increase in initial disability claims,
  - Eliminating the disability hearings backlog,
  - Enhancing online services,
  - Improving National 800 Number service,
  - Strengthening service in our field offices, and
  - Reducing processing center backlogs.
- Modernizing our information technology and enhancing our automation for our customers and technicians.
- Building an inclusive, engaged, and empowered workforce.
- Stream-lining our policies and procedures, such as disability determination policies and SSI simplification administratively.
- Ensuring stewardship of our programs, including:
  - Supporting our cost-effective dedicated program integrity work, and our fraud prevention and detection activities,
  - Enhancing our payment accuracy efforts (see Social Security Improper Payments),
  - Addressing the climate crisis, and
  - Investing in cybersecurity to safeguard our data.

## Limitation on Administrative Expenses

### SIZE AND SCOPE OF OUR PROGRAMS

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

Between the three major programs we administer—OASI, DI, and SSI—benefit payment outlays totaled over \$1.18 trillion in FY 2021; under current law, we expect benefit payment outlays to be over \$1.27 trillion in FY 2022 and about \$1.37 trillion in FY 2023. This includes the SSI State supplementary payments that we administer on behalf of some States. At about 1.1 percent of total benefit payment outlays currently estimated for FY 2023, our administrative expenses<sup>1</sup> continue to be a small fraction of overall program spending, demonstrating our cost-conscious approach to managing resources.

**Table 3.6—Benefit Outlays<sup>2</sup>**  
(Dollars in billions)

	<b>FY 2021 Actuals</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Old-Age and Survivors Insurance	\$982.7	\$1,067.5	\$1,158.9
Disability Insurance	\$140.6	\$140.0	\$147.3
Supplemental Security Income <sup>3</sup>	\$58.0	\$64.4	\$62.4
<b>Total Outlays<sup>4</sup></b>	<b>\$1.181.2</b>	<b>\$1,271.9</b>	<b>\$1,368.6</b>

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 a SSI State supplementary payment, to increase from 72.8 million in FY 2021 to 73.3 million in FY 2022 and 74.3 million in FY 2023.

**Table 3.7—Beneficiaries<sup>2</sup>**  
(Average in payment status, in millions)

	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Old-Age and Survivors Insurance	55.3	56.5	57.7
Disability Insurance	9.6	9.2	8.9
Supplemental Security Income <sup>5</sup>	7.9	7.7	7.6
<b>Total Beneficiaries<sup>6</sup></b>	<b>72.8</b>	<b>73.3</b>	<b>74.3</b>

<sup>1</sup> Our calculation of discretionary administrative expenses excludes Treasury administrative expenses, which are mandatory outlays.

<sup>2</sup> Totals may not add due to rounding.

<sup>3</sup> SSI benefit payments include State supplementary payments of about \$2.4 billion in FY 2021 and nearly \$3.2 billion in FY 2022 and FY 2023.

<sup>4</sup> Benefit payment totals include \$1.0 million for the Special Benefits for Certain World War II Veterans program in FY 2021 and less than \$0.5 million in FY 2022 and FY 2023, which is not broken out separately.

<sup>5</sup> SSI recipients include about 140,000 each year who only receive a State supplementary payment.

<sup>6</sup> Beneficiary totals include approximately 2.6 million concurrent recipients who receive SSI as well as OASI or DI.



FUNDING REQUEST

Our FY 2023 LAE budget request of \$14.773 billion allows us to focus on our agency priorities of strengthening our services, improving the customer experience, protecting our workforce, modernizing our information technology, streamlining our policies, and ensuring stewardship of our programs.

**Table 3.8—Budgetary Request**

	FY 2021 Actual	FY 2022 Estimate <sup>1</sup>	FY 2023 Request
<b>Budget Authority, One-Year</b> (in millions)			
Limitation on Administrative Expenses (LAE) <sup>2,3,4</sup> <i>(Dedicated Program Integrity, Base and Adjustment, included in LAE)</i> <sup>5</sup>	\$12,931 (\$1,575)	\$12,931 (\$1,575)	\$14,773 (\$1,799)
Research and Demonstrations <sup>6,7</sup>	\$86	\$86	\$86
Office of the Inspector General (OIG) <sup>8</sup>	\$106	\$106	\$118
<b>Total, Budget Authority</b> (in millions) <sup>9</sup>	<b>\$13,122</b>	<b>\$13,122</b>	<b>\$14,977</b>
<b>Workyears (WY)</b>			
Full-Time Equivalents <sup>10</sup>	59,402	58,501	59,518
Overtime	1,697	718	3,000
Lump Sum Leave	226	250	250
<b>Total SSA Workyears</b> <sup>11</sup>	<b>61,325</b>	<b>59,469</b>	<b>62,768</b>
Disability Determination Services (DDS)	13,758	13,581	14,272
<b>Total SSA/DDS Workyears</b>	<b>75,083</b>	<b>73,050</b>	<b>77,040</b>
OIG	505	493	538
<b>Total SSA/DDS/OIG Workyears</b>	<b>75,588</b>	<b>73,543</b>	<b>77,578</b>

<sup>1</sup> Our overall LAE funding level in FY 2022 assumes a full-year continuing resolution (CR). For information about what we can achieve in FY 2022 if we receive full funding at the FY 2022 President’s Budget request, please see the Appendix.

<sup>2</sup> LAE funding includes \$135 million in FY 2021, \$135 million in FY 2022 under a full-year CR, and \$140 million in FY 2023 for SSI user fees. While our funding request includes \$135 million for FY 2022, the same as the FY 2021 enacted, we requested \$138 million in the FY 2022 President’s Budget. The LAE funding also includes \$1 million in Social Security Protection Act (SSPA) user fees.

<sup>3</sup> The Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136) provided \$300 million in funding, available through September 30, 2021, to prevent, prepare for, and respond to the coronavirus 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

## Limitation on Administrative Expenses

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provided \$38 million for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering economic impact payments (EIPs) to most individuals. The Consolidated Appropriations Act, 2021, provided an additional \$38 million in funding, available through September 30, 2021, for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering a second round of EIPs first authorized under the CARES Act. This funding is not reflected in the LAE.

<sup>4</sup> P.L. 116-260 – Consolidated Appropriations Act, 2021, provided \$50 million in dedicated funding to address the hearings backlog and \$45 million in dedicated funding for IT Modernization.

<sup>5</sup> P.L. 116-260 – Consolidated Appropriations Act, 2021 provided FY 2021 program integrity funding availability for 18 months (through March 31, 2022). The FY 2023 Budget assumes appropriations similar 18-month authority to obligate program integrity funds in FY 2022 and 2023.

<sup>6</sup> These amounts include \$7 million in base research funding classified as mandatory.

<sup>7</sup> Congress appropriated \$86 million in FY 2021 (available through September 30, 2023) for research and demonstration projects. The FY 2023 President’s Budget assumes \$86 million in FY 2022 (available through September 30, 2024) and proposes \$86 million in FY 2023 (available through September 30, 2025) for research and demonstration projects.

<sup>8</sup> P.L. 116-260 allows SSA to transfer \$11.2 million in FY 2021 from the LAE account to the OIG for the costs associated with jointly operated CDI units. The FY 2022 CR continues this transfer in FY 2022 of up to \$11.2 million. The FY 2022 Budget requests a \$12.1 million transfer in FY 2022, and the FY 2023 Budget requests a \$15.1 million transfer.

<sup>9</sup> Numbers may not add due to rounding.

<sup>10</sup> Full-time equivalents include those funded by the CDI unit program integrity transfer from the LAE account to the OIG.

<sup>11</sup> 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. In addition, the WYs include those funded for the Medicare Low-Income Subsidy Program.

Limitation on Administrative Expenses

ALL PURPOSE TABLE

Table 3.9—All Purpose Table (APT)

(in thousands)

	FY 2021	FY 2022	FY 2023	
	Consolidated Appropriations Act <sup>1,2</sup> P.L. 116-260	Estimate <sup>3</sup>	President's Budget	FY 2023 +/- FY 2022
<b>Payments to Social Security Trust Funds</b>				
Pension Reform	6,000	6,000	6,000	-
Unnegotiated Checks	5,000	5,000	5,000	-
<b>Total PTF</b>	<b>\$11,000</b>	<b>\$11,000</b>	<b>\$11,000</b>	<b>-</b>
<b>Supplemental Security Income</b>				
Federal Benefits Payment	55,633,919	55,536,937	59,225,000	3,688,063
Beneficiary Services	45,000	45,000	124,000	79,000
Research & Demonstration <sup>4,5</sup>	86,000	86,000	86,000	-
Administration <sup>6</sup>	4,293,849	4,390,831	4,993,722	602,891
<b>Subtotal SSI Program Level</b>	<b>60,058,768</b>	<b>60,058,768</b>	<b>64,428,722</b>	<b>4,369,954</b>
Advance from PY	(19,900,000)	(19,600,000)	(15,600,000)	4,000,000
<b>Subtotal Current Year SSI</b>	<b>\$40,158,768</b>	<b>\$40,458,768</b>	<b>\$48,828,722</b>	<b>\$8,369,954</b>
<b>New Advance SSI</b>	<b>\$19,600,000</b>	<b>\$15,600,000</b>	<b>\$15,800,000</b>	<b>\$200,000</b>
<b>Limitation on Administrative Expenses</b>				
<b>Regular LAE</b>				
OASDI Trust Funds	5,497,536	5,188,882	6,127,571	938,689
HI/SMI Trust Funds	2,715,499	2,747,826	3,213,193	465,367
Social Security Advisory Board	2,500	2,500	2,750	250
SSI	3,004,410	3,280,737	3,489,786	209,049
<b>Subtotal Regular LAE</b>	<b>\$11,219,945</b>	<b>\$11,219,945</b>	<b>\$12,833,300</b>	<b>\$1,613,355</b>
<b>Program Integrity Funding</b>				
OASDI Trust Funds	285,561	464,906	295,064	(169,842)
SSI	1,289,439	1,110,094	1,503,936	393,842
<b>Subtotal Program Integrity Funding<sup>7</sup></b>	<b>\$1,575,000</b>	<b>\$1,575,000</b>	<b>\$1,799,000</b>	<b>\$224,000</b>
<i>Base Program Integrity<sup>7</sup></i>	<i>273,000</i>	<i>273,000</i>	<i>288,000</i>	<i>15,000</i>
<i>Allocation Adjustment<sup>7</sup></i>	<i>1,302,000</i>	<i>1,302,000</i>	<i>1,511,000</i>	<i>209,000</i>
<b>User Fees</b>				
SSI User Fee	135,000	135,000	140,000	5,000
SSPA User Fee	1,000	1,000	1,000	-
<b>Subtotal User Fees</b>	<b>\$136,000</b>	<b>\$136,000</b>	<b>\$141,000</b>	<b>\$5,000</b>
<b>Total LAE</b>	<b>\$12,930,945</b>	<b>\$12,930,945</b>	<b>\$14,773,300</b>	<b>\$1,842,355</b>
Non-PI LAE	11,355,945	11,355,945	12,974,300	1,618,355
<b>Office of the Inspector General</b>				
Federal Funds	30,000	30,000	33,000	3,000
Trust Funds	75,500	75,500	84,500	9,000
<b>Total, OIG<sup>8</sup></b>	<b>\$105,500</b>	<b>\$105,500</b>	<b>\$117,500</b>	<b>\$12,000</b>
<b>Total, Social Security Administration, New BA</b>	<b>\$68,512,364</b>	<b>\$64,715,382</b>	<b>\$74,536,800</b>	<b>\$9,821,418</b>
Federal Funds	\$59,935,768	\$56,235,768	\$64,813,722	\$8,577,954
Current Year	\$40,335,768	\$40,635,768	\$49,013,722	\$8,377,954
New Advance	\$19,600,000	\$15,600,000	\$15,800,000	\$200,000
Trust Funds	\$8,576,596	\$8,479,614	\$9,723,078	\$1,243,464

## Limitation on Administrative Expenses

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- 1 P.L. 116-260 – Consolidated Appropriations Act, 2021, provided \$50 million in dedicated funding (available through September 30, 2022) to address the hearings backlog and \$45 million in dedicated funding for IT Modernization. It is included in regular LAE.
- 2 The Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136) provided \$300 million in funding, available through September 30, 2021, to prevent, prepare for, and respond to the coronavirus 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 million for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering economic impact payments (EIPs) to most individuals. The Consolidated Appropriations Act, 2021, provided an additional \$38 million in funding, available through September 30, 2021, for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering a second round of EIPs first authorized under the CARES Act. This funding is not reflected in the LAE.
- 3 Our overall base LAE funding level in FY 2022 assumes the enactment of a full-year CR, at an annualized rate equal to enacted FY 2021 appropriations. If a full year CR is enacted, we assume the FY 2021 Consolidated Appropriations Act level of program integrity (\$1.575 billion) will be provided and made available for 18 months through March 31, 2023. New Advance SSI (\$15.6 billion) reflects the current estimate in order to ensure timely FY 2023 first quarter benefit payments in the event of a delayed appropriation. The FY 2022 CR funding level also includes \$45 million for IT modernization and \$50 million to address the disability hearings backlog, which are both included in regular LAE. LAE program funding splits have been updated to reflect current information and will not match the FY 2021 Consolidated Appropriations Act level.
- 4 These amounts include \$7 million in base research funding classified as mandatory.
- 5 Congress appropriated \$86 million in FY 2021 (available through September 30, 2023) for research and demonstration projects. The FY 2023 President's Budget assumes \$86 million in FY 2022 (available through September 30, 2024) and proposes \$86 million in FY 2023 (available through September 30, 2025) 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 P.L. 116-260 – Consolidated Appropriations Act, 2021 provided FY 2021 PI funding availability for 18 months (through March 31, 2022). The FY 2023 budget assumes appropriations language for FYs 2022 and 2023 will provide for similar 18-month authority to obligate PI funds.
- 8 P.L. 116-260 allows SSA to transfer \$11.2 million in FY 2021 from the LAE account to the OIG for the costs associated with jointly operated CDI units. The FY 2022 CR continues this transfer in FY 2022 of up to \$11.2 million. The FY 2022 Budget requests a \$12.1 million transfer in FY 2022, and the FY 2023 Budget requests a \$15.1 million transfer.

SSI STATE SUPPLEMENTATION/IMPACT OF STATES DROPPING OUT

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

**Table 3.10—State Supplement Payments**  
(Dollars in millions)

	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
<b>Federally Administered State Supplement Payments</b>	\$2,441	\$3,155	<b>\$3,145</b>
<b>Offsetting Collections</b>	\$2,430	\$3,197	<b>\$3,144</b>

Participating States pay us user fees to administer their programs, based on a schedule established by the Social Security Act. The user fee was \$12.49 per SSI check payment in FY 2021 and is \$13.16 in FY 2022. We estimate that the user fee will increase to \$13.79 per payment in FY 2023. 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**  
(Dollars in millions)

	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>	<b><i>FY 2022 to FY 2023 Change</i></b>
<b>SSA User Fee Collections</b>	\$126	\$135	<b>\$140</b>	+\$5
<b>Treasury User Fee Collections</b>	\$84	\$89	<b>\$81</b>	-\$8
<b>Total User Fee Collections</b>	\$210	\$224	<b>\$221</b>	-\$3

## Limitation on Administrative Expenses

### Impact of States Dropping Out of State Supplementation Program

Currently, we help administer the State supplementation for 20 States and the District of Columbia. However, participation in the State supplementation program is voluntary. States can opt out of the program but must provide notice to us at least 90 days in advance before dropping out. The result of States dropping out of the program is a loss of LAE authority in the current and possibly following fiscal year when it is too late to adjust our request. 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 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Arkansas	*	*	*
California	\$106,244	\$113,513	\$117,716
Delaware	\$48	\$52	\$54
DC	\$90	\$96	\$100
Georgia	*	*	*
Hawaii	\$220	\$235	\$244
Iowa	\$102	\$109	\$113
Kansas	*	*	*
Louisiana	*	*	*
Maryland	*	\$1	\$1
Michigan	\$980	\$1,047	\$1,086
Mississippi	\$1	\$1	\$1
Montana	\$65	\$69	\$72
Nevada	\$1,370	\$1,464	\$1,518
New Jersey	\$15,433	\$16,489	\$17,099
Ohio	*	*	*
Pennsylvania	\$422	\$451	\$468
Rhode Island	\$38	\$40	\$42
South Dakota	*	*	*
Tennessee	\$1	\$1	\$1
Vermont	\$1,341	\$1,432	\$1,485
<b>Total</b>	<b>\$126,355</b>	<b>\$135,000</b>	<b>\$140,000</b>

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\* Less than \$500

**BUDGET AUTHORITY AND OUTLAYS**

The Limitation on Administrative Expenses (LAE) account, our basic administrative account, is an annual appropriation and is financed from the Social Security and Medicare trust funds, as well as the General Fund. This account provides resources to administer the Social Security and SSI programs, as well as certain aspects of the Medicare program. We calculate the administrative costs attributable to each program using our Government Accountability Office approved cost analysis system. In FY 2009, we received additional funds from the General Fund of the Treasury, provided by the Recovery Act and the MIPPA. We also received \$98 million funded incrementally from FY 2015 to FY 2018, of which \$27 million is available until expended, for costs associated with the MACRA provisions. In FY 2020 and 2021, we received a total of \$376 million to prevent, prepare for, and respond to the coronavirus pandemic.

**CMS and SSA Cost Sharing Agreement Workgroup**

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

**Table 3.13—Budget Authority and Outlays**<sup>1</sup>  
(Dollars in thousands)

	<b>FY 2021 Actual</b> <sup>2,3,4,5</sup>	<b>FY 2022 CR</b> <sup>3,4,6</sup>	<b>FY 2023 Estimate</b> <sup>7</sup>
<b>Budget Authority</b>			

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> In FY 2021, our administrative outlays were about 1.1 percent of the benefit payments we made.

<sup>3</sup> Congress appropriated \$45 million in FY 2021 (available until expended) for IT modernization. The FY 2022 CR funding level also includes \$45 million for IT modernization.

<sup>4</sup> Congress appropriated \$50 million in FY 2021 (available through September 30, 2022) to address the disability hearings backlog. The FY 2022 CR funding level also includes \$50 million to address the disability hearings backlog, which are both included in regular LAE.

<sup>5</sup> The Coronavirus Aid, Relief, and Economic Security (CARES) Act (P.L. 116-136) provided \$300 million in funding, available through September 30, 2021, to prevent, prepare for, and respond to the coronavirus 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 million for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering economic impact payments (EIP) to most individuals. The Consolidated Appropriations Act, 2021, provided an additional \$38 million in funding, available through September 30, 2021, for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering a second round of EIPs first authorized under the CARES Act.

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

<sup>7</sup> In FY 2023, our administrative outlays are about 1.1 percent of the benefit payments we plan to pay.

## Limitation on Administrative Expenses

	<b>FY 2021 Actual<sup>2,3,4,5</sup></b>	<b>FY 2022 CR<sup>3,4,6</sup></b>	<b>FY 2023 Estimate<sup>7</sup></b>
OASI and DI Trust Funds	\$5,783,097 <sup>1</sup>	\$5,653,788 <sup>2</sup>	\$6,422,635 <sup>3</sup>
HI and SMI Trust Funds	\$2,715,499	\$2,747,826	\$3,213,193
SSA Advisory Board	\$2,500	\$2,500	\$2,750
SSI Administrative Expenses	\$4,293,849	\$4,390,831	\$4,993,722 <sup>10</sup>
SSI State Supplement User Fees	\$135,000	\$135,000	\$140,000
Non-Attorney Representative User Fees	\$1,000	\$1,000	\$1,000
CARES	\$0	\$0	\$0
Consolidated Appropriations Act, 2021 (Section 272, Division N)	\$38,000	\$0	\$0
<b>Total Budget Authority</b>	<b>\$12,968,945</b>	<b>\$12,930,945</b>	<b>\$14,773,300</b>
<b>Administrative Outlays</b>			
OASI and DI Trust Funds	\$5,972,400 <sup>4</sup>	\$5,863,100 <sup>5</sup>	\$6,337,500 <sup>6</sup>
HI and SMI Trust Funds	\$2,801,500	\$2,847,800	\$3,169,200
SSI Administrative Expenses	\$4,279,500	\$4,556,400	\$4,923,600
SSI State Supplement User Fees	\$126,000	\$135,000	\$140,000
Non-Attorney Representative User Fees	\$1,000	\$1,000	\$1,000
CARES	\$40,000	\$0	\$0
Consolidated Appropriations Act, 2021 (Section 272, Division N)	\$17,600	\$0	\$0
MIPPA – LIS	\$0 <sup>7</sup>	\$5,800	\$5,800
MACRA	\$100	\$100	\$0
Recovery Act – New NSC	\$2,800	\$100	\$0
<b>Total Administrative Outlays<sup>8</sup></b>	<b>\$13,240,900</b>	<b>\$13,409,300</b>	<b>\$14,577,100</b>

<sup>1</sup> The total includes \$3,293,891 in OASI and \$2,489,206 in DI costs.

<sup>2</sup> The total includes \$3,132,254 in OASI and \$2,521,534 in DI costs.

<sup>3</sup> The total includes \$3,541,842 in OASI and \$2,880,793 in DI costs.

<sup>4</sup> The total includes \$3,456,900 in OASI and \$2,515,500 in DI costs.

<sup>5</sup> The total includes \$3,249,000 in OASI and \$2,614,100 in DI costs.

<sup>6</sup> The total includes \$3,496,100 in OASI and \$2,841,400 in DI costs.

<sup>7</sup> A total of \$12,000 was outlaid in MIPPA-LIS.

<sup>8</sup> Due to variations in the reporting of outlays, these outlays will not match those included in the Budget Appendix.



**Limitation on Administrative Expenses**

**AMOUNTS AVAILABLE FOR OBLIGATION/ANALYSIS OF CHANGES**

**Table 3.14—Amounts Available for Obligation<sup>1,2</sup>**  
(Dollars in thousands)

	FY 2021 <sup>3,4</sup> Actual	FY 2022 <sup>5,6</sup> Estimate	FY 2023 <sup>7</sup> Estimate	FY 2022 to FY 2023 Change
<b>Limitation on Administrative Expenses (LAE)</b>				
Unobligated Balance, start-of-year	\$630,094	\$416,627	\$290,216	-\$126,411
Unrealized Non-Attorney User Fees	-\$831	\$0	\$0	\$0
Unrealized SSI User Fees	-\$8,645	\$0	\$0	\$0
LAE Appropriation <sup>8</sup>	<b>\$12,968,945</b>	<b>\$12,930,945</b>	<b>\$14,773,300</b>	<b>\$1,842,355</b>
Subtotal LAE Resources	<b>\$13,589,563</b>	<b>\$13,347,572</b>	<b>\$15,063,516</b>	<b>\$1,715,944</b>
Total Obligations, LAE	<b>\$13,139,010</b>	<b>\$13,207,356</b>	<b>\$14,923,300</b>	<b>\$1,715,944</b>
Unobligated Balance, lapsing	-\$102,265	\$0	\$0	\$0
Unobligated Balance, end-of-year (LAE Carryover)	-\$348,288	-\$140,216	-\$140,216	\$0
<b>The Coronavirus Aid, Relief, and Economic Security Act (CARES)</b>				
CARES Appropriation	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
CARES Unobligated Balances, start-of-year	\$30,687	\$0	\$0	-\$0
CARES Unobligated Balances, end-of-year	-\$1,851	\$0	\$0	\$0
Obligations, CARES	<b>\$28,836</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>American Recovery and Reinvestment Act Resources (ARRA)<sup>9</sup></b>				
National Support Center, Unobligated Balances, start-of-year	<b>\$2,966</b>	<b>\$123</b>	<b>\$0</b>	<b>\$0</b>
National Support Center Unobligated Balances, end-of-year	-\$123	\$0	\$0	\$0

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Table does not include reimbursables.

<sup>3</sup> FY 2021 unobligated balances, end-of-year, include \$125 million of Program Integrity 18-month carry-out, \$24 million of Dedicated Hearings multi-year carry-out, and \$199 million carryover/transferred from prior-year accounts.

<sup>4</sup> Includes \$38 million in funding, available through September 30, 2021, for administrative costs related to assisting the Department of Treasury/Internal Revenue Service in coordinating a public awareness campaign and administering a second round of EIPs first authorized under the CARES Act.

<sup>5</sup> FY 2022 unobligated balance, start-of-year, includes \$125 million of Program Integrity 18-month funds and \$291 million transferred from prior-year accounts.

<sup>6</sup> FY 2022 assumes a Full-year CR.

<sup>7</sup> FY 2023 unobligated balance, start-of-year, includes \$100 million of Program Integrity 18-month carried into FY 2023 and \$150 million transferred from prior-year accounts.

<sup>8</sup> LAE Appropriation amounts displayed include \$11.2 million for OIG CDI unit expenses in both FY 2021 and 2022 (CR level) and \$15.1 million in FY 2023.

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

## Limitation on Administrative Expenses

	FY 2021 <sup>3,4</sup> Actual	FY 2022 <sup>5,6</sup> Estimate	FY 2023 <sup>7</sup> Estimate	FY 2022 to FY 2023 Change
<b>Obligations, ARRA</b>	<b>\$2,843</b>	<b>\$123</b>	<b>\$0</b>	<b>-\$123</b>
<b>Medicare Savings Plan (MSP)</b>				
Unobligated Balances, start-of-year	\$14,903	\$14,903	\$7,451	-\$7,451
Unobligated Balances, end-of-year	-\$14,903	-\$7,451	\$0	\$7,451
<b>Obligations, MSP</b>	<b>\$0</b>	<b>\$7,451</b>	<b>\$7,451</b>	<b>\$0</b>
<b>Medicare Improvements for Patients and Providers Act (MIPPA) - Low Income Subsidy (LIS)</b>				
Unobligated Balances, start-of-year	\$11,524	\$11,511	\$5,756	-\$5,756
Unobligated Balances, end-of-year	-\$11,511	-\$5,756	\$0	\$5,756
<b>Obligations, MIPPA – LIS</b>	<b>\$13</b>	<b>\$5,756</b>	<b>\$5,756</b>	<b>\$0</b>
<b>State Children's Health Insurance Program (SCHIP)</b>				
Unobligated Balances, start-of-year	\$1,975	\$1,940	\$970	-\$970
Unobligated Balances, end-of-year	-\$1,940	-\$970	\$0	\$970
<b>Obligations, SCHIP</b>	<b>\$35</b>	<b>\$970</b>	<b>\$970</b>	<b>\$0</b>
<b>Medicare Access and CHIP Reauthorization Act (MACRA)</b>				
Unobligated Balances, start-of-year	\$25,881	\$25,750	\$25,630	-\$120
Unobligated Balance, end-of-year	-\$25,750	-\$25,630	-\$25,630	\$0
<b>Obligations, MACRA</b>	<b>\$131</b>	<b>\$120</b>	<b>\$0</b>	<b>-\$120</b>
<b>GRAND TOTAL, OBLIGATIONS</b>	<b>\$13,170,868</b>	<b>\$13,211,776</b>	<b>\$14,937,477</b>	<b>\$1,715,701</b>

**Limitation on Administrative Expenses**

**ANALYSIS OF CHANGES (SUMMARY OF CHANGE)**

**Table 3.15 - Summary of Change in Administrative Obligations from FY 2022 to FY 2023**  
 Summary of Changes  
 (Dollars in thousands) <sup>1,2</sup>

	FY 2022 <sup>3</sup>		FY 2023		Change	
	Federal WYs	Obligations (thousands)	Federal WYs	Obligations (thousands)	Federal WYs	Obligations (thousands)
<p><b><u>BUILT-IN INCREASES</u></b> – Built-in increases are year-over-year cost increases that are outside agency control, such as across-the-board Federal pay raises, changes in employee health benefit premiums, and the price of postage. These increases are not a result of changes in overall agency resources or agency program or policy changes. Most agency operational costs are captured in this category as payroll costs.</p>						
A1. <b><u>Payroll Expenses</u></b>	<b>59,083</b>	<b>\$7,367,396</b>	<b>59,083</b>	<b>\$7,862,914</b>		<b>\$495,518</b>
Increases due to periodic step increases, health benefits, and career ladder promotions				\$162,518		\$162,518
Three-month effect of Federal pay increase effective January 2022 – 2.7%				\$47,000		\$47,000
Nine-month effect of Federal pay increase effective January 2023 – 4.6%				\$236,000		\$236,000
Non-SES Awards				\$50,000		\$50,000
A2. <b><u>Non-Payroll Costs</u></b> - Mandatory growth in non-payroll costs, including costs of security, guard services, postage, rent, lease renewals, etc.		<b>\$1,431,091</b>		<b>\$1,496,787</b>		<b>\$65,696</b>
A3. <b><u>State Disability Determination Services</u></b> - Mandatory growth in state DDS costs, including pay raises and the costs of obtaining medical evidence		<b>\$2,308,798</b>		<b>\$2,379,189</b>		<b>\$70,391</b>
A4. <b><u>Mailed Social Security Statements</u></b>		<b>\$8,744</b>		<b>\$9,128</b>		<b>\$384</b>
<b>Subtotal, Built-In Increases</b>	<b>59,083</b>	<b>\$11,116,028</b>	<b>59,083</b>	<b>\$11,748,018</b>		<b>\$631,990</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Figures include Program Integrity, IT Modernization, and CARES Act funding.

<sup>3</sup> FY 2022 estimates reflect an assumption of a full year continuing resolution.

## Limitation on Administrative Expenses

	FY 2022 <sup>3</sup>		FY 2023		Change	
	Federal WYs	Obligations (thousands)	Federal WYs	Obligations (thousands)	Federal WYs	Obligations (thousands)
<b><u>PROGRAM CHANGES</u></b> – 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.						
<b><u>PROGRAM INCREASES</u></b>						
B1. <u>Net Increase in Disability Determination Services<sup>1</sup></u>				\$170,811		\$170,811
B2. <u>Payroll Increase - Net Increase in SSA WYs</u>			3,300	\$440,286	3,300	\$440,286
B3. <u>Information Technology (IT) - Base Funding</u>		\$996,708		\$1,504,000		\$507,292
B4. <u>OIG Reimbursable Transfer</u>		\$11,200		\$15,100		\$3,900
B5. <u>Non-Payroll Costs - Change in essential non-payroll costs</u>		\$855,491		\$895,085		\$39,594
Subtotal, Program Increases		\$1,863,399	3,300	\$3,025,282	3,300	\$1,161,883
Subtotal, Gross Increases	59,083	\$12,979,427	62,383	\$14,773,300	3,300	\$1,793,873
<b><u>PROGRAM DECREASES</u></b>						
C1. <u>IT Obligations Funded from Prior-Year Unobligated Balances</u>		\$226,446		\$150,000		-\$76,446
C2. <u>Carryover Decreases – Altmeyer, NSC, Construction</u>		\$1,607		\$0		-\$1,607
Subtotal, Program Decreases		\$228,053		\$150,000		-\$78,053
Subtotal, Gross Decreases		\$228,053		\$150,000		-\$78,053
Total Obligations, Net	59,083	\$13,207,480	62,383	\$14,923,300	3,300	+\$1,715,820

<sup>1</sup> Funds an additional 691 workyears and increased processing in the DDSs in FY 2023.

**Limitation on Administrative Expenses**

**BUDGETARY RESOURCES BY OBJECT**

**Table 3.16—Budgetary Resources by Object**  
(Dollars in thousands)<sup>1,2</sup>

	FY 2022	FY 2023	Change
Personnel Compensation			
Permanent positions	\$5,109,126	\$5,566,420	\$457,294
Positions other than permanent	\$74,283	\$82,752	\$8,469
Other personnel compensation	\$93,289	\$368,371	\$275,083
Special personal service payments	\$1,711	\$1,800	\$89
<b>Subtotal, personnel compensation</b>	<b>\$5,278,408</b>	<b>\$6,019,343</b>	<b>\$740,935</b>
Personnel Benefits	\$2,111,485	\$2,310,134	\$198,649
Benefits for former personnel	\$3,000	\$3,000	-
Travel and transportation of persons	\$3,198	\$3,242	\$45
Transportation of things	\$6,433	\$6,523	\$90
Rent, communications, and utilities			
Rental payments to GSA	\$747,534	\$750,612	\$3,078
Rental payments to others	\$204	\$298	\$94
Communications, utilities, misc.	\$427,016	\$449,843	\$22,826
Printing and reproduction	\$20,954	\$21,246	\$292
Other services (DDS, guards, etc.)	\$4,234,731	\$4,899,750	\$665,019
Supplies and materials	\$18,215	\$18,470	\$255
Equipment	\$231,443	\$313,923	\$82,479
Land and structures	\$69,357	\$70,323	\$966
Grants, subsidies, and contributions	\$34,108	\$34,583	\$475
Insurance claims and indemnities	\$28,646	\$29,045	\$399
Interest and dividends	\$0	\$0	-
Financial Transfers	\$7,044	\$7,142	\$98
<b>Total Obligations</b>	<b>\$13,221,776</b>	<b>\$14,937,477</b>	<b>\$1,715,700</b>
Resources not being obligated in the current year (carrying over or lapsing)	\$180,023	\$165,846	(\$14,177)
<b>Total Budgetary Resources</b>	<b>\$13,401,799</b>	<b>\$15,103,323</b>	<b>\$1,701,524</b>
Payments to State DDS (funded from other services and Communications, utilities, and misc.)	\$2,308,798	\$2,550,000	\$241,202

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

<sup>2</sup> The obligations include the base LAE appropriation, MIPPA, LIS, SCHIP, MACRA, the Altmeyer Renovation, dedicated funding to address the hearings backlog, and for IT Modernization. Obligations in the table reflect FY 2022 and FY 2023 projections of spending by object class. SSA has the flexibility within the LAE account to modify projected spending during the budget execution process.

## Limitation on Administrative Expenses

### ESTIMATED DISTRIBUTION OF AGENCY COSTS

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

The President's Budget funding level allows workyears to increase by almost 4,000 (3,300 SSA and ~700 DDS) from FY 2022 to FY 2023, 2,300 of which are represented by the increase in SSA overtime. A full freeze in FY 2022 challenges our ability to show an increase in staffing levels above FY 2021 levels. If we receive the President's budget funding levels in FY 2022, it will allow us to replace hires right away instead of waiting until FY 2023 to bring on over 8,500 new employees (5,200 SSA and 3,300 DDS). By the end of FY 2023, we will have nearly 60,000 employees on-duty in SSA and over 16,000 in our DDSs, which will bring the Agency above end of year FY 2021 levels.

**Table 3.17 - FY 2021 - Estimated Distribution of Agency Costs<sup>1,2</sup>**  
(Dollars in thousands)

Component	FTEs	Lump Sum	Overtime	Workyears	Payroll	Benefits	Other Objects	Total
Field Offices	27,251	91	737	<b>28,079</b>	\$2,281,636	\$864,994	\$479,233	<b>\$3,625,863</b>
Teleservice Centers	4,790	16	44	<b>4,850</b>	\$289,988	\$111,650	\$21,323	<b>\$422,961</b>
Regional Offices <sup>3</sup>	1,281	9	15	<b>1,305</b>	\$156,885	\$58,890	\$309,896	<b>\$525,671</b>
<b>Subtotal, RC Field</b>	<b>33,323</b>	<b>116</b>	<b>796</b>	<b>34,235</b>	<b>\$2,728,509</b>	<b>\$1,035,535</b>	<b>\$810,452</b>	<b>\$4,574,495</b>
Program Service Centers and Office of Central Operations	9,548	39	691	<b>10,278</b>	\$771,731	\$264,412	\$110,331	<b>\$1,146,473</b>
<b>Subtotal, Operations</b>	<b>42,871</b>	<b>155</b>	<b>1,487</b>	<b>44,513</b>	<b>\$3,500,239</b>	<b>\$1,299,946</b>	<b>\$920,782</b>	<b>\$5,720,968</b>
Office of Hearings Operations	7,970	34	116	<b>8,120</b>	\$834,911	\$301,123	\$243,771	<b>\$1,379,804</b>
Office of Systems	3,138	12	29	<b>3,178</b>	\$398,018	\$138,251	\$68,494	<b>\$604,763</b>
Office of Analytics, Review, and Oversight	1,928	9	39	<b>1,976</b>	\$220,594	\$75,856	\$8,864	<b>\$305,314</b>
Office of General Counsel	721	2	1	<b>724</b>	\$99,626	\$34,834	\$47,349	<b>\$181,809</b>
Headquarters <sup>4</sup>	2,567	14	20	<b>2,601</b>	\$303,216	\$131,118	\$874,454	<b>\$1,308,788</b>
<b>Subtotal, SSA</b>	<b>59,195</b>	<b>226</b>	<b>1,691</b>	<b>61,112</b>	<b>\$5,356,604</b>	<b>\$1,981,127</b>	<b>\$2,163,715</b>	<b>\$9,501,447</b>
ITS							\$1,423,081	<b>\$1,423,081</b>
DDS	13,421	0	337	<b>13,758</b>			\$2,246,340	<b>\$2,246,340</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Excludes Reimbursables (300 workyears in FY 2022 and FY 2023) and includes, NSC, LIS, SCHIP, MACRA, and dedicated funding for OHO, IT Modernization, and Altmeyer.

<sup>3</sup> Includes Field Office Guard Services in the Other Objects lines.

<sup>4</sup> Includes multiple items which cover expenditures for the entire agency. Examples include: Return to Work Incentives, Department of Interior Payroll IAA for the Agency, GSA Delegations, Data Exchanges, Sustainability and Reinvestigations, Facilities and Maintenance, Employee Health Services, and Headquarters Guard Services.

**Limitation on Administrative Expenses**

<b>Component</b>	<b>FTEs</b>	<b>Lump Sum</b>	<b>Overtime</b>	<b>Workyears</b>	<b>Payroll</b>	<b>Benefits</b>	<b>Other Objects</b>	<b>Total</b>
<b>Total LAE</b>	<b>72,616</b>	<b>226</b>	<b>2,028</b>	<b>74,871</b>	<b>\$5,356,604</b>	<b>\$1,981,127</b>	<b>\$5,833,136</b>	<b>\$13,170,868</b>

**Table 3.18 - FY 2022 - Estimated Distribution of Agency Costs<sup>1,2</sup>**  
(Dollars in thousands)

<b>Component</b>	<b>FTEs</b>	<b>Lump Sum</b>	<b>Overtime</b>	<b>Workyears</b>	<b>Salaries/OT</b>	<b>Benefits</b>	<b>Other Objects</b>	<b>Total</b>
Field Offices	26,781	91	259	<b>27,131</b>	\$2,247,659	\$927,393	\$498,333	<b>\$3,673,385</b>
Teleservice Centers	4,618	16	44	<b>4,678</b>	\$287,369	\$114,348	\$22,000	<b>\$423,717</b>
Regional Offices <sup>3</sup>	1,270	9	5	<b>1,284</b>	\$157,280	\$62,312	\$321,000	<b>\$540,592</b>
<b>Subtotal, RC Field</b>	<b>32,669</b>	<b>116</b>	<b>308</b>	<b>33,093</b>	<b>\$2,692,308</b>	<b>\$1,104,053</b>	<b>\$841,333</b>	<b>\$4,637,694</b>
Program Service Centers and Office of Central Operations	9,497	44	271	<b>9,812</b>	\$740,761	\$283,673	\$110,708	<b>\$1,135,142</b>
<b>Subtotal, Operations</b>	<b>42,166</b>	<b>160</b>	<b>579</b>	<b>42,905</b>	<b>\$3,433,069</b>	<b>\$1,387,726</b>	<b>\$952,041</b>	<b>\$5,772,836</b>
Office of Hearings Operations	7,681	35	84	<b>7,800</b>	\$820,369	\$313,247	\$279,309	<b>\$1,412,925</b>
Office of Systems	3,112	18	12	<b>3,142</b>	\$400,349	\$148,384	\$72,716	<b>\$621,449</b>
Office of Analytics, Review, and Oversight	1,864	12	19	<b>1,895</b>	\$215,428	\$79,632	\$10,599	<b>\$305,659</b>
Office of General Counsel	711	3	0	<b>714</b>	\$100,013	\$37,107	\$54,231	<b>\$191,351</b>
Headquarters <sup>4/</sup>	2,667	22	24	<b>2,713</b>	\$312,936	\$144,633	\$928,036	<b>\$1,385,605</b>
<b>Subtotal, SSA</b>	<b>58,201</b>	<b>250</b>	<b>718</b>	<b>59,169</b>	<b>\$5,282,164</b>	<b>\$2,110,729</b>	<b>\$2,296,932</b>	<b>\$9,689,825</b>
ITS				-				<b>\$1,223,154</b>
DDS	13,426		155	<b>13,581</b>				<b>\$2,308,798</b>
<b>Total LAE</b>	<b>71,627</b>	<b>250</b>	<b>873</b>	<b>72,750</b>	<b>\$5,282,164</b>	<b>\$2,110,729</b>	<b>\$2,296,932</b>	<b>\$13,221,777</b>
OIG Transfer				-				<b>(\$11,200)</b>
<b>Total, LAE and OIG Transfer</b>	<b>71,627</b>	<b>250</b>	<b>873</b>	<b>72,750</b>	<b>\$5,282,164</b>	<b>\$2,110,729</b>	<b>\$2,296,932</b>	<b>\$13,210,577</b>

**Table 3.19 - FY 2023 - Estimated Distribution of Agency Costs<sup>1,2</sup>**  
(Dollars in thousands)

<b>Component</b>	<b>FTEs</b>	<b>Lump Sum</b>	<b>Overtime</b>	<b>Workyears</b>	<b>Salaries/OT</b>	<b>Benefits</b>	<b>Other Objects</b>	<b>Total</b>
Field Offices	27,106	91	1,637	<b>28,834</b>	\$2,599,192	\$1,003,916	\$512,990	<b>\$4,124,714</b>
Teleservice Centers	4,790	16	44	<b>4,850</b>	\$319,701	\$129,067	\$22,392	<b>\$460,270</b>
Regional Offices <sup>3</sup>	1,281	9	15	<b>1,305</b>	\$171,040	\$66,7241	\$321,860	<b>\$561,898</b>
<b>Subtotal, RC Field</b>	<b>33,177</b>	<b>116</b>	<b>1,696</b>	<b>34,989</b>	<b>\$3,089,933</b>	<b>\$1,199,707</b>	<b>\$857,242</b>	<b>\$5,146,882</b>
Program Service Centers and Office of Central Operations	9,601	44	1,077	<b>10,722</b>	\$879,790	\$317,348	\$113,792	<b>\$1,310,930</b>
<b>Subtotal, Operations</b>	<b>42,778</b>	<b>160</b>	<b>2,773</b>	<b>45,711</b>	<b>\$3,969,723</b>	<b>\$1,517,055</b>	<b>\$971,034</b>	<b>\$6,457,812</b>
Office of Hearings Operations	7,663	35	125	<b>7,823</b>	\$882,620	\$333,620	\$295,181	<b>\$1,511,421</b>
Office of Systems	3,350	18	30	<b>3,398</b>	\$465,136	\$171,464	\$71,712	<b>\$708,312</b>

## Limitation on Administrative Expenses

Component	FTEs	Lump Sum	Overtime	Workyears	Salaries/OT	Benefits	Other Objects	Total
Office of Analytics, Review, and Oversight	1,908	12	40	<b>1,960</b>	\$239,282	\$88,110	\$10,599	<b>\$337,991</b>
Office of General Counsel	729	3	0	<b>732</b>	\$110,083	\$40,693	\$53,675	<b>\$204,451</b>
Headquarters <sup>4</sup>	2,790	22	32	<b>2,844</b>	\$355,499	\$159,192	\$998,799	<b>\$1,513,490</b>
<b>Subtotal, SSA</b>	<b>59,218</b>	<b>250</b>	<b>3,000</b>	<b>62,468</b>	<b>\$6,022,343</b>	<b>\$2,310,134</b>	<b>\$2,401,000</b>	<b>\$10,733,477</b>
ITS								<b>\$1,654,000</b>
DDS	13,872		400	<b>14,272</b>				<b>\$2,550,000</b>
<b>Total LAE</b>	<b>73,090</b>	<b>250</b>	<b>3,400</b>	<b>76,740</b>	<b>\$6,022,343</b>	<b>\$2,310,134</b>	<b>\$2,401,000</b>	<b>\$14,937,477</b>
OIG Transfer								( <b>\$15,100</b> )
<b>Total, LAE and OIG Transfer</b>	<b>73,090</b>	<b>250</b>	<b>3,400</b>	<b>76,740</b>	<b>\$6,022,343</b>	<b>\$2,310,134</b>	<b>\$2,401,000</b>	<b>\$14,922,377</b>



**WORKLOAD PROCESSING AND COST DISTRIBUTION ACROSS THE ORGANIZATION**

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

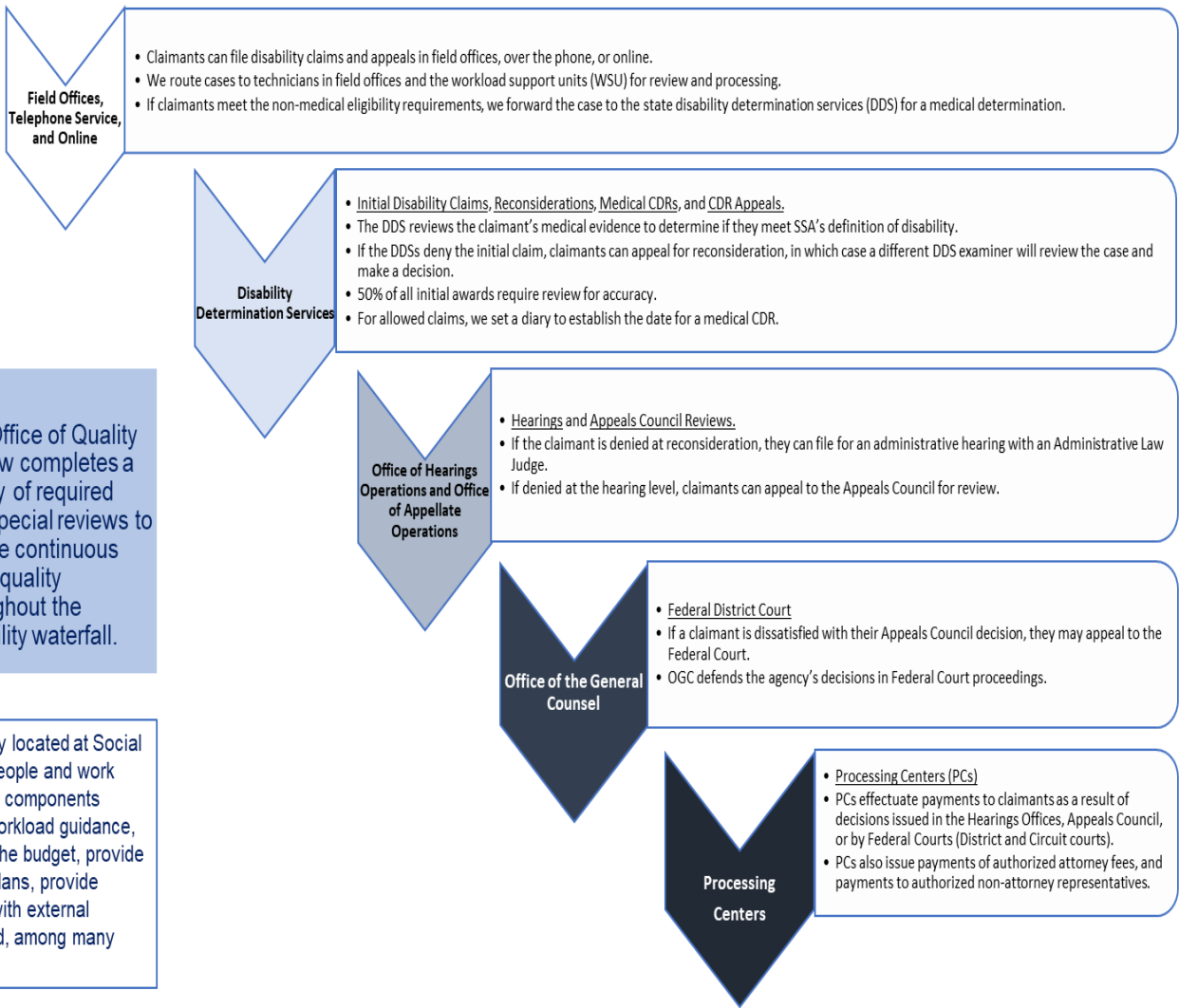
This example follows a claim filed in a field office. However, applicants can also file a claim online and the remainder of the process is the same as in this example. An applicant may file a disability claim in a field office where our field office staff ensures proper documentation and evaluates non-medical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

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

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

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

# An Organizational View of Our Disability Work Process



**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.

PERFORMANCE TARGETS

The President’s FY 2023 request will allow us to achieve the following key performance targets:

**Table 3.20—Key Performance Targets**

Workload and Outcome Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Request
<b>Retirement and Survivor Claims<sup>1</sup></b>			
Retirement and Survivors Claims Completed (thousands)	6,082	6,615	6,534
<b>Disability Claims<sup>2</sup></b>			
Initial Disability Claims Receipts (thousands)	2,009	2,231	2,570
Initial Disability Claims Completed (thousands)	2,011	1,986	2,350
Initial Disability Claims Pending (thousands)	740	939	1,159
Average Processing Time for Initial Disability Claims (days) <sup>3</sup>	165	185	164
<b>Disability Reconsiderations</b>			
Disability Reconsiderations Receipts (thousands)	571	576	682
Disability Reconsiderations Completed (thousands)	516	526	617
Disability Reconsiderations Pending (thousands)	193	228	293
Average Processing Time for Disability Reconsiderations (days)	147	187	168
<b>Hearings</b>			
Hearings Receipts (thousands)	383	376	472
Hearings Completed (thousands)	451	406	472
Hearings Pending (thousands)	350	320	320
Annual Average Processing Time for Hearings Decisions (days) <sup>4</sup>	326	375	335
<b>National 800 Number</b>			
National 800 Number Calls Handled (millions) <sup>5</sup>	31	33	36
Average Speed of Answer (ASA) (minutes) <sup>6</sup>	14	19	12
Agent Busy Rate (percent)	0%	7%	1%
<b>Program Integrity</b>			
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,616	1,721	1,800
Full Medical CDRs (included above, thousands)	511	621	700
SSI Non-Medical Redeterminations Completed (thousands)	2,367	1,928	2,166
<b>Selected Other Agency Workload Measures</b>			
Social Security Numbers (SSN) Completed (millions)	12	15	18
Annual Earnings Items Completed (millions)	277	284	288
Social Security Statements Issued (millions) <sup>7</sup>	12	15	15
<b>Selected Production Workload Measures</b>			
Disability Determination Services Production per Workyear	239	247	275
Office of Hearings Operations Production per Workyear	78	74	86
Other Work/Service in Support of the Public-Annual Growth of Backlog (workyears)	N/A	(1,000)	(300)

<sup>1</sup> Includes Medicare.

<sup>2</sup> The estimates for disability claims receipts and claims pending are highly variable due to COVID-19 and SSA's

## Limitation on Administrative Expenses

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evolving operational status since 2020.

<sup>3</sup> Average processing times for our initial disability claims and appeals workloads will be dependent on the ability to obtain timely medical evidence and effectively schedule consultative exams.

<sup>4</sup> Average processing time for hearings is an annual figure. In FY 2022, we plan to resume in-person hearings and prioritize individuals who have waited the longest for a hearing. As we work through those oldest cases, we anticipate a temporary increase in the average processing time. Projections for the end of year (September) processing time for hearings are 570 days and 270 days for FYs 2022 and 2023, respectively.

<sup>5</sup> National 800 Number Calls Handled data for FY 2021 does not include automated calls handled. There were approximately 2.7 million automated calls handled through May 21, 2021; data on automated calls handled from May 22 to date is still pending due to technical issues that occurred while transitioning to a new telephone system.

<sup>6</sup> The Agency Priority Goal target to improve the National 800 Number service achieves an Average Speed of Answer of less than 12 minutes, including implementation of estimated wait time and call back options, by September 20, 2023.

<sup>7</sup> The Social Security Statements Issued measure includes paper statements only. It does not include electronic statements issued. In FY 2021, [my Social Security](#) users accessed their Social Security Statements 64 million times. In FY 2021, we spent approximately \$6.7 million to send statements to people aged 60 and over who were not receiving Social Security benefits. Consistent with FY 2021, in FY 2022 and FY 2023, 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 \$8.7 million in FY 2022 and \$9.1 million in FY 2023.

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

### PROGRAM INTEGRITY

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We take seriously our responsibilities to ensure eligible individuals receive the benefits to which they are entitled, and to safeguard the integrity of benefit programs to better serve recipients. We utilize dedicated program integrity (PI) funding to promote responsible spending of Social Security funds and ensure that the Agency is providing the correct benefit amounts only to those who qualify. We conduct continuing disability reviews (CDRs) to ensure that only beneficiaries who still qualify to receive benefits under the OASDI and SSI programs continue to receive them (includes both medical and work CDRs). 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 U.S. Attorneys (SAUSAs).

The Budget includes \$1.799 billion in dedicated funding for PI activities, including a \$1.511 billion allocation adjustment. Total PI funding in FY 2023 is \$224 million above the FY 2022 CR level.

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

The discretionary caps expired in 2021 and the 2023 discretionary SSA request includes an allocation adjustment for each year of the ten-year budget window. This adjustment is shown in the Budget for use in the Congressional budget process, pursuant to the Congressional Budget Act. Access to approximately \$19 billion in discretionary funding over 10 years, including approximately \$16 billion in allocation adjustments, would produce \$75 billion in gross Federal savings (\$51 billion from allocation adjustments), with net deficit savings of approximately \$35 billion in the 10-year window and additional savings in the outyears (the Budget excludes funding for the now withdrawn proposed rule regarding increasing the number and frequency of CDRs). CDRs conducted in 2023 will yield an estimated ROI of about \$8 on average in net Federal program savings over 10 years per \$1 budgeted for dedicated program integrity funding, and the ROI for non-medical redeterminations conducted in 2023 is about \$3 to \$1. Table 3.23a provides additional information.

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

In FY 2021, we completed 510,510 full medical CDRs and 2,367,391 RZs. We plan to complete 621,000 CDRs and 1.9 million RZs in FY 2022. In FY 2023, we anticipate completing 700,000 full medical CDRs, allowing us to regain currency by the end of FY 2023. The Budget also funds the completion of 2.166 million RZs.

## Limitation on Administrative Expenses

**Table 3.21a—Program Integrity Workloads and Funding by Source**  
(Dollars in millions)

	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	10-year Total
Discretionary BA (non-add)	1,511	1,583	1,393	1,509	1,582	1,629	1,686	1,771	1,803	1,836	16,303
Discretionary Outlay Costs <sup>1</sup>	1,516	1,579	1,405	1,502	1,577	1,626	1,683	1,765	1,801	1,834	16,288
Mandatory Savings <sup>2</sup>	-112	-1,776	-3,142	-3,992	-4,885	-6,021	-6,289	-7,440	-8,242	-8,981	-50,880
Net Effect	1,404	-197	-1,737	-2,490	-3,308	-4,395	-4,606	-5,675	-6,441	-7,147	-34,592

<sup>1</sup> The discretionary costs are equal to the outlays associated with the budget authority levels presented for allocation adjustments. The costs for 2023 through 2032 reflect the costs to complete the anticipated dedicated program integrity workloads for SSA.

<sup>2</sup> 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 3.21b—Program Integrity Workloads and Funding by Source<sup>1</sup>**  
(Dollars in millions)

	FY 2021 Actuals	FY 2022 Estimate	FY 2023 Estimate
Volumes	<b>Actuals</b>		
Full Medical CDRs Completed	510,510	621,000	700,000
SSI Non-Medical RZs Completed	2,367,391	1,928,000	2,166,000
Funding <sup>2,3</sup>			
Unobligated Balance, start-of-year	\$173	\$125	\$100
Dedicated Program Integrity Funding	\$1,575	\$1,575	\$1,799
<b>Subtotal PI Resources</b>	<b>\$1,748</b>	<b>\$1,700</b>	<b>\$1,899</b>
Less Unobligated Balance, end-of-year	-\$125	-\$100	-\$100
<b>Total PI Obligations<sup>4</sup></b>	<b>\$1,623</b>	<b>\$1,600</b>	<b>\$1,799</b>
OASI	\$137	-	-
DI	\$202	\$487	\$295
SSI	\$1,146	\$1,113	\$1,504
HI	\$59	-	-

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Dedicated program integrity funds have 18-month availability. FY 2021 reflects the authorized cap adjustment level provided in BBEDCA, as amended by the Bipartisan Budget Act of 2015 (P.L. 114-74). The Budget assumes funding to complete planned program integrity workloads in FY 2023, including through a base allocation and an adjustment.

<sup>3</sup> Includes annual transfers from LAE to the SSA's Inspector General (OIG) for the cost of jointly operated anti-fraud CDI units, including \$11.2 million transfer in FY 2021 and at the FY 2022 CR level, and \$15.1 million transfer in FY 2023.

<sup>4</sup> Totals include the combined costs of CDRs, SSI RZs, CDI units, and the SAUSAs.

## Limitation on Administrative Expenses

	FY 2021 Actuals	FY 2022 Estimate	FY 2023 Estimate
SMI	\$70	-	-
Medicare Part D	\$9	-	-
<b>Total PI Obligations<sup>1</sup></b>	<b>\$1,623</b>	<b>\$1,600</b>	<b>\$1,799</b>

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

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

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

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

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<sup>1</sup> We project workload costs for DI and SSI spending but not for OASI, HI, SMI, or Medicare Part D. We report these costs with the actuals.

## **Limitation on Administrative Expenses**

can make it difficult to predict end-of-year costs for CDRs and RZs prior to the end of the fiscal year.

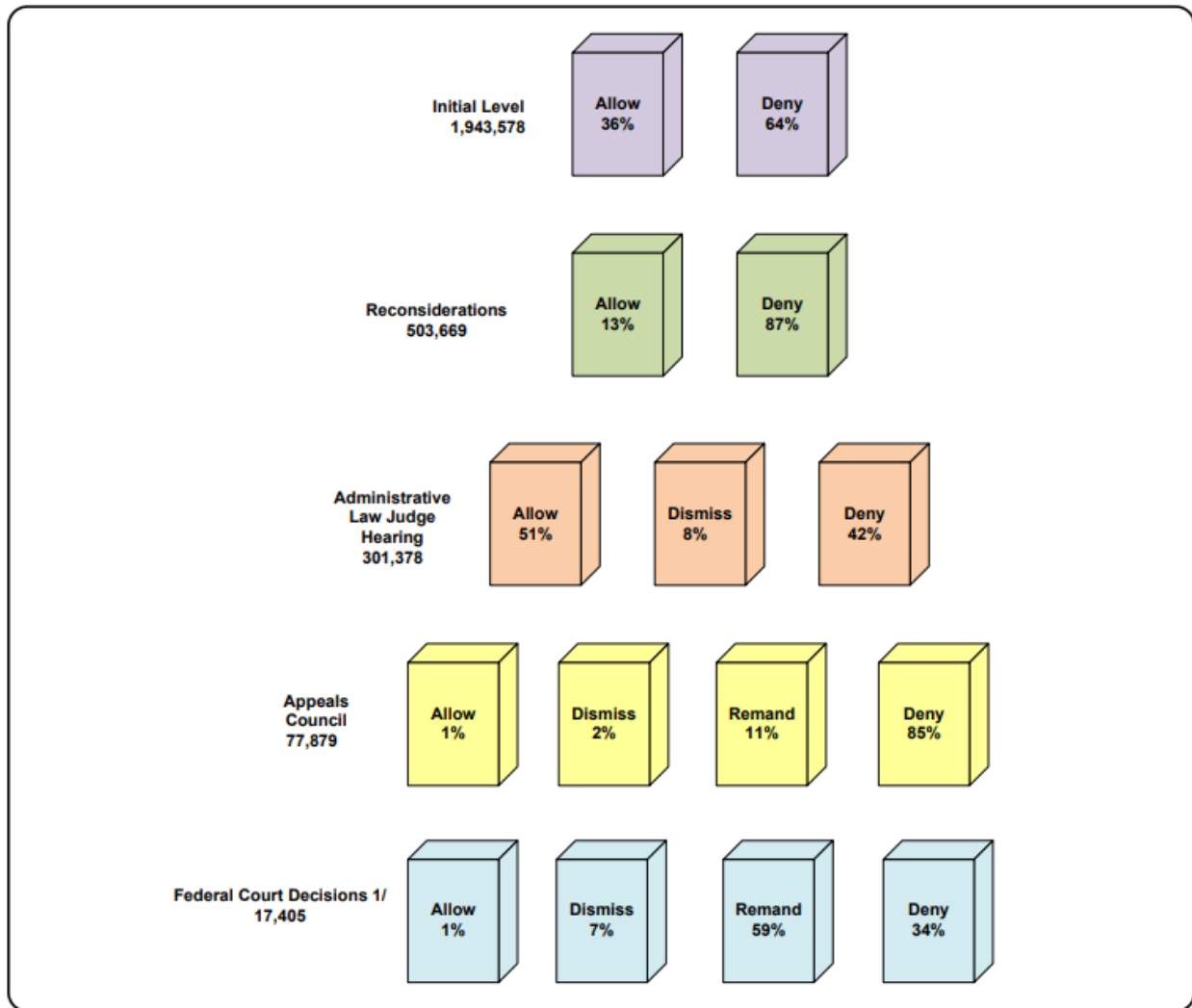
Our PI unit costs can be broken down by direct payroll, direct other objects, information technology systems (ITS), and agency shared costs that include both payroll and other objects. Our direct payroll includes costs of our employees in the front-line workload processing components like our field offices, 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.



FISCAL YEAR 2021 DISABILITY DECISION DATA

Table 3.22 – Fiscal Year 2021 Disability Decision Data\*



<sup>1/</sup> Federal Court data includes appeals of Continuing Disability Reviews.

Data Sources:

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

\* 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 2021, 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, ODSSI (Office of Decision Support and Strategic Information)

Date Prepared: January 31, 2022

## Limitation on Administrative Expenses

### PRIORITY GOALS

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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 that will support APG goal achievement.

Please see the FYs 2021-2023 Annual Performance Report and [www.performance.gov](http://www.performance.gov) for more information on our APGs.

### CUSTOMER EXPERIENCE

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We administer the nation’s largest Federal benefits program, which serves as a safety net for millions of individuals. Improving customer experience (CX) is one of our top priorities, and we are working to understand and improve how we design and deliver our services to ensure they are accessible to the people they are intended to serve. We are making efforts to reframe our approach to customer feedback and to examine how our policies, procedures, and systems may impact customer experiences.

Although we have solicited customer feedback through online, telephone, and mailed customer satisfaction surveys for years, our understanding of the customer’s experience has been limited since we historically collect and manage feedback in different parts of the organization. To ensure our alignment on CX across components, the Office of the Chief Business Officer’s CX management team is dedicated to coordinating enterprise-wide CX management practices and standards, in addition to supporting, guiding, educating, and enabling the organization at large to mature its customer centricity. In FY 2021, we acquired an enterprise-wide voice of the customer (VoC) feedback management platform for centralized collection, integration, and analysis of customer feedback. As part of this enterprise approach to customer feedback collection, the agency will standardize questions and apply standards set by OMB A-11 guidance.

In Executive Order 14058, *Transforming Customer Experience and Federal Service Delivery to Rebuild Trust in Government*, we have five agency-specific commitments to improve customer experience.

1. Assessment of Services Requiring Physical Documentation or In-Person Appearance.

By April 12, 2022, provide OMB a report that analyzes services that require original/physical documents or in-person visits as an element of identity or evidence authentication, and that identifies potential opportunities for policy and process reforms that could modernize service in cases where original/physical documentation or in-person appearance requirements can be removed. Based on statutory or strong policy rationale, some services will likely still require original/physical documentation or an in-person appearance.

2. Online Documentation Upload Solution

We will develop an online and mobile-accessible process, likely through a service tool called eSubmit, that gives customers the ability to upload forms and documents to the agency and reduces the need for service-specific tools or in-person visits to field offices. Customers will be able to use a personal device, such as a computer, tablet, or smart phone to scan or take a picture of the form or document and submit it to us electronically.

3. eSignature Technology Neutrality

We will provide an e-signature solution that maintains a public policy of technology neutrality with respect to acceptable forms of electronic signatures

4. Elimination of Physical Signatures

We are examining agency regulations, forms, instructions, and other guidance (including the Program Operations Manual System) that require physical or “wet”

## Limitation on Administrative Expenses

signatures to determine two things: 1) if we can remove the signature requirement entirely, and 2) if we cannot, whether we can establish an eSignature option. We are exploring options for alternatives where we cannot remove the signature requirement entirely, such as by potentially creating a technologically-neutral eSignature process, as described in commitment #3 or through the eSubmit project identified in commitment #2.

### 5. Cross-Program Benefit Eligibility

We are reviewing our application intake processes, as well as our statutory and regulatory requirements, to determine ways to help customers identify and apply for benefits for which they may be eligible. In particular, we want to help customers leverage data they provide to us and others, so that individuals do not have to provide the same data to multiple agencies. This includes integrating Social Security Administration data and processes with those of other Federal and State entities whenever possible.

We are developing an implementation strategy to execute on the five commitments in a phased approach.

We have also identified the following priority service designations to focus our CX improvement efforts:

- Filing for Social Security Retirement Benefits
- Applying for a Replacement Social Security Card
- Filing for Supplemental Security Income (SSI) Individual Adult (18–64) Disability payments

We are currently building out our Voice of the Customer (VoC) architecture to establish customer feedback collection for different touchpoints and service delivery channels across these designated journeys. As the agency’s CX practices are still emerging, we are utilizing contractor support to aid in the facilitation of customer research, journey mapping, and service design efforts. We will create a journey map to better understand how customers interact with us, identify pain points, and find opportunities to improve the customer experience.

In FY 2022, we will expand the use of the internet Social Security Number Replacement Card (iSSNRC) to include name-change replacement cards in some states. We will also implement a new online service for persons not eligible to use iSSNRC. In FY 2023, we will begin formal engagement on customer research and journey mapping for the priority service “Applying for a Replacement Social Security Card.”

In March 2022, we implemented a new online tool for the public to express interest in SSI benefits and establish a protective filing. We are exploring ways to streamline and simplify the SSI application and provide the application online. We will modify and improve the basic eligibility questions while striking a balance between collecting necessary information, meeting the public’s accessibility expectation, and providing user-friendly plain language for a better customer experience. In FY 2022, we will complete usability research on the SSI customer journey enhancements, then begin developing those enhancements (IT, business and policy/legal) in FY 2023. Our work on the SSI customer journey and streamlining the SSI application aligns with the implementation strategies in our FYs 2022 – 2023 Improve Equity in

## Limitation on Administrative Expenses

our Supplemental Security Income Program Agency Priority Goal.

We are expanding digital services to provide convenient, user-friendly, and secure self-service options. For example, in March 2022, we released our *beta* site for [ssa.gov](https://ssa.gov) that includes streamlined content and a redesigned home page and web template. The redesigned website will be more intuitive for customers to get to the information they need and successfully complete their tasks independently and efficiently. We will utilize customer feedback solicited from our online surveys and focus groups to make appropriate adjustments to the *beta* site. We plan to transition to the redesigned [ssa.gov](https://ssa.gov) website in FY 2022.

For more information about our customer experience efforts, please see our FYs 2022–2026 Agency Strategic Plan, FYs 2021–2023 Annual Performance Plan and Report, and [www.performance.gov](https://www.performance.gov).

## Limitation on Administrative Expenses

### ADVANCING EQUITY, DIVERSITY, INCLUSION, AND ACCESSIBILITY

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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. To advance equity, diversity, inclusion, and accessibility for the individuals we serve and our employees, we are pursuing the following initiatives:

- Establishing an Agency Priority Goal (APG) focused on equity and improving customer experience:

Improve equity in our Supplemental Security Income (SSI) 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.

Please see the [Fiscal Years 2021–2023 Annual Performance Report](#) and [www.performance.gov](http://www.performance.gov) for more information on our APGs.

- Ensuring equitable access to benefits and services by eliminating administrative barriers to participation in our programs, targeting outreach to underserved communities, and improving service delivery using a multi-faceted approach. For example:
  - We expanded access to survivors benefits for same-sex couples, if they would have been married or married earlier if State laws had permitted same-sex marriage. We have identified approximately 700 people who had applied and been denied survivors benefits based on a same-sex relationship and notified them of our change in policy. We will conduct additional outreach (e.g., Dear Colleague letter, blog post, and updates to our [same-sex couples webpage](#)) to find potentially eligible people who have not applied for benefits. Our outreach, successful identification, and payments to eligible individuals will provide same-sex couples with information to ensure same-sex couples receive the benefits to which they are entitled, but have not been able to access;
  - We employed an educational campaign by providing [online resources](#) and conducting training for organizations and individuals who assist others in applying for SSI;
  - We recently launched a new online tool that receives requests to schedule appointments for people who want to file for SSI and other benefits (e.g.,

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Supplemental Nutrition Assistance Program). This online tool records the appointment request date as a person's protective filing date, commonly known as the date a person initially notifies us of their intent to apply for benefits. The protective filing date secures the person's SSI application filing date if they file within 60 days;

- We will update sub-regulatory policy, notices, and other guidance documents to improve service delivery to gender-diverse and transgender people, where appropriate; and
  - We will ensure equitable service for unrepresented claimants in the disability application process through increased outreach, collaboration with professional organizations to increase rates of representation, and assessment of our internal processes that may contribute to disparities in outcomes for applicants.
- 
- Identifying and removing hurdles that small and disadvantaged businesses face in taking advantage of our procurement opportunities. These small and disadvantaged businesses include woman-owned businesses, service-disabled veteran-owned businesses, and business contractors in historically underutilized business zones;
  - Supporting offices within the agency that are responsible for developing or implementing policies intended to better serve small and disadvantaged businesses;
  - Ensuring diversity, equity, inclusion, and accessibility in our workforce and providing career development opportunities for employees; and
  - Elevating the Office of Civil Rights and Equal Opportunity as an independent component reporting to the Commissioner's Office at the Deputy Commissioner level. In doing so, we advance equity by promoting principles of equal employment opportunity and an inclusive work environment that values diversity and empowers individuals from all backgrounds to participate in their fullest in support of our mission.

We established the agency's Equity Team in accordance with [Executive Order 13985 Advancing Racial Equity and Support for Underserved Communities through the Federal Government](#) to coordinate agency-wide and interagency efforts and discuss opportunities to ensure equity in our programs. The Equity Team established workgroups to address the following program and policy topics:

- Include diverse stakeholders in our outreach and develop relationships with diverse advocates, civil rights organizations, and community organizations;
- Establish an agency Implicit Bias Curriculum for SSA staff;

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- Communicate existing policies that continue benefits during the administrative appeals process;
- Develop methods to increase the collection of data on race and ethnicity, as appropriate and consistent with applicable law; and conduct distributional analyses and evaluate the impact of existing and potential policies on applicants and beneficiaries by race, ethnicity, gender, age, and geography;
- Develop leading practices to increase access to and encourage participation in procurement opportunities by small and disadvantaged businesses, as appropriate and consistent with applicable law; and
- Improve relationships with academic and professional associations and networks to encourage participation in our research grants by Historically Black Colleges and Universities and Minority Serving Institutions, as appropriate and consistent with applicable law.

We are working to understand why fewer people applied for SSI during the pandemic, and to ensure our SSI program is accessible through outreach to communities of color and communities facing barriers. Some of these strategies include:

- Establishing nearly 650 liaisons in field offices to serve as points of contact for organizations who are committed to helping us identify and assist people facing barriers to our services by referring individuals to us, establishing leads, and helping take claims for SSI;
- Streamlining policies, procedures, and business processes in the SSI application process;
- Developing outreach efforts to connect eligible individuals to SSI benefits such as prioritizing to increase the number of SSI applications in geographic areas with the highest number of people who are underserved and close the gap between those underserved and the national average, enlisting usability and customer experience experts to research ways to simplify the customer journey for individuals filing for benefits, and continuing to understand and address discreet barriers to filing for SSI such as economic and social conditions, access to other service channels such as the 800 Number and field offices, behavioral changes such as reluctance to communicate by phone due to pervasive telephone scams, and availability of health services and medical/school records throughout the pandemic;
- Mailing information to people who may be eligible for SSI due to their current receipt of other Social Security benefits;
- Identifying how we can use data from States and local governments and organizations to improve outreach and the overall application process for SSI children's benefits;



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- Adding detailed information about SSI eligibility for children on the receipt to parents who are filing for Social Security Numbers through the hospital using the Enumeration at Birth process; and
- Continuing our collaboration with the United States Department of Agriculture Food and Nutrition Services to help eligible SSI applicants and recipients apply for the Supplemental Nutrition Assistance Program.

We also established the following advocate-executive workgroups to address SSI administrative simplifications and evidence-based outreach:

- **Third-Party Assistance:** Our goal is to ensure people have the help they need to apply for SSI. One highlight is the creation of the *People Helping Others* [website](#) which provides resources about navigating our programs, as well as training, for anyone providing help or support to those interested in applying for our programs. In addition to the website, we implemented a third-party SSI claims-taking model, which provides an additional method of applying for SSI.
- **Outreach to SSI Kids:** We augmented our existing community-level outreach to children who may be eligible for SSI. We created a paid national digital campaign, which includes social media and search engine marketing (SEM). SEM ads promoting SSI, including SSI for kids, have generated over half a million website visits. Facebook and Instagram ads promoting SSI and SSI for kids have generated almost 86 million impressions or views so far. In addition to these ads, we pay for our website to appear at the top of search engine results when people search for information about SSI for kids, which has generated approximately 485,000 website visits thus far.
- **SSI Application Streamlining/Accessibility:** We have been developing strategies to ease the process for applying for SSI. We are evaluating the current SSI application to simplify, streamline, and modernize the application to increase its accessibility. We developed a fillable PDF version of the SSI application, form SSA-8000-BK, Application for Supplemental Security Income, that partner groups can use to take claims from their clients. We are also reviewing the questions on the SSI application to determine how we could make the application less complex and burdensome, both for our applicants and our employees.
- **Targeted Mailing and Outreach:** We initiated this effort to voluntarily encourage Social Security beneficiaries who may also be eligible for additional benefits under SSI to apply. We completed our first phase in March 2021 by sending 200,000 targeted mailers to elderly and non-English speakers. We set up a hotline to address the responses to the mailer. We are now in phase two and will send an additional 1.2 million mailers to reach the remaining beneficiaries. This effort will continue until the end of calendar year 2022.

## **Limitation on Administrative Expenses**

Because of this outreach, we have received almost 27,000 applications as of January 31, 2022, and of those, we have approved over 11,300 for additional benefits. In addition to promoting SSI, we have been working with both the Office of Management and Budget and the Department of Treasury to encourage people to file for Economic Impact Payments and the Child Tax Credit with the Internal Revenue Service through various marketing campaigns.

Additional information on many of the efforts listed is in the Outreach to People Facing Barriers exhibit and Customer Experience exhibit.

### OUTREACH TO PEOPLE FACING BARRIERS

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Applications for benefits, particularly Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits, have decreased during the pandemic. We remain concerned that there may be populations who need our help but are unable to reach us. In response, we developed and implemented targeted strategies to reach people facing barriers, including low-income individuals, people with limited English proficiency (LEP), people experiencing or at-risk of homelessness, and people with mental or intellectual disabilities.

The FY 2023 Budget will continue to invest in these targeted strategies to simplify and expand access to our programs for the most underserved individuals. Specifically, our efforts will include enhanced communication, close collaboration with community groups serving people facing barriers, simplification of the SSI application process, and targeted outreach to current beneficiaries who may be eligible for additional benefits under the SSI program. These efforts will contribute to the success of our third Agency Priority Goal, which is to improve equity in the SSI program through increased outreach and improved benefit delivery, including to communities of color and underserved communities. Please see our Agency Performance Plan for additional information.

We have developed several initiatives, outlined below, to help people facing barriers access our programs. We also have plans, in addition to the initiatives detailed below, to improve the coordination of benefits across the Federal government, by exploring ways to increase the intake of other benefit applications, such as the Supplemental Nutrition Assistance Program (SNAP), in our field offices. Additional details can be found in our Customer Experience exhibit.

#### **Initiative 1: Third-Party Assistance**

We continue to carry out a robust, nationwide communications strategy to target those individuals most at-risk. As part of our efforts, we hold regular meetings with partner groups and organizations to identify ongoing challenges in reaching underserved individuals and potential solutions for overcoming these challenges. As a result of these conversations, we launched a national advertising campaign, in English and Spanish, on TV, radio, and social media, with emphasis on children with disabilities. Additionally, we featured blog posts by our advocate partners emphasizing the importance of our programs and our efforts to reach those we serve.

We are also working with third parties (e.g., community legal aid organizations, faith-based groups, social services organizations) to identify and assist people facing barriers who may be potentially eligible for our programs and interested in filing an SSI application. We designed a streamlined intake process for use by designated third-party partners and have developed in-depth training materials for our partners to use in assisting others with filing for SSI. We established Vulnerable Population Liaisons (VPL) and Vulnerable Populations Experts (VPE) in our field offices to work directly with community partners that have agreed to take and submit applications for SSI, provide information sufficient to establish a lead or protective filing, refer potential applicants to our agency, and conduct quality control reviews on claims submitted by third-party partners.

## Limitation on Administrative Expenses

### FY 2021 and FY 2022 Accomplishments:

- Launched a category of blogs called “People Facing Barriers” on our [Social Security Matters blog](#). Since launching, we have featured several guest bloggers on topics ranging from homelessness to SSI for children with behavioral disabilities. The purpose of this blog series is to provide additional information on our programs.
- Created our ["People Helping Others" website](#), which provides online resources to assist third parties helping people apply for benefits 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.
- Continue to run 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.
- Convened a national conference call on March 25, 2021, with over 1,500 advocates to request their assistance with claims intake and other outreach to people facing barriers. During the call, we surveyed participants and received more than 650 expressions of interest from responders, with 375 agreeing to assist individuals in filing for SSI.
- Expanded outreach to community-based partners by having our Public Affairs Specialists conduct 12,441 outreach events. Through February 20, 2022, we secured an additional 4,314 total commitments to assist<sup>1</sup>:
  - 1,555 partners agreed to assist individuals in applying for SSI;
  - 1,592 partners have committed to provide SSA information sufficient to establish a lead/protective filing; and
  - 3,467 will refer potential applicants to SSA.
- Provided in-depth training for those partners committed to assisting individuals in filing SSI applications. Of the 1,555 organizations that have agreed to file SSI applications, we have trained staff at 1,412 organizations and have scheduled training for another 75 organizations as of February 20, 2022.
- Created an internal repository of information on outreach, engagement, and reporting to help track our engagements and training.
- Established dedicated VPLs who receive completed applications as part of their regular workload. These positions were created for offices that have seen the steepest decline in claims activity. In addition to their assigned duties, VPLs serve as a resource for outside

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

## Limitation on Administrative Expenses

organizations. They identify potential errors and review with the submitter or refer recurring issues to local management and PASs or Area Work Incentives Coordinators (AWIC) who provide additional or follow-up discussion or training for the organization.

- Created a VPE assignment, which aligns with our existing Claims Technical Expert (CTE) position, to add a higher level of technical case review. The role of the VPE is to coordinate the Third-Party SSI Claims Taking Campaign at a broad level by providing technical guidance and support to the VPLs. The VPEs also perform quality control reviews and offer training to the organizations in coordination with the PASs and AWICs.
  - Designated 675 VPLs and 100 VPEs across our field offices through February 27, 2022.
  - Directed the Regional Communications Directors to serve as ombudsmen to address complex, exigent, or unresolved issues raised by our community-based partners.

### FY 2022 Plans:

- Continue to invite guest bloggers on our Social Security Matters blog.
- Add more information to our "People Helping Others" website.
- Continue running paid social media and search engine marketing ads.
- Continue to build on the training and resource materials available for those designated third parties assisting individuals in accessing SSI.
- Maintain 675 VPLs and 100 VPEs in our field offices and consider adjustments if warranted by the workload.
- Send a Partnership Assessment Survey to partner organizations that committed to take SSI claims and help with outreach by the end of FY 2022. The survey will measure the efficacy of partnerships and partner access to targeted communities.

### FY 2023 Plans:

- Continue FY 2022 plans to maintain the Social Security Matters blog, People Helping Others website, and social media campaigns.
- Continue to monitor the VPL and VPEs in our field offices. Evaluate responses to the Partnership Assessment Survey and consider adjustments to our outreach campaign based on the analysis.

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

## Limitation on Administrative Expenses

To increase awareness about SSI children's benefits, we created a national campaign. As part of our campaign, we tested TV and radio public service announcements (PSA) with instructions on how to apply for benefits. We also developed social media advertising focused on SSI children's benefits. 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 children's benefits.

### FY 2021 and FY 2022 Accomplishments:

- Tested TV and radio PSAs in English and Spanish in the Dallas market to inform our national rollout plans. On September 9, 2021, we began our national promotion of the TV and radio PSAs. The TV PSAs have generated over 64.6 million total impressions and have aired over 11,350 times.
- Ran paid social media and search engine marketing ads in English and Spanish that promote SSI and generated 1,789,592 visits to the SSA website through February 22, 2022.
- Ran Facebook/Instagram/Twitter ads promoting SSI for kids which generated nearly 151 million impressions through February 22, 2022.
- Redesigned and optimized the [apply page for SSI for children](#), including in Spanish, and posted an outreach toolkit on our new outreach resources page for groups and organizations in English and Spanish. The changes have resulted in:
  - 764,000 page views to the English and Spanish web page;
  - 231,000 referrals to the Child Disability Report; and
  - 60,000 downloads from the Disability Starter Kit pages.
- Revised Form SSA-2853, *Message from Social Security*, to provide parents additional information on SSI when applying for their child's SSN as part of the Enumeration at Birth (EAB) process.
- Developed a toolkit with resources for youth already receiving SSI, with a focus on helping them navigate the transition to adulthood.
- Mailed a notice to more than 337,900 SSI recipients between the ages of 14 and 17 (transition-aged youth) and their adult representatives to help them identify policies and other resources to assist youth in their transition to adulthood. These mailings include a notice introducing our annual informational publication, [What You Need To Know About Your Supplemental Security Income \(SSI\) When You Turn 18 \(Publication No. 05-11005\)](#).

### FY 2022 Plans:

- Continue to promote our TV and radio PSAs nationally, run paid social media and search engine marketing ads, and promote the outreach toolkit for groups and organizations.

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- Start using the updated Form SSA-2853.

### FY 2023 Plans:

- Continue FY 2022 plans to promote our TV and radio PSAs, run paid social media and marketing campaigns, and promote the outreach toolkit.

### **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 October 1, 2021, we raised the tolerance from \$5 to \$20 for determining an individual's shared living arrangement, meaning sharing exists and we would not charge ISM if an individual's household contribution is within \$20 of their pro rata share. We do not require a regulation to adjust the tolerance.

We previously revised our rules to stop counting the value of clothing given to SSI recipients as ISM, ([Federal Register :: Determining Income and Resources Under the Supplemental Security Income \(SSI\) Program](#)). Food, however, has been a part of the ISM calculation since the 1970s. In our Fall 2021 Unified Agenda of Regulatory Actions, we included our plans to issue a [Notice of Proposed Rulemaking](#) that will no longer consider food expenses as a source of ISM. This proposal would benefit disabled and aged persons who are struggling to meet basic food and shelter expenses, as the 2022 Federal maximum SSI benefit amount (\$10,092/year) is lower than the current Federal poverty level which is set at \$13,590 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. Our goal is to publish the NPRM by spring of 2022 and to finalize necessary actions to implement this change by spring of 2023.

Also, we continue to streamline our policies related to temporarily institutionalized (TI) claimants. Individuals may continue to receive their regular SSI benefits for stays in a facility of less than 90 consecutive days, provided the recipient requests to receive the benefits, and a physician certifies the stay as temporary. We are working to simplify 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 during periods of temporary institutionalization for SSI recipients. We are targeting use of this new form by the end of FY 2022. We also plan to develop a demonstration project to assess the effect of automatically providing these temporary benefits in the first 90 days without requiring the person to demonstrate their need to maintain household expenses or provide the physician's certification.

We intend to use extramural research funds to establish a new Interventional Cooperative Agreement Program (ICAP) to address several SSA priority areas, including assisting claimants who are facing barriers to apply for or appeal decisions on claims for SSDI or SSI benefits. ICAP allows us to enter into cooperative agreements to collaborate with external organizations

## **Limitation on Administrative Expenses**

with interest in identifying, operating, and partially funding interventional research related to SSDI and SSI.

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 2021 and FY 2022 Accomplishments:

- Published an *SSA Spotlight on Continued SSI Benefits for Persons Who Are Temporarily Institutionalized – 2021 Edition* to inform individuals of the impact on SSI for those temporarily institutionalized.
- Created a standard form, Form SSA-186 *Temporary Institutionalization Statement to Maintain Household and Physician Certification* to obtain physicians' certification and recipient's statement of need. We submitted the form to OMB on September 30, 2021 for review and approval.
- Developed and published a request for applications for a new ICAP. The application period closed June 21, 2021 and we awarded a five-year ICAP cooperative agreement with the State of Georgia's Criminal Justice Coordinating Council (CJCC) on September 30, 2021. Under this agreement, the CJCC will conduct an intervention to help inmates in four county jails with serious and persistent mental illness apply for SSI and SSDI benefits if they are eligible.
- Posted 19 COVID-19 internal instructions for our employees to our public facing website (FY 2021).
- Hosted a public informational session to promote awareness of ICAP on February 2, 2022.
- Increased the tolerance for the pro rata share from \$5 to \$20 on October 1, 2021.

### FY 2022 Plans:

- Implement use of the TI Form SSA-186
- Work with stakeholders on a plan to develop and implement a research demonstration on improved TI processes.
- Conduct an evaluation of the CJCC intervention under the ICAP cooperative agreement.
- Compete and award another round of ICAP in FY 2022.
- Continue to share policies and procedures with the public, as appropriate.

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



## Limitation on Administrative Expenses

We continue our efforts to streamline the SSI application process. We are investigating ways to incorporate user-centered design into our SSI application and process, which includes updating some of the questions and making the application available online. Ultimately, we expect to simplify the screening process for SSI, protect an individual's filing date, and allow an applicant the ability to easily schedule an appointment to file online.

### FY 2021 and FY 2022 Accomplishments:

- 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 user-centered design approach.
- Analyzed the SSI application to identify opportunities to streamline and simplify the application form and that could be leveraged for an online application. Based on our analysis, we concluded:
  1. The application contains two very distinct type of questions: eligibility and development.
  2. Most of the eligibility questions apply to the majority of applicants while the developmental questions depend on the claimants unique set of circumstances.
  3. Revising the application so it more user-focused rather than simply digitizing the current application (even with some refinements) will produce a better customer experience for claimants.
- Created a 2021 edition of our [Understanding Supplemental Security Income SSI Application Process and Applicants' Rights](#) to clarify when and how to apply for SSI benefits.

### FY 2022 Plans:

- Implement an electronic Protective Filing tool in March 2022 that will allow internet users to express interest in applying for SSI and request an appointment to file an application for benefits, thereby establishing a protective filing date instead of calling us or visiting a field office.
- Build on our analysis of the SSI application by using a more modern and innovative approach that is customer centered and minimally burdensome
- Explore a hybrid approach to the SSI application which would 1) capture the claimant's basic eligibility for SSI payments, and 2) schedule a technician supported experience to assist with gathering additional information necessary to complete the process. This development would be limited to only when we need the information.
- Begin exploring ways to modify and improve the basic eligibility questions striking a balance between meeting our statutory requirements and continuing to meet customers' expectations of an accessible, minimally burdensome, and user-friendly design. .

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- Develop a simple interactive voice response (IVR) option on our National 800 Number to establish SSI protective filing.

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

We initiated the SSI mailer project after identifying current Social Security beneficiaries receiving less than the maximum monthly Federal SSI benefit to encourage those beneficiaries to apply for SSI. In total, we have identified 1.4 million potentially eligible individuals, many who face barriers to our services. The mailer, released in English and Spanish, includes a dedicated national hotline to assist recipients in determining eligibility for SSI.

### FY 2021 and FY 2022 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 limited English proficiency (LEP).
- The initial results of this mailing as of February 11, 2022, are:
  - 11,717 SSI applications taken (5.86 percent of total mailers sent);
  - 5,255 SSI applications have been approved (2.63 percent of the total mailers sent);
  - the newly eligible SSI beneficiaries receive an average SSI benefit of \$208 per month; and
  - total SSI benefits paid based on Phase 1 efforts to date are \$1,092,479.
- Received and processed applications from people in the initial mailing and completed our 12-month analysis in February 2022.

### FY 2021 and FY 2022 Efforts – Phase 2:

- Released another 465,000 mailers from June 2021 to November 2021.
- Leveraged our experience from the first mailer to improve our processes for the next mailing 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 additional screening criteria to precisely identify and remove individuals receiving a non-covered pension who would not be eligible for SSI benefits. After this additional screening, we found about 1.2 million potentially eligible beneficiaries.
  - Plan to stagger the mailings over the course of the year.

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- Shortened and simplified the notice, which will include a one-page fact sheet about the SSI program.
- Send an email notification to beneficiaries who have provided us with an email address. This email will be in addition to the paper notice.
- Set up a new toll-free number within our national 800-number call center to handle this work and we staffed it with dedicated bilingual employees fluent in Spanish and English.
- As of February 11, 2022, the initial results of our mailings are:
  - 30,423 SSI applications taken (6.54 percent of total mailers sent);
  - 13,040 SSI applications have been approved (2.80 percent of the total mailers sent);
  - an average SSI benefit of \$219 per month for newly eligible SSI recipients; and
  - total SSI benefits paid to date based on Phase 2 efforts are \$2.86 million.
- The overall total SSI benefits paid for Phase 1 and Phase 2 to date are \$3.95 million.

### FY 2023 Plans:

- Mail an additional 735,000 mailers between April 2022 through December 2022.
- Continue to receive and process applications from people who received mailers.

**Table 3.23—Estimate of Costs for Assisting People Facing Barriers**

Initiative	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Third-Party Assistance	\$37,202,000	\$97,100,000	\$97,066,000
Outreach to SSI Kids	\$1,347,000	\$1,486,000	\$1,492,000
Regulatory/Sub-Regulatory Changes	\$572,000	\$819,000	\$400,000
SSI Application Streamlining/Accessibility	\$126,000	\$2,386,000	\$2,316,000
Targeted Mailings and Outreach	\$2,478,000	\$11,997,000	\$3,683,000
<b>Total</b>	<b>\$41,725,000</b>	<b>\$113,788,000</b>	<b>\$104,957,000</b>

## Limitation on Administrative Expenses

### ADDITIONAL BUDGET DETAIL

#### INFORMATION TECHNOLOGY

Information technology (IT) is vital to nearly every aspect of our service to the public. IT allows us to offer new and innovative service delivery options and provides opportunities to improve and streamline our processes. Our employees use technology to collect and maintain earnings information, pay benefits, and identify and prevent fraud and improper payments.

The pandemic underscored the importance of IT to our mission and highlighted the successes of our modernization efforts. When we shifted to maximum telework in fiscal year (FY) 2020, our secure Virtual Private Network (VPN), laptops, and softphones helped transition over 90 percent of our employees, and thousands of State employees to telework within a few weeks. Technology has allowed us to continue serving the public through online and telephone services, enabling us to offer limited in-person appointments for critical situations. Online and telephone services will continue to be critical service delivery channels when we expand in-person services in early April. We make Information and Communication Technology (ICT) accessible to employees and members of the public with disabilities.

Every major category of online service activity increased during the pandemic. For example, we had a 66 percent increase in *my Social Security* transactions from FY 2019-2021. This is particularly noteworthy, as *my Social Security* transactions allow credentialed customers to complete some of their business with us without seeking help from our employees. Our Budget supports continued expansion of online service delivery options to our customers.

We will act in accordance with our enterprise risk appetite statement<sup>1</sup> to achieve our strategic goals and objectives. We will employ sound Enterprise Risk Management (ERM) principles, including identifying, measuring, monitoring, and controlling risks; transparent decision-making; effective communication; and prioritization of risk. We manage 15 interrelated sub-categories of risk to effectively oversee Social Security programs and safeguard taxpayer dollars. Where we have discretion, we are willing to assume limited risks if the benefit of delivering quality Social Security services to the public heavily outweighs the risk. Strong ERM practices will enable us to operate proactively and efficiently while managing mission-critical risks.

When individuals need Social Security services due to a major life event, they may conduct business with us through three main service channels: online, over the phone through our National 800 Number, or by visiting one of our local offices. Our IT request for FY 2023 demonstrates our commitment to improving service to the millions of people who expect and deserve timely and accurate help from us as a designated [High Impact Service Provider](#). In support of President Biden's Executive Order [14058](#), on *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*, we will offer more streamlined and automated self-service options, and enhance in-office services for people who need them, while maintaining our robust cybersecurity program. In addition, we are strengthening our digital identity processes to comply with the *Creating Advanced Streamlined*

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<sup>1</sup> Risk appetite is the amount of risk an organization is willing to accept in pursuit of strategic and organizational objectives and value to the enterprise.

## Limitation on Administrative Expenses

*Electronic Services for Constituents Act*.<sup>1</sup> While we develop these new IT capabilities, we must provide stable and secure access to our existing systems. In the sections that follow, we provide an overview of continuing modernization efforts and the support needed to maintain access to existing systems.

**Table 3.24—Total Information Technology Systems (ITS) Budget Authority**

(Dollars in Millions)	TAFS Code	FY 2021	FY 2022	FY 2023
ITS New Budget Authority	28228704	\$1,233	\$997	\$1,504
Prior Year Transfer/Carryover	028X8704	\$137	\$226	\$150
IT Reimbursables	28228704	\$7	\$9	\$9
Special Appropriation ITS (\$460M)	028X8704	\$67	\$0	\$0
Recovery Act (National Support Center)	028X8704	\$3	\$0	\$0
<i>Subtotal ITS</i>		<b>\$1,447</b>	<b>\$1,232</b>	<b>\$1,663</b>
Internal Labor (Payroll)	28228704	\$558	\$586	\$716
Special Appropriation Internal Labor (Payroll) (\$460M)	028X8704	\$54	\$45	\$0
<i>Subtotal Payroll</i>		\$613	\$631	\$716
<b>Total</b>		<b>\$2,059</b>	<b>\$1,863</b>	<b>\$2,379</b>

*Note: Totals may not add due to rounding.*

### FY 2021 Accomplishments

The pandemic emphasized the need to expand electronic self-service options for the public and restructure outdated work processes. We have made progress modernizing our IT systems, which are critical to our efforts to improve public service. These achievements further our efforts to deliver services effectively and efficiently. Our notable achievements include:

#### *Customer-Facing Service Delivery Improvements*

- Launched an application to the Representative (Rep) Payee portal, allowing Rep Payees to request a Medicare Replacement Card for beneficiaries within *my Social Security* quickly and efficiently.
- Produced over 95 million communications through our modern, cloud-based Customer Communications Management (CCM) product. Over 5 million *my Social Security* customers

<sup>1</sup> 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.

## Limitation on Administrative Expenses

opted to go paperless, avoiding \$1.5 million in cost for over 2.5 million notices that we did not need to print or mail.

- Initiated Cost-of-Living Adjustment and Income-Related Monthly Adjustment Amount Benefit Rate Change notices online in the Representative Payee Portal within *my Social Security*.
- Allowed an authenticated caller to perform change of address and change of phone number over the automated Integrated Voice Response system using our National 800 Number system, reducing the number of calls that required agent support.
- Broadened access to Internet Social Security Number Replacement Card (iSSNRC) for 19.5 million U.S. citizens. We anticipate in-office replacement card requests will decrease by approximately 150,000 to 200,000 transactions yearly, resulting in annual cost avoidance of \$6 million to \$8 million. iSSNRC actions increased by 233 percent from FY 2019 to FY 2021.
  - Added a web service to our agreement with the American Association of Motor Vehicle Administrators within the Social Security Number Application Process (SSNAP) to verify the driver's license presented virtually for Social Security Number Replacement cards, enabling us to verify individuals' identity information without the need to visit our offices.
- Released the Claims Status Tracker in *my Social Security* to provide customers with an at-a-glance claim summary including personalized next steps and estimated timeframes for updates.
- Collaborated with outside experts to improve our website, [www.ssa.gov](http://www.ssa.gov). We incorporated feedback from customer interviews, analyzed how our customers look for information on our website, and developed best practices.
- Released Feedback Hub and the Unified Voice Customer Experience Feedback Tool to collect feedback from customers using any service channel, both online and offline, and present customer feedback in a single view to inform future directions in business processes, automation, and IT solutions.
- Debuted a Visitor Intake Process Re-Write (VIPr) Mobile Check-in application to allow visitors to check in for their appointment from their personal device, without the need to touch the kiosk.

### *Technician-Facing Applications*

- Introduced an Administrative Law Judge (ALJ) homepage in the Hearings and Appeals Case Processing System (HACPS), to give decision makers a single location for access to information they need for daily work tasks. We also enhanced scheduling capabilities and updated the Notice of Hearing for video and telephone hearings.
- Consolidated evidence stored in four different sources into a single view in the Evidence Portal. Having a central location to view evidence reduces employee-training time, maintains consistency across the agency, reduces errors, and enhances productivity.
- Expanded use of Duplicate Identification Process (DIP) to all Office of Hearings Operations (OHO) and Office of Appellate Operations (OAO) offices to help identify duplicate evidence in disability files. AA major release provided priority user requested enhancements, improved the overall performance, and complied with 508 accessibility requirements.
- Implemented an online SSA-455 form (Disability Update Report) for medical Continuing Disability Reviews. The online SSA-455 is a questionnaire used to obtain updated information

## Limitation on Administrative Expenses

about our disabled beneficiaries As of September 2021, we have received almost 44,937 SSA-455 forms online.

- Implemented Medical Evidence of Record-Direct to Source for OHO users to request evidence directly from a claimant's treating sources (i.e., doctors, hospitals, etc.), thereby minimizing wait times for State disability determination services (DDS) staff to process assistance requests.
- Increased W-2 electronic reporting by 1.01 percent, which resulted in a cost avoidance of over \$3 million from reducing paper reporting. Electronic W-2 reporting reduces the W-2 data transmission time to the Internal Revenue Service (IRS) by 3- 6 months.
- Through our Continuing Death Data Improvement (CDDI), we updated the Numident and Death Master File with more than 10 million death records from FY 2018 through September 2021, improving the accuracy, integrity, and completeness of the death information we share both internally and externally.
- Added four production DDSs (Kentucky, Oklahoma, Puerto Rico, and Texas) for the Disability Case Processing System 2 (DCPS2), totaling 49 out of 52 DDSs that are using DCPS2 with only Alaska, California, and New York remaining.
- Successfully deployed 12 planned, monthly releases for DCPS2 resulting in prioritized functionality and fewer exclusions.
- Aligned functions in the Representative Payee Monitoring Tool (RPMT) with the Strengthening Protections for Social Security Beneficiaries Act of 2018.
- Continued development of the modern Debt Management System (DMS). We received more than \$100 million in remittances using new functionality for debt collection deployed in FY 2021, including:
  - An online remittance option for debtors to use the Department of the Treasury's Pay.gov service pay a debt;
  - Front-end process to halt collection on Section 104 cases to comply with legislation and policy for children in foster care services who incurred a debt;
  - Ability for a technician to finalize a waiver, reconsideration, or appeal decision and stop recovery actions on an overpayment in case of a disaster;
  - Online Bill Pay to update the billing notices with language to allow the debtor to use the remittance identification to make payments or set up payments using their financial institutions. This tool will further expand the online options on paying a debt and continue to reduce our remittance workload; and
  - AA Lockbox Service to process benefit overpayment remittances sent via the mail. This transitions the manual remittance workload from the Mid-Atlantic Processing Center (MATPSC) to a Treasury-approved third-party lockbox service, reducing the manual remittance workloads at MATPSC.
- On-boarded 14 partners under the Electronic Evidence Acquisition Product initiative. We are on target to exceed 53 percent of evidence for disability claims received electronically. We

## Limitation on Administrative Expenses

implemented the Unified Systems for Evidence (USE) Minimum Viable Product (MVP) in late FY 2021, the first in a series of releases to replace legacy applications.

- Implemented seventeen enhancements in the Processing Center (PC) Automation efforts to save approximately \$1.3 million.

### *Infrastructure*

- Completed all scheduled migrations for more than 81,500 users and shared mailboxes to the cloud 3 months ahead of schedule, releasing technical resources for more mission-critical applications.
- Completed Microsoft (MS) Teams Rollout to 100% of our frontline SSA employees and continued SharePoint Online Migration.
- Expanded the Enterprise Data Warehouse (EDW), which now provides over 85 enterprise sources as a single source of truth data<sup>1</sup> to over 800 users. The EDW enables critical decision-making for anti-fraud, disability, death processing, communications, Digital Identity, and Congressional reporting.
- Improved death reporting by pointing Death Management Information (MI) Reports from the mainframe to the Enterprise Data Warehouse and the cloud, and retired an MI legacy database.
- Initiated Robotic Process Automation (RPA) to reduce the number of actions pending at the processing centers (PC). This software (called “bots”) helps employees perform tasks more efficiently by executing repetitive manual tasks, making decisions based on a set of rules, and seamlessly integrating with existing applications. Three bots are available to 3,300 users across all PCs.

### *Cybersecurity and Digital Identity*

- Improved Login.gov and ID.me federation and introduced improvements to our identity verification process. As a result, we increased our online services registration pass rate, from roughly 40 percent to nearly 80 percent as of the end of FY 2021.
- Added Login.gov as a Credential Service Provider to the Federated Identity System, increasing a customers’ access to online services and reducing traffic to field offices.
- Allowed public-facing users on the Registration of Most Everyone Internet Login Page to use the General Services Administration (GSA) login.gov credentials. Adding GSA’s credentials improved the customer experience and increased accessibility to secure online services.
- Provided improved security and usability allowing new *my Social Security* registrants to create an account using the enhanced registration process that leverages State-issued IDs—regardless of the issuing State—and requires all registrants to prove possession and control of an address (e.g., postal, email, or cell phone).
- Expanded and matured our Software Asset Management capabilities to inventory all software we use and expanded the scope of our blacklisted software.

## FY 2022 and FY 2023 IT Modernization

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<sup>1</sup> Single source of truth data is aggregated from our many systems into a single location.



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We must continue to modernize our IT systems—including phasing out legacy systems, modernizing our infrastructure, and re-engineering our business processes---to operate more efficiently and provide services at a level the public expects.

As we enter into the final year of our five-year IT modernization plan, we are addressing core modernization needs and establishing a foundation that will support our employees at all levels to better serve our customers.

The following are some highlights of our IT modernization plans for FY 2022 and FY 2023:

- E video service options for the public to interact with our employees remotely;
- Allow the public to schedule, update, and cancel appointments online;
- Introduce an online service for adult disability beneficiaries to complete their medical continuing disability reviews (CDR) online;
- Expand **my Social Security** user features (e.g., representative payees will be able to view and accept claimants' appointments online);
- Enhance the mobile check-in for appointments with virtual private cloud (VPC) implementation, 508 compliance, and improved user experience (UX);
- Increase access to online forms through the adoption of eSignature Technology reducing reliance on paper forms;
- Modernize our claims-taking process, improving the quality of data we use to make decisions on eligibility and payment, and improving how we communicate with beneficiaries and recipients;
- Add automation to eliminate manual workloads, increase accuracy, and reduce pending post-entitlement workloads;
- Further evolve **my Social Security** to create a personalized, interactive, customizable, and secure one-stop shop for all Social Security electronic services, while providing a superior customer experience;
- Replace the Non-Disability Repository for Evidentiary Documents application and Claims File User Interface application within the Benefits Evidence Portal;
- Expand online notice inventory and correspondence sent in the customer's preferred delivery channel;
- Retire the legacy Person Information Web Service (PIWS) in favor of the Person Information Query Service
- Acquire enterprise data, and expand infrastructure and capabilities in the EDW;
- Roll out the modern HACPS nationwide to increase the accuracy and efficiency of disability case processing for our hearings offices and Appeals Council;
- Process all case types from case intake to case closure through HACPS;
- Implement electronic calendaring for all hearing participants to increase automation for staff scheduling hearings;
- Complete rollout of Intelligent Medical-Language Analysis GENERation (IMAGEN) to all State DDS offices;
- Support hearings level claims in IMAGEN beginning in FY 2023;

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- Deliver MVP for the eWork replacement, including the functionality to initiate, process, adjudicate, and complete determinations for reviews of beneficiaries who have not had a previous work CDR;
- Remove disability paper workloads, including replacing the Expedited Reinstatement paper process and automating Multiple Pending Case processing. This will reduce the number of paper folders, improve case processing efficiencies, and expedite benefits to claimants;
- Provide the public who have given authorization for electronic monthly wage reporting with the ability to use the modernized Employee Wage Reporting (EWR) File Upload application for Tax Year 2021 wage reporting. Enhance the accuracy of wage files we accept by providing additional real time error information to the submitter prior to accepting the file. This will reduce errors and prevent files from being rejected by our Annual Wage Reporting batch processes;
- Release full production of the Employer Wage Reporting Journey's wage file upload application targeting over 2.9 million users, a guided process for smaller employers to enter and submit W-2/W-2C, and web services for larger employers;
- Expand online access to iSSNRC to Minnesota, West Virginia, Oklahoma, and New Hampshire. We expect to complete all States in FY 2022 except for Minnesota, which requires changes to State law to share data with us;
- Explore expansion of Enumeration Beyond Entry related to Naturalization Certificates and Consular Reports of Birth Abroad. We anticipate these initiatives will serve 800,000 individuals who will not need to visit a field office;
- Develop a data exchange that will allow our customers to complete a name change online using iSSNRC. This new functionality will serve an additional 1.3 million individuals who will not need to visit a field office;
- Retire the legacy Alphident and Numident queries, and the final Enumeration Falcon Data Entry System processes that still exist in that legacy software. This addresses the need to reduce our technical debt and modernize applications that are approaching the end of their useful life.
- Directly credential users in our Integrated Registration Services (IRES) system to provide access to business services to entities unable to use Enterprise Authentication and Authorization for Entities and Affiliates (EAZE);
- Expand use of the infrastructural platform services to manage credentials issued to non-organizational users. We will use a commercial off the shelf (COTS) product to provide centralized identity, credential, and access management (ICAM) capabilities to services that require identity support; and
- Align our identity mechanisms with the whole-of-government strategy, support cross-channel identity (including telephone and in-person proofing), and support services at different risk levels. We will reduce reliance on knowledge-based verification across all our automated services.
- Revamp our public-facing website, [www.ssa.gov](http://www.ssa.gov) in FY 2022 to streamline content and redesign the home page. The revamped site is based on the test site, implemented in FY 2021, and strengthened by the public feedback we received.

To execute our plan, we grouped IT investments into domains along business and technical lines. The business domains represent the core business systems we use to serve the public, and the

## Limitation on Administrative Expenses

technical domains represent IT needs that cut across all of our IT systems. We have broken the IT Modernization program into six major IT investments aligned by domain as described below.

### *IT Modernization - Service Delivery*

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

- **Digital** – We are automating services in *my Social Security*, including adding more customer-centric portals, introducing mobile applications, and modernizing the way our online customers receive claim status information;
- **Phone** – We are transitioning the National 800 Number platform with a focus on new technology and an enhanced caller experience. Upon the completion of this transition, we will improve and modernize interactive voice response services;
- **Visitor** – Our priority within the visitor channel is to enhance the field office experience, such as expanding use of automated appointment reminders, mobile check-in service, and streamlining workflows for the most common service requests. Efficiencies gained by these enhancements will allow staff to focus on other priority workloads, and reduce customer wait and interview times;
- **Agent** – The Agent Desktop application will serve as our official enterprise product to support and enhance front-line employee systems using a Customer Relationship Management solution. We will expand on this product and implement additional integrated business processes and omni-channel capabilities to replace current legacy software; and
- **Appeals and Appointed Representative** – Appointed Representative Services is an application for appointed representatives (AR) to view electronic folder (eFolder) documents in real time, download eFolder contents including multimedia files, and upload medical evidence and other documents directly into a claimant's eFolder. Appeals and Appointed Representative Processing Services (AARPS) will provide additional self-service options for ARs, AR support staff, and claimants to conduct related business online. AARPS will facilitate the collection of AR data, automate the transference of AR data to downstream systems, and provide view capabilities to the AR community.

### *IT Modernization - Benefits*

The Benefits Domain is developing a consolidated claims experience (CCE) for employees to conduct benefit eligibility screening, initial claims intake and processing, and post-entitlement/post-eligibility activities all in one place. The CCE supports our vision for a modernized customer experience that lessens the information a customer must provide us, reduces the number of times we must contact them to complete an action, and reduces the time they must wait for us to process their claim.

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

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### *IT Modernization – Cross Cutting*

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

The Communications Domain will expand and automate customer communications, including increasing the inventory of notices available online. It will also expand our use of texts and emails to communicate with customers in their preferred communication channels. We will also broaden customer digital preferences in *my Social Security* so customers can opt out of digital communications sent via email and text/short message service.

The Data Domain provides access to customer-centric, integrated enterprise-level data within a secure, standardized, and common architecture that supports daily operations and fact-based data decision-making. We will integrate the data in our largest programmatic data stores, enhance data quality, and provide an authoritative view of data.

The Infrastructure Domain provides infrastructure platforms and services to deploy and support of IT Modernization, increasing process automation, improving system development methodologies, providing robust remote access to services, and improving digital services, both for our employees and for the public.

Our Back Office Modernization initiative in the Infrastructure Domain adopts modern services and improves productivity through implementing and supporting a self-managed infrastructure suite of services for back-office support (e.g., email, office productivity, and collaboration tools). Particularly relevant during the recent pandemic work environment, we will explore and implement remote access and collaboration tools, including multi-platform service suites.

In collaboration with customers and working within our enterprise architecture, the Mainframe Enterprise Architecture Effort initiatives are analyzing the use of relevant technologies for greater efficiencies and sustainable and reliable modernized systems. Focus areas will include more efficient handling of historical data, migration of applicable processes to the cloud environment, and improved reliance on cloud efficiencies for improved service delivery.

### *IT Modernization - Disability*

The Disability domain consists of eight projects to improve our disability processing, including several projects to improve digital service delivery for SSA customers:

- **Hearings and Appeals Case Processing System (HACPS)** - HACPS will provide a modern, seamless national claims-processing system for the hearing offices and the Appeals Council to support timely, quality case processing;
- **Intelligent Medical-language Analysis GENERation (IMAGEN)** - IMAGEN employs artificial intelligence and predictive analytics technologies to analyze medical evidence data to increase efficiency, enable disability decision support for adjudicators, and support policy-compliant disability determinations and decisions;
- **Insight** - This is a quality tool that performs quality reviews on decisions to support policy compliance in disability adjudication. As we roll out HACPS nationally, we will migrate the case/claim data source for Insight from the legacy Case Processing Management

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System to HACPS;

- **Medical Continuing Disability Review (CDR)** - The Medical CDRs project will modernize the CDR process to provide an online service option to the public. The online option is for beneficiaries to complete and submit the SSA-454 Continuing Disability Report. This improves customer service and eliminates the manual workload associated with the paper CDR process;
- **Work CDRs** - The Work CDRs project will modernize and streamline the work CDR process to increase efficiencies and reduce improper payments;
- **Duplicate Identification Process (DIP)** - The Duplicate Identification Process will enhance the adjudicative process by accurately identifying and minimizing duplicative evidence in the disability folder;
- **Access to the Electronic Folder** - Access to the Electronic Folder provides the claimant electronic access to their disability folder. This project replaces the manual process of burning compact discs and mailing them to the claimant. We will develop enterprise solutions such as providing claimants with the ability to access specific documents directly.

### *IT Modernization – Earnings and Enumeration*

The Earnings Product is responsible for capturing, storing, and disbursing earnings information on behalf of the IRS. This product transforms our IT and business processes to enable our customers and partners to submit and track wage information in a more accurate, secure way. Our focus is on providing employers and employees with self-service features, real-time communication, and data transparency while improving data quality, reducing paper processes, and automating manual exceptions. As a result, we will provide the public with faster, more accurate posting of their earnings for tax and claims processing actions and reduce the need for the customer to contact us to rectify earnings issues.

The Enumeration Domain will expand the functionality of online enumeration services, expediting Social Security card processing, and improving death reporting and processing. We aim to provide automated options for the public's enumeration needs and reduce foot traffic to our field offices. We are making our enumeration products easier to use to save processing time. We continue to support new service channels through the Video Service Delivery platform and MS Teams, which have provided increased access to the public during the pandemic.

### *IT Modernization - Cybersecurity*

Our Cybersecurity Domain aims to protect sensitive information for the public, while also making our digital identity processes secure and intuitive for the public to use across all service channels. Our strategy is to maintain a highly effective cybersecurity program to protect against security threats and comply with Federal policies and regulations, including the National Institute of Standards and Technology (NIST) Cybersecurity Framework. Many of our priorities rely on a digital identity infrastructure that enables the public to use our online services. FY 2022 enhancements will directly support these operational priorities.

We have three critical roadmap activities:

- Build out capabilities for replacing IRES and adopting COTS Customer Identity and Access Management solution to support increased number of electronic filers next tax year. This

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solution includes support for EAZE, which currently supports only electronic Consent-Based Social Security Number Verification, for all business and government services;

- Pursue possible COTS Customer Identity and Access Management solution to support long-term modernization efforts; and
- Migrate to a new External Data Source after the expiration of the Equifax contract in May 2022. This migration must be completed in FY 2022 to continue identity proofing operations.

This domain is focused on the following digital identity services:

- **Citizen Identity Services** - We provide identity proofing, increasing customer and authentication services for the public to access our online services. By allowing access to online services, we can significantly reduce the need to visit a field office or call to the National 800 Number.
- **Business and Government Services** – EAZE is a new authentication and authorization platform that will register, identity proof, authenticate, and authorize entities and affiliates. To strengthen and promote the security of our online business services, EAZE will integrate with entities’ existing account management practices to ensure that the right entity or affiliate has the right access at the right time.
- **Identity Federation and Platform Services** – OMB M-19-17 requires agencies to leverage existing credentials and identity federations rather than issuing new credentials to others. Federating and leveraging existing capabilities and investments will accelerate our progress to our goal of providing 100 percent of customers convenient access to our online services.

### *Future IT Modernization initiatives for FY 2023:*

We must continue to reimagine our operating models to be more responsive to the shifting public needs. The COVID-19 pandemic has increased demand for virtual interactions and online services.

Legacy IT platforms, antiquated data capabilities, and systems and applications that are not user-friendly challenge our ability to meet the current needs of our customers. We must continue to drive IT modernization to support a new operating model.

In FY 2023, we will structure our IT modernization efforts in the following categories:

- Business
- Digital Workforce
- Infrastructure
- Data
- Security
- Application
- Governance

## FY 2022 and 2023 Additional Modernization Investments

### Debt Management Product (DMP) - \$20.6 million

In addition to developing a new debt management system (DMS), we are updating our accounting and reporting for delinquent and unproductive debts via Program Debt Write-Off, streamlining our current

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manual remittance process (Lockbox), and providing modern platforms and electronic services for those individuals seeking to pay us (Pay.gov and Online Bill Pay).

In FY 2022 and FY 2023, we will develop a streamlined, modernized enterprise DMS that will enable us to more effectively and efficiently post, track, collect, and report our overpayment activity. The DMP will improve service delivery to the public and other agencies by providing clear and accurate debt management information to overpaid individuals, organizations, auditors, and partner agencies. We estimate the continued modernization of our manual remittance processes will reduce our centralized manual remittance workload by over 90 percent upon full implementation. Continued modernization of our DMS, policies, and business processes will provide opportunities to do business effectively and efficiently.

### Representative Payee Legislative Changes - \$10.6 million

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

In FY 2022 and FY 2023, our efforts include: providing support to State foster care agencies, implementing functionality to conduct ongoing criminal background checks on current representative payees every 5 years, and adding functionality to prevent individuals who have a representative payee from being selected to serve as a representative payee for another claimant.

### Disability Case Processing System 2 (DCPS2)

DCPS2 will be the single, national case processing system utilized by all DDSs to adjudicate our disability determinations. In FY 2022, we plan to deploy DCPS2 to the remaining three DDSs and Federal components, as well as to prioritize Community of Practice (CoP)-driven enhancements for the national system. In FY 2023, we plan to support DCPS2 through Operations and Maintenance utilizing the DDS CoP. DCPS yields substantial benefits to the government and citizens, including more efficient case processing, enhanced security, improved citizen service, reduced administrative costs, more consistent policy-based decisions through use of case analysis tools, and nationally implemented software enhancements and modifications as required by evolving laws, regulations, and policy.

### Data Exchange Product - \$8.8 million

This investment will create the Enterprise Data Exchange Network (EDEN). EDEN will provide a holistic data exchange foundation that will reduce and centralize the many different systems and applications that process and manage data exchanges.

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

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

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

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

In FY 2023, we plan to work on the following:

- Data Exchange Request Workflow;
- External Partners receiving Title II data;
- User Interface for Data Exchanges; and
- Batch solution.

### Anti-Fraud Product (AFP) - \$10.0 million

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

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

In FY 2022, we will work on the following activities:

- Advance Modeling and Analytical Facility – We will develop new predictive models, test refinement of existing models, and conduct research and special studies to respond to emerging threats;
- Production Analytics and Orchestration – We will have the capability to run production analytics models and centrally coordinate and monitor end-to-end business processes; and
- Fraud Communication Services – We will enable communication between AFP line products and other systems to allow for real time checks for high-risk activities and enable special processing for high-risk transactions

ARIS releases improve fraud referral processes and data and allows Operations to retire the Fraud Information Tracking System (FITS). We will maintain Anti-Fraud Programs Infrastructure (AFPI), ARIS, and Public Facing Integrity Review products.

In FY 2023, we will work on the following activities:

- Operational Case Management – We will provide tools to process and manage operational business process workflows to identify and remediate flagged high-risk transactions; and
- Investigation Case Management – We will provide tools to support administrative inquiries and investigations and build comprehensive case referrals for administration action and investigative referrals to the Office of the Inspector General.

### Electronic Evidence Acquisition Product - \$27.6 million



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The Electronic Evidence Acquisition Product (EEAP) provides a unified approach to evidence acquisition to intelligently route and store electronic evidence in a structured way. By building enterprise solutions and optimizing collection and use of electronic evidence across the agency, we reduce technician burden and disability claim determination time. Receiving and storing electronic evidence in a structured way provides an opportunity to apply analytics to the evidence in file resulting in faster and potentially more accurate decision-making.

In FY 2022, we plan to onboard new and larger partners and increase the volume of evidence we receive electronically. We will build out the EEA framework, which will replace the current siloed acquisition methods. We will reduce costs by not having to support both the new and legacy applications concurrently. The Unified Systems for Evidence (USE) architecture built in FY 2021 will allow for faster turnaround times for subsequent releases of EEA, allowing us to focus on user interfaces.

In FY 2023, we will complete work on USE Customer Relationship Management. We also plan to complete USE for appointed representatives and begin work on USE for providers.

### Electronic Records Management Product - \$9.6 million

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

We have taken steps to manage all permanent and a majority of our temporary records electronically by December 31, 2022.

## FY 2022 and FY 2023 Cybersecurity

### IT Security and Compliance - \$193.7 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 continually improvements and enhancements of our cybersecurity program. Our cybersecurity program uses a risk-based approach to balance protection and productivity and focuses on continuous improvement. We have a proven record of successfully meeting or exceeding Federal cybersecurity performance measures.

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

In alignment with the Executive Order and current guidance, this budget request includes funding necessary to support additional Supply Chain Risk Management services. We will acquire access to software tool subscription services that will assist us in identifying:

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- Counterfeit components and high-risk suppliers;
- Corporate ownership and corporate relationships;
- 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.

We are expanding our vulnerability and incident response program to include enhanced automation capabilities to detect and remediate vulnerabilities and additional threat intelligence feeds. As our program aligns with the directives outlined in OMB Memorandum M-20-32, *Improving Vulnerability Identification, Management, and Remediation*, we are increasing our staffing levels to support vulnerability management and our Security Operations Center.

Our current incident response is an industry best-in-breed security focused ticketing system, which ensures the continued effectiveness of our security controls, informs automated implementation of remedies, and enables risk-based prioritization of mitigations based on the impact of a vulnerability or incident. Our goal is to continuously monitor, identify, and remediate significant security risks to our systems and data, and ensure near real-time situational awareness of its security posture.

We have made sustained investments in our cybersecurity capabilities in numerous domains including encryption, enterprise logging, IT asset management, endpoint detection and response, and managing supply chain risk.

We successfully implemented solutions for encrypting data-at-rest on end-users' devices, such as laptops and mobile phones, as well as our data centers, High Value Assets, and cloud providers. We have fully implemented the HTTPS-Only requirement (DHS BOD 18-01) for our publicly accessible websites and web services. We provide strong encryption for data transmitted to our business and data exchange partners. These efforts complement other areas of progress we have made in meeting enhanced requirements for endpoint detection and response (EDR) and enterprise logging in support of OMB Memorandums M-22-01 and M-21-31

In FY 2022, we allocated additional resources in support of the enhanced cybersecurity requirements of OMB Memorandum 22-09, *Federal Zero Trust Strategy*. This additional investment of resources and staff will implement MFA and data-in-transit encryption at the application tier for all our internal systems. The additional resources will also mature our supply chain risk-management process by continually assessing risks after the time of procurement and over the operational lifetime of critical IT products and services. Finally, we will invest in technology solutions to build a comprehensive inventory of all information systems and IT assets.

We are building onto the existing ICAM strategy to target key requirements in the executive order in support of Multi Factor Authentication (MFA) for all agency IT Systems and services. This directly provides the required support to enable agency-wide MFA at the application and system level in compliance with EO 14028, *Improving the Nation's Cybersecurity*.

The following critical security tasks to achieve MFA-specific compliance with EO 14028 are targeted for FY 2022:

- Assess and document application and system authentication and authorization methods in use;
- Publish enterprise standards for application and system level MFA;

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- Develop and publish simplified processes and procedures for application MFA integration including examples;
- Deploy trained support personnel for mass integration effort; and
- Identify lessons learned with early adopters and refine processes, procedures, and training.

Completing these tasks in FY 2022 will enable us to rapidly implement enterprise-wide conversion efforts to MFA targeting all applications and systems in FY 2023. In FY 2023, we will prioritize internal systems for conversion to the enterprise MFA solutions architected in FY 2022. The focus will be to address the majority of internal applications, while in parallel, working to identify solutions for outliers that will be targeted in the future. Additionally, FY 2023 efforts include support for external facing systems utilized by our business and government stakeholders. These efforts support Executive Order 14028.

## FY 2022 and FY 2023 Application-Based Investments Ongoing Support

We must maintain stable and secure access to existing applications to serve the public. We have grouped our application-based investments into two portfolios: Agency Programmatic Applications and Administrative Applications.

### Agency Programmatic Applications - \$518.3 million

The Agency Programmatic Applications IT portfolio includes investments for technology and software employees use to serve the public, initiatives the public use to conduct online transactions with us, and the exchanges we have with other Government agencies. Investment areas include the following:

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

### Agency Administrative Applications - \$135.3 million

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

- Business Intelligence-Data Analytics

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- E-Government Initiatives<sup>1</sup>
- Financial Systems
- Human Resource Investments
- Legal/Public Disclosure Processing
- Records Management

Within this portfolio, we are completing the transition from the Dun and Bradstreet Data Universal Numbering System (DUNS) to a Unique Entity Identifier (UEI). Entities doing business with the Federal Government will use a UEI created in SAM.gov and will no longer need to go to a third-party website to obtain their identifier. This transition allows GSA to streamline the entity identification and validation process, making it easier for entities to do business with the Federal government. The project is on track to meet the GSA-mandated April 2022 date.

## **FY 2022 and FY 2023 Infrastructure Investments**

This portfolio provides the overall foundation on which we design, develop, and operate our IT. The initiatives within Infrastructure assure the sustained operation of current IT and provide an environment to support the growth of our new systems and technical infrastructure.

### Application - \$113.5 million

The Application standard investment 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 a new functionality, including public-facing applications that include:

- Focus on User-Centered Development, Testing, and Standards, ensuring that applications -- comply with Section 508 and Enterprise Architecture standards;
- Enterprise services that allow business and data services to be consumed from any valid infrastructure provider;
- Modern development environment and architecture that provide a modern set of development tools with an agile and cloud-based testing environment;
- Development, support, and enhancements to a modern cloud database infrastructure;
- Enterprise data administration conventions establishing data entities and attributes that ensure data integrity across the enterprise;
- Implementation of business process automation technology to allow employees to focus on higher level workflows requiring analysis; and
- Testing improvements through collaboration with relevant stakeholders to determine best practices.

### Data Center and Cloud - \$665.0 million

Our data centers maintain data repositories and acceptable service level availabilities for our services to the public. We continue to meet increasing online public service demands and exceed our

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<sup>1</sup> Note that the Integrated Award Environment E-Government initiative includes the funding required to reimburse a proportional share of the costs to GSA for extending DUNS support, allowing additional time for implementation of the UEI.

## Limitation on Administrative Expenses

99.8 percent operational service level targets. The data centers ensure the availability, changeability, stability, and security of our IT architecture across the agency.

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

Continual improvements to the data center fabric are necessary to support our IT modernization. We are striving to go beyond the Data Center Optimization Initiative, established in OMB Memorandum M-19-19, recognizing the scale of our data center fabric requirements and the scope of our IT modernization efforts. We are using standards-based metrics to measure and manage the data center fabric. We have a comprehensive data center infrastructure management program in place and are replacing 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.

We are continuing enhancements to our Business Resilience automation and practices to provide cloud-like, geo-dispersed resilience. Our role swap mainframe initiative includes 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. We have constructed the technology and practices to accomplish this movement. We have demonstrated the viability of doing this with one each of our development, integration, and production systems. We are currently working on hardware and software licensing changes to utilize this capability. This investment also includes mainframes and servers. Additionally, our FY 2023 request includes necessary refreshes, including:

- Mainframe infrastructure in the second quarter of FY 2023 to maintain currency for our technology;
- Backroom servers located in each branch office in FY 2022 and FY 2023 for print/utility services and technical integration as well as for offices with insufficient bandwidth; and
- Enterprise servers at our data centers in FY 2022 and FY 2023 for technology currency for key services including Active Directory authentication, and Domain Name Services, among other needs.

### End User - \$184.1 million

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 62,000 Federal employees across the nation. As service demand increases, our End User investment improves access to our infrastructure and provides the desktop capability and capacity to increase the performance of internal systems. We plan to expand collaboration functionality and integrate video conferencing with legacy systems for improved public interaction flexibility.

### Network - \$375.0 million

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

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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. With our network technology, our National 800 Number handled about 35 million calls and, and our field offices handled about 60 million calls in FY 2021.

We will transition to the Next Generation Telephony Project (NGTP), a unified communication platform that replaces our three legacy telephone systems (national 800#, 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, hardware and software maintenance, managed services, change requests, and relocation services. We plan to begin initial transition to the NGTP platform in FY 2022. The current estimate is for NGTP's Authorization to Operate in FY 2023, including transitioning the National 800 Number in FY 2023.

OMB issued memorandum M-21-07, *Completing the Transition to Internet Protocol Version 6 (IPv6)*, to provide guidance for Federal agencies to transition their information systems to the most current version of IP that provides an identification and location system for computers on the networks and routes traffic across the Internet. We transitioned our external-facing network to support IPv6 in 2012. Our main customer-facing web site, *ssa.gov*, supports network reachability via IPv4 and IPv6 protocol. We have implemented policies that ensure all IT acquisitions are IPv6capable We will deploy IPv6 at a pace that ensures we maintain the integrity of the network to serve the public without disruptions.

In alignment with OMB memorandum M-19-16, *Centralized Mission Support Capabilities for the Federal Government, and Sharing Quality Service*, 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 that EIS will replace. During the EIS transition, we are consolidating and streamlining our business activities related to our telecommunications services. This allows us to transition to a more efficient infrastructure, which is one of the key areas outlined in M-19-16.

### Platform - \$13.4 million

The Platform standard investment provides enterprise-wide platform capability that includes database, middleware<sup>1</sup>, 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 the following throughout the agency:

- Platform strategy and roadmap;
- Vendor analysis;
- Governance;
- Product management integration;
- Product/project platform evaluation;

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<sup>1</sup> SSA's middleware is software that connects software components or applications with SSA's master file data. Middleware sits "in the middle" between application software that may be working on different operating systems.

## Limitation on Administrative Expenses

- Portfolio management;
- Resource enablement;
- Enterprise Architecture and Architecture Review Board sign off; and
- Value monitoring of application platforms.

### Output - \$5.3 million

The Output standard investment provides central print services in alignment with the Technology Business Management (TBM) framework.

## **FY 2022 and FY 2023 IT Governance and Support Investments**

### Delivery - \$45.3 million

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 user/customer experience, and develops the framework and governance standards for Product and Project Management.

### IT Management - \$130.5 million

The IT Management standard investment captures all costs associated with IT Management and Strategic Planning (including Chief Information Officer (CIO) and other senior leadership full-time equivalent costs), Enterprise Architecture, Capital Planning, IT Budget/Finance, IT Vendor Management, general IT policy and reporting, and IT Governance.

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

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

## Limitation on Administrative Expenses

### Appendix A: FY 2023 Agency IT Portfolio Summary Data

FY 2023 Agency IT Portfolio Summary Costs in Millions	Total Cost			Internal Labor			External Labor			ITS Funds		
	2021	2022	2023	2021	2022	2023	2021 <sup>1</sup>	2022	2023 <sup>2</sup>	2021	2022	2023
<b>IT Portfolio Total</b>	<b>\$2,055.4</b>	<b>\$1,863.3</b>	<b>\$2,379.3</b>	<b>\$612.7</b>	<b>\$631.0</b>	<b>\$716.3</b>	<b>\$438.2</b>	<b>\$127.3</b>	<b>\$400.0</b>	<b>\$1,008.6</b>	<b>\$1,105.0</b>	<b>\$1,263.5</b>
<b>IT Modernization</b>	<b>\$214.8</b>	<b>\$118.4</b>	<b>\$0.0</b>	<b>\$101.0</b>	<b>\$113.4</b>	<b>\$0.0</b>	<b>\$109.6</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$4.2</b>	<b>\$5.0</b>	<b>\$0.0</b>
IT Modernization – Benefits	\$41.9	\$17.2	\$0.0	\$22.2	\$17.2	\$0.0	\$19.7	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
IT Modernization - Cross Cutting	\$37.4	\$24.8		\$10.8	\$19.8	\$0.0	\$22.5	\$0.0	\$0.0	\$4.1	\$5.0	
IT Modernization - Cybersecurity	\$11.2	\$6.0	\$0.0	\$6.2	\$6.0	\$0.0	\$5.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
IT Modernization – Disability	\$51.9	\$35.4	\$0.0	\$26.3	\$35.4	\$0.0	\$25.5	\$0.0	\$0.0	\$0.1	\$0.0	
IT Modernization - Earnings and Enumeration	\$30.5	\$14.9	\$0.0	\$16.0	\$14.9	\$0.0	\$14.5	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
IT Modernization - Service Delivery	\$41.9	\$20.1	\$0.0	\$19.5	\$20.1	\$0.0	\$22.4	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
<b>Agency Programmatic Applications</b>	<b>\$268.6</b>	<b>\$246.5</b>	<b>\$518.3</b>	<b>\$143.8</b>	<b>\$147.2</b>	<b>\$288.7</b>	<b>\$97.9</b>	<b>\$60.8</b>	<b>\$191.5</b>	<b>\$30.9</b>	<b>\$38.5</b>	<b>\$38.1</b>
<b>Anti-Fraud</b>	<b>\$14.4</b>	<b>\$11.5</b>	<b>\$16.7</b>	<b>\$3.1</b>	<b>\$4.0</b>	<b>\$4.8</b>	<b>\$5.5</b>	<b>\$1.7</b>	<b>\$5.4</b>	<b>\$5.8</b>	<b>\$5.8</b>	<b>\$6.5</b>
Anti-Fraud Product	\$9.3	\$5.7	\$10.0	\$0.9	\$1.6	\$2.3	\$5.4	\$1.7	\$5.4	\$3.0	\$2.3	\$2.3
Anti-Fraud Support Systems	\$5.1	\$5.9	\$6.7	\$2.2	\$2.3	\$2.5	\$0.0	\$0.0	\$0.0	\$2.8	\$3.5	\$4.1
<b>Data Exchange</b>	<b>\$7.9</b>	<b>\$8.6</b>	<b>\$16.5</b>	<b>\$7.9</b>	<b>\$7.1</b>	<b>\$11.9</b>	<b>\$0.0</b>	<b>\$1.5</b>	<b>\$4.7</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>
Data Exchange Product	\$1.0	\$1.4	\$8.8	\$1.0	\$0.0	\$4.2	\$0.0	\$1.4	\$4.5	\$0.0	\$0.0	\$0.0
Data Exchange Support Systems	\$6.9	\$7.2	\$7.8	\$6.9	\$7.1	\$7.7	\$0.0	\$0.0	\$0.1	\$0.0	\$0.0	\$0.0
<b>Disability Claim Processing</b>	<b>\$83.5</b>	<b>\$64.2</b>	<b>\$118.2</b>	<b>\$43.8</b>	<b>\$40.7</b>	<b>\$74.4</b>	<b>\$29.2</b>	<b>\$10.2</b>	<b>\$33.0</b>	<b>\$10.5</b>	<b>\$13.3</b>	<b>\$10.8</b>
BBA Section 823 - Promoting Opportunity Demo	\$0.1	\$0.0	\$0.0	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
DDS Automation	\$8.8	\$7.3	\$6.7	\$1.6	\$1.1	\$1.0	\$1.7	\$0.4	\$0.9	\$5.5	\$5.7	\$4.8
Disability Case Processing System	\$31.6	\$12.4	\$0.0	\$10.6	\$12.4	\$0.0	\$20.9	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Disability Claim Processing Applications	\$34.5	\$29.5	\$44.8	\$24.8	\$20.5	\$33.3	\$4.7	\$1.3	\$5.5	\$5.0	\$7.6	\$6.0
Disability Quality Review (DQR)	\$5.1	\$5.1	\$3.4	\$4.3	\$5.0	\$2.8	\$0.8	\$0.2	\$0.5	\$0.0	\$0.0	\$0.0
IT Modernization - Disability	\$0.0	\$7.9	\$60.2			\$35.4		\$7.9	\$24.8	\$0.0	\$0.0	\$0.0
BBA Section 824 - Payroll Information Exchange	\$3.5	\$2.0	\$3.2	\$2.3	\$1.6	\$1.9	\$1.2	\$0.4	\$1.3	\$0.0	\$0.0	\$0.0
<b>Earnings &amp; Enumeration</b>	<b>\$15.4</b>	<b>\$19.9</b>	<b>\$46.7</b>	<b>\$13.7</b>	<b>\$14.8</b>	<b>\$30.8</b>	<b>\$1.7</b>	<b>\$5.1</b>	<b>\$15.9</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>
Earnings Support Systems	\$12.7	\$13.1	\$14.4	\$11.6	\$12.9	\$13.6	\$1.1	\$0.3	\$0.9	\$0.0	\$0.0	\$0.0
Enumerations Support Systems	\$2.7	\$2.1	\$2.8	\$2.0	\$2.0	\$2.3	\$0.6	\$0.2	\$0.5	\$0.0	\$0.0	\$0.0
IT Modernization - Earnings and Enumeration	\$0.0	\$4.6	\$29.5			\$14.9		\$4.6	\$14.5			

Note: Totals may not add due to rounding.



## Limitation on Administrative Expenses

FY 2023 Agency IT Portfolio Summary (Costs in Millions)	Total Cost			Internal Labor			External Labor			ITS Funds		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
<b>Electronic Services</b>	<b>\$41.9</b>	<b>\$53.8</b>	<b>\$157.0</b>	<b>\$12.5</b>	<b>\$23.5</b>	<b>\$75.5</b>	<b>\$26.6</b>	<b>\$23.9</b>	<b>\$75.0</b>	\$6.8	\$6.4	\$6.6
Electronic Services	\$34.7	\$32.9	\$50.0	\$7.6	\$21.0	\$23.3	\$26.0	\$6.9	\$21.6	\$5.2	\$5.0	\$5.1
IT Modernization - Cross Cutting	\$0.0	\$7.2	\$42.3			\$19.8	\$0.0	\$7.2	\$22.5	\$0.0	\$0.0	\$0.0
IT Modernization - Cybersecurity	\$0.0	\$1.6	\$11.0			\$6.0	\$0.0	\$1.6	\$5.0	\$0.0	\$0.0	\$0.0
IT Modernization - Service Delivery	\$0.0	\$7.1	\$42.1			\$19.7	\$0.0	\$7.1	\$22.4	\$0.0	\$0.0	\$0.0
Rep Payee Legislation	\$5.4	\$4.1	\$10.6	\$3.3	\$1.6	\$5.8	\$0.5	\$1.1	\$3.4	\$1.6	\$1.4	\$1.4
Rep Payee Support Systems	\$1.9	\$0.9	\$1.1	\$1.7	\$0.9	\$1.0	\$0.2	\$0.0	\$0.1	\$0.0	\$0.0	\$0.0
<b>Medical Evidence Processing</b>	<b>\$15.7</b>	<b>\$11.1</b>	<b>\$27.6</b>	<b>\$6.7</b>	<b>\$1.3</b>	<b>\$8.8</b>	<b>\$6.9</b>	<b>\$3.7</b>	<b>\$11.4</b>	<b>\$2.1</b>	<b>\$6.2</b>	<b>\$7.4</b>
Electronic Evidence Acquisition Products	\$15.7	\$11.1	\$27.6	\$6.7	\$1.3	\$8.8	\$6.9	\$3.7	\$11.4	\$2.1	\$6.2	\$7.4
<b>Notice Improvement</b>	<b>\$4.0</b>	<b>\$5.3</b>	<b>\$6.6</b>	<b>\$3.4</b>	<b>\$5.2</b>	<b>\$6.1</b>	<b>\$0.6</b>	<b>\$0.2</b>	<b>\$0.5</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>
Notice Improvements	\$4.0	\$5.3	\$6.6	\$3.4	\$5.2	\$6.1	\$0.6	\$0.2	\$0.5	\$0.0	\$0.0	\$0.0
<b>Payment Accuracy</b>	<b>\$21.9</b>	<b>\$15.4</b>	<b>\$27.6</b>	<b>\$10.2</b>	<b>\$11.5</b>	<b>\$15.3</b>	<b>\$11.7</b>	<b>\$3.9</b>	<b>\$12.3</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>
Debt Management Product	\$16.9	\$10.2	\$20.6	\$5.7	\$6.4	\$8.9	\$11.2	\$3.7	\$11.7	\$0.0	\$0.0	\$0.0
Payment Accuracy Support Systems	\$5.0	\$5.2	\$7.0	\$4.5	\$5.1	\$6.4	\$0.5	\$0.2	\$0.6	\$0.0	\$0.0	\$0.0
<b>Reimbursable Services</b>	<b>\$21.3</b>	<b>\$15.2</b>	<b>\$23.6</b>	<b>\$4.6</b>	<b>\$5.3</b>	<b>\$6.7</b>	<b>\$11.0</b>	<b>\$3.2</b>	<b>\$10.0</b>	<b>\$5.7</b>	<b>\$6.7</b>	<b>\$6.8</b>
Reimbursable Services	\$21.3	\$15.2	\$23.6	\$4.6	\$5.3	\$6.7	\$11.0	\$3.2	\$10.0	\$5.7	\$6.7	\$6.8
<b>Title II &amp; XVI Processing</b>	<b>\$42.6</b>	<b>\$41.3</b>	<b>\$77.8</b>	<b>\$38.0</b>	<b>\$33.8</b>	<b>\$54.5</b>	<b>\$4.7</b>	<b>\$7.5</b>	<b>\$23.3</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>
IT Modernization - Benefits	\$0.0	\$6.3	\$36.9			\$17.2		\$6.3	\$19.7	\$0.0	\$0.0	\$0.0
Title II Processing Applications	\$26.8	\$21.2	\$24.6	\$24.0	\$20.4	\$22.4	\$2.8	\$0.8	\$2.2	\$0.0	\$0.0	\$0.0
Title XVI Processing Applications	\$15.9	\$13.8	\$16.4	\$14.0	\$13.4	\$14.9	\$1.9	\$0.5	\$1.5	\$0.0	\$0.0	\$0.0
<b>Agency Administrative Applications</b>	<b>\$111.9</b>	<b>\$95.7</b>	<b>\$135.3</b>	<b>\$50.4</b>	<b>\$50.0</b>	<b>\$56.7</b>	<b>\$38.3</b>	<b>\$12.6</b>	<b>\$39.3</b>	<b>\$23.2</b>	<b>\$33.1</b>	<b>\$39.9</b>
<b>Business Intelligence-Data Analytics</b>	<b>\$53.0</b>	<b>\$39.1</b>	<b>\$56.6</b>	<b>\$24.9</b>	<b>\$22.3</b>	<b>\$25.4</b>	<b>\$22.6</b>	<b>\$7.9</b>	<b>\$24.8</b>	<b>\$5.5</b>	<b>\$8.8</b>	<b>\$6.9</b>
Business Intelligence - Data Analytics	\$53.0	\$39.1	\$56.6	\$24.9	\$22.3	\$25.4	\$22.6	\$7.9	\$24.8	\$5.5	\$8.8	\$6.9
<b>E-Gov</b>	<b>\$1.8</b>	<b>\$1.9</b>	<b>\$1.9</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$1.8</b>	<b>\$1.9</b>	<b>\$1.9</b>
Budget Formulation and Execution Line 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
Federal Executive Boards LOB	\$0.0	\$0.0	\$0.5	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
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	\$0.0	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.1
Federal PKI Bridge	\$0.2	\$0.2	\$0.2	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.2	\$0.2	\$0.2
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	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.1

Note: Totals may not add due to rounding.

## Limitation on Administrative Expenses

FY 2023 Agency IT Portfolio Summary (Costs in Millions)	Total Cost			Internal Labor			External Labor			ITS Funds		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
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
Benefits.gov	\$0.4	\$0.4	\$0.4	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.4	\$0.4	\$0.4
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
Hiring Assessment LoB	\$0.0	\$0.1	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.1	\$0.1
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 Environment	\$0.7	\$0.7	\$0.7	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.7	\$0.7	\$0.7
<b>Financial Systems</b>	<b>\$34.6</b>	<b>\$30.8</b>	<b>\$44.6</b>	<b>\$11.3</b>	<b>\$13.3</b>	<b>\$15.1</b>	<b>\$11.2</b>	<b>\$3.3</b>	<b>\$10.3</b>	<b>\$12.0</b>	<b>\$14.2</b>	<b>\$19.2</b>
Financial Management Systems	\$34.6	\$30.8	\$44.6	\$11.3	\$13.3	\$15.1	\$11.2	\$3.3	\$10.3	\$12.0	\$14.2	\$19.2
<b>Human Resources</b>	<b>\$18.4</b>	<b>\$17.5</b>	<b>\$19.2</b>	<b>\$11.9</b>	<b>\$12.5</b>	<b>\$13.7</b>	<b>\$2.7</b>	<b>\$0.7</b>	<b>\$2.3</b>	<b>\$3.8</b>	<b>\$4.2</b>	<b>\$3.2</b>
Human Resources Support Systems	\$18.4	\$17.5	\$19.2	\$11.9	\$12.5	\$13.7	\$2.7	\$0.7	\$2.3	\$3.8	\$4.2	\$3.2
<b>Legal-Public Disclosure Processing</b>	<b>\$3.3</b>	<b>\$1.8</b>	<b>\$3.3</b>	<b>\$1.8</b>	<b>\$1.3</b>	<b>\$1.7</b>	<b>\$1.5</b>	<b>\$0.5</b>	<b>\$1.6</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>
OGC Product	\$3.3	\$1.8	\$3.3	\$1.8	\$1.3	\$1.7	\$1.5	\$0.5	\$1.6	\$0.0	\$0.0	\$0.0
<b>Records Management</b>	<b>\$0.8</b>	<b>\$4.6</b>	<b>\$9.6</b>	<b>\$0.5</b>	<b>\$0.6</b>	<b>\$0.7</b>	<b>\$0.3</b>	<b>\$0.1</b>	<b>\$0.3</b>	<b>\$0.0</b>	<b>\$3.9</b>	<b>\$8.6</b>
Electronic Records Management Product	\$0.8	\$4.6	\$9.6	\$0.5	\$0.6	\$0.7	\$0.3	\$0.1	\$0.3	\$0.0	\$3.9	\$8.6
<b>Infrastructure</b>	<b>\$1,158.6</b>	<b>\$1,117.1</b>	<b>\$1,356.2</b>	<b>\$169.7</b>	<b>\$169.7</b>	<b>\$204.1</b>	<b>\$128.4</b>	<b>\$34.7</b>	<b>\$108.6</b>	<b>\$860.4</b>	<b>\$912.7</b>	<b>\$1,043.6</b>
Application	\$126.6	\$68.6	\$113.5	\$40.8	\$38.4	\$46.1	\$66.9	\$18.8	\$58.7	\$18.8	\$11.5	\$8.7
Data Center and Cloud	\$457.4	\$562.8	\$665.0	\$71.9	\$73.9	\$88.8	\$33.7	\$9.2	\$28.9	\$350.2	\$479.7	\$547.4
End User	\$156.1	\$157.4	\$184.1	\$32.2	\$31.8	\$38.3	\$12.4	\$2.9	\$9.1	\$110.9	\$122.8	\$136.7
Network	\$407.5	\$313.8	\$375.0	\$22.1	\$22.7	\$27.4	\$9.8	\$2.2	\$7.0	\$373.8	\$288.9	\$340.7
Platform	\$10.8	\$9.4	\$13.4	\$0.5	\$0.6	\$0.7	\$5.6	\$1.6	\$4.9	\$4.7	\$7.2	\$7.7
Output	\$4.2	\$5.0	\$5.3	\$2.2	\$2.3	\$2.7	\$0.0	\$0.0	\$0.0	\$2.0	\$2.7	\$2.5
<b>IT Governance and Support</b>	<b>\$149.7</b>	<b>\$129.0</b>	<b>\$175.8</b>	<b>\$106.1</b>	<b>\$107.0</b>	<b>\$115.6</b>	<b>\$27.7</b>	<b>\$7.5</b>	<b>\$23.6</b>	<b>\$15.9</b>	<b>\$14.5</b>	<b>\$36.6</b>
Delivery	\$26.4	\$13.8	\$45.3	\$5.0	\$4.3	\$5.3	\$12.1	\$3.7	\$11.6	\$9.3	\$5.8	\$28.4
IT Management	\$123.3	\$115.2	\$130.5	\$101.0	\$102.6	\$110.3	\$15.6	\$3.8	\$12.1	\$6.7	\$8.7	\$8.1
<b>Cybersecurity</b>	<b>\$151.9</b>	<b>\$156.7</b>	<b>\$193.7</b>	<b>\$41.7</b>	<b>\$43.8</b>	<b>\$51.2</b>	<b>\$36.2</b>	<b>\$11.8</b>	<b>\$37.0</b>	<b>\$74.0</b>	<b>\$101.1</b>	<b>\$105.4</b>
IT Security & Compliance	\$151.9	\$156.7	\$193.7	\$41.7	\$43.8	\$51.2	\$36.2	\$11.8	\$37.0	\$74.0	\$101.1	\$105.4

<sup>1</sup> Includes \$434.0 million obligated in FY 2021 for the FY 2022 period of performance, and \$4.2 million obligated in FY 2021 for the FY 2021 period of performance.

<sup>2</sup> Includes \$272.7 million obligated in FY 2023 for the FY 2023 period of performance and \$127.3 million obligated in FY 2023 for the FY 2024 period of performance.

Note: Totals may not add due to rounding.

Appendix B: Required Tables and Statements

Protecting Privacy

Our IT budget submission is both a reflection and by-product of privacy requirements identified and implemented through our various IT governance processes, primarily the IT Investment Process (ITIP), and Systems Development Lifecycle (SDLC). Our Senior Agency Official for Privacy is an active member of the ITIP Investment Review Board, which governs the IT Investment Management Process, focusing primarily on up-front investment planning, which allows us to consider privacy risks, mitigating controls, and requirements early in the IT investment lifecycle. We have also integrated necessary privacy requirements into the release-planning phase of our SDLC. This requirement ensures that all new or modified systems or other IT resources, regardless of whether they support the creation, collection, use, processing, storage, maintenance, dissemination, disclosure, or disposal of personally identifiable information, undergo necessary privacy compliance assessments to ensure we identify and implement relevant requirements and where applicable, associated costs.

**Table 3.25—Other SSA Expenses/Service Fees Related to E-Government Projects**

Dollars in Thousands	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Recruitment One-Stop	\$483	\$497	\$517
E-Payroll	\$22,489	\$22,860	\$24,300
E-Travel	\$175	\$750	\$750
<b>Total</b>	<b>\$23,147</b>	<b>\$24,107</b>	<b>\$25,567</b>

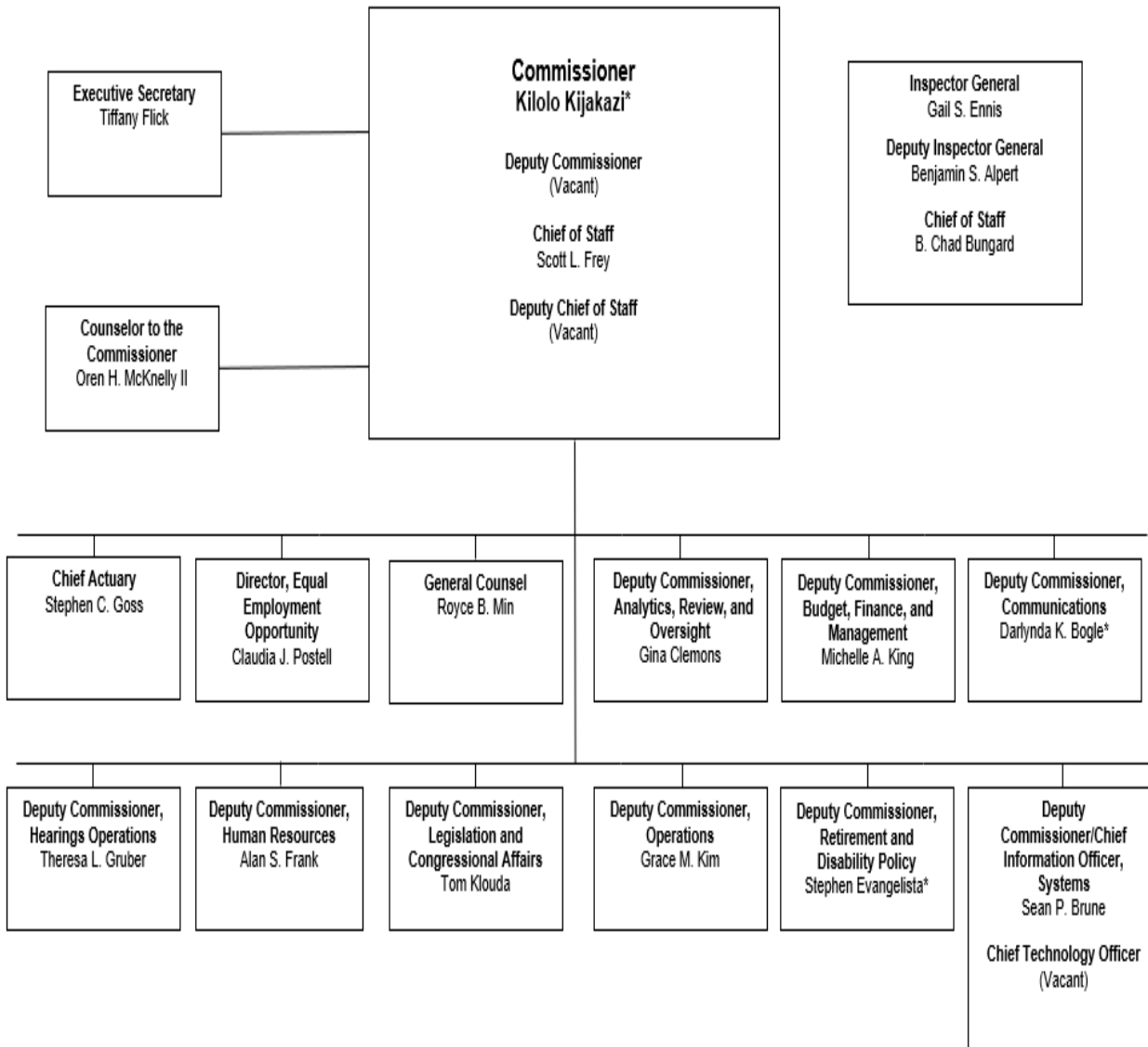
*Note: Totals may not add due to rounding.*

## Limitation on Administrative Expenses

**Table 3.26—LAE Expired Balances & No-Year IT Account  
(in thousands)**

### **No-Year ITS Account**

Carryover from FY 2020 (Unobligated Balances)	\$6,036
Carryover from funds transferred in FY 2020 for FY 2021	\$25,000
<b>Total carryover from FY 2020 to FY 2021</b>	<b>\$31,036</b>
Funds transferred in FY 2021 for FY 2021	\$119,000
<b>Total FY 2021 No-year ITS funding available</b>	<b>\$150,036</b>
FY 2021 Obligations	-\$137,089
<b>Carryover from FY 2021 (Unobligated Balances)</b>	<b>\$12,946</b>
Carryover from funds transferred in FY 2021 to FY 2022	\$101,000
<b>Total carryover from FY 2021 to FY 2022</b>	<b>\$113,946</b>
Funds transferred in FY 2022 for FY 2022	\$112,500
<b>Total FY 2022 No-Year ITS Funding Available</b>	<b>\$226,446</b>



SOCIAL SECURITY ADMINISTRATION ORGANIZATIONAL CHART

Limitation on Administrative Expenses

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

\*Acting

## Limitation on Administrative Expenses

### MAJOR BUILDING RENOVATIONS AND REPAIR COSTS

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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 optimize space and reduce our reliance on leased space where it makes business sense.

This exhibit provides an update on our on-going major building renovations and repairs funded in previous years. We have no major building renovations or repairs currently planned in fiscal year (FY) 2023.

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

- **Perimeter East Building (PEB):** The PEB is located on our main campus in Woodlawn, Maryland. In FY 2019, we completely renovated the PEB third floor, repurposing this area from an information technology environment to office space. The space provides an efficient layout for approximately 500 additional occupants. With completion of the third floor, we began planning to renovate the fourth floor, including infrastructure upgrades necessary to support additional occupants in the building. In FY 2021, we completed the design of the fourth floor and have moved into the construction phase. We anticipate completing the fourth floor renovations in FY 2023. The PEB renovations are critical to our plan to create additional capacity for employee seating on campus and reduce our reliance on leased space in the Woodlawn area.
- **Robert M. Ball Building (RMB):** The RMB is located on our main campus in Woodlawn, Maryland. In FYs 2019 and 2020, we funded infrastructure upgrades totaling approximately \$15 million to support added capacity on campus to accommodate additional employees from outlying leases we are vacating. The General Services Administration (GSA) anticipates awarding design for these upgrades in April 2022 and completing construction in early FY 2025.
- **Frank Hagel Federal Building (FHFB) (San Francisco, CA):** In September 2020, Congress approved a GSA prospectus to enhance infrastructure for FHFB. The prospectus includes 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 contract in May 2021, and we kicked off the project in June 2021. The design will be complete in March 2022, and we expect to start construction shortly thereafter. We anticipate project completion in October 2024.
- **Auburn Teleservice Center (Auburn, Washington):** GSA is disposing of the property located at 1901 C St. SW, Auburn, Washington, where one of our mega teleservice centers is located, along with a regional training center and interactive video training studio. These components currently occupy approximately 149,350 useable square feet (USF). However, we have determined that we only need approximately 42,000 USF in a new lease, reducing

## **Limitation on Administrative Expenses**

our portfolio by approximately 107,000 USF. The Public Buildings Reform Board has committed to funding our move, as well as tenant improvement and furniture costs. Pre-planning, schedule, and cost information for this project are still in development.

## Physical Infrastructure

**Table 3.27—FY 2021 Physical Infrastructure Costs by Component**  
(dollars in thousands)<sup>1</sup>

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

Components	Rental Payments to GSA	Communications, Utilities & Misc. Charges	Operations & Maintenance of Facilities <sup>2</sup>	Operations & Maintenance of Equipment	Total
<b>LAE One Year</b>					
Office of Operations	\$538,166	\$30,756	\$193,908	\$77	<b>\$762,906</b>
Office of Systems <sup>3</sup>	\$0	\$1	\$2	\$0	<b>\$3</b>
Office of Hearings Operations	\$110,911	\$2,272	\$35,279	\$2	<b>\$148,464</b>
Office of Human Resources	\$0	\$16	\$465	\$0	<b>\$481</b>
Office of Retirement and Disability Policy	\$0	\$12	\$12	\$0	<b>\$24</b>
Office of Communication	\$0	\$0	\$3	\$0	<b>\$3</b>
Office of Analytics, Review and Oversight	\$2,641	\$153	\$341	\$0	<b>\$3,135</b>
Office of Budget, Finance, and Management	\$0	\$140	\$3	\$0	<b>\$143</b>
DCBFM - Agency Level	\$66,708	\$141,547	\$84,564	\$381	<b>\$293,200</b>
Office of General Counsel	\$933	\$8	\$116	\$0	<b>\$1,117</b>
Disability Determination Services	\$0	\$27,499	\$209	\$0	<b>\$27,708</b>
Information Technology Systems	\$0	\$199,291	\$125	\$636,917	<b>\$836,333</b>
Social Security Advisory Board	\$253	\$1	\$12	\$0	<b>\$267</b>
<b>Subtotal LAE One Year</b>	<b>\$719,672</b>	<b>\$401,696</b>	<b>\$315,038</b>	<b>\$637,377</b>	<b>\$2,073,785</b>
<b>LAE No Year</b>					
Delegated Buildings	\$0	\$13,889	\$50,918	\$0	<b>\$64,807</b>
Information Technology Systems <sup>3</sup>	\$0	\$1,036	\$0	\$136,054	<b>\$137,089</b>
IT Modernization	\$0	\$0	\$0	\$66,992	<b>\$66,992</b>
National Support Center	\$0	\$0	\$75	\$4	<b>\$79</b>
<b>Subtotal LAE No Year</b>	<b>\$0</b>	<b>\$14,925</b>	<b>\$50,993</b>	<b>\$203,050</b>	<b>\$268,968</b>
<b>LAE Multi Year</b>					
Program Integrity	\$0	\$0	\$0	\$160,812	<b>\$160,812</b>
CARES Act	\$0	\$161	\$709	\$5	<b>\$875</b>
<b>Subtotal LAE Multi Year</b>	<b>\$0</b>	<b>\$161</b>	<b>\$709</b>	<b>\$160,817</b>	<b>\$161,687</b>
<b>Grand Total</b>	<b>\$719,672</b>	<b>\$416,782</b>	<b>\$366,741</b>	<b>\$1,001,243</b>	<b>\$2,504,441</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Includes guard services

<sup>3</sup> 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 3.28—FY 2022 Estimated Physical Infrastructure Costs by Component**  
(dollars in thousands)<sup>1,2</sup>

Components	Rental Payments to GSA	Communications, Utilities & Misc. Charges	Operations & Maintenance of Facilities	Operations & Maintenance of Equipment	Total
<b>LAE One Year</b>					
Office of Operations	\$558,992	\$31,726	\$193,418	\$79	<b>\$784,215</b>
Office of Systems <sup>3</sup>	\$0	\$1	\$2	\$0	<b>\$3</b>
Office of Hearings Operations	\$115,204	\$2,343	\$35,190	\$2	<b>\$152,739</b>
Office of Human Resources	\$0	\$17	\$463	\$0	<b>\$480</b>
Office of Retirement and Disability Policy	\$0	\$12	\$12	\$0	<b>\$25</b>
Office of Communication	\$0	\$0	\$3	\$0	<b>\$3</b>
Office of Analytics, Review and Oversight	\$2,743	\$158	\$340	\$0	<b>\$3,241</b>
Office of Budget, Finance, and Management	\$0	\$144	\$3	\$0	<b>\$147</b>
DCBFM - Agency Level	\$69,290	\$146,011	\$84,351	\$394	<b>\$300,045</b>
Office of General Counsel	\$1,031	\$9	\$116	\$0	<b>\$1,156</b>
Disability Determination Services	\$0	\$28,366	\$208	\$0	<b>\$28,575</b>
Information Technology Systems	\$0	\$205,577	\$125	\$658,297	<b>\$863,999</b>
Social Security Advisory Board	\$274	\$1	\$12	\$0	<b>\$288</b>
<b>Subtotal LAE One Year</b>	<b>\$747,534</b>	<b>\$414,367</b>	<b>\$314,243</b>	<b>\$658,773</b>	<b>\$2,134,916</b>
<b>LAE No Year</b>					
Delegated Buildings	\$0	\$10,465	\$38,366	\$0	<b>\$48,831</b>
Information Technology Systems <sup>3</sup>	\$0	\$2,184	\$0	\$171,638	<b>\$173,822</b>
IT Modernization	\$0	\$0	\$0	\$0	<b>\$0</b>
National Support Center	\$0	\$0	\$123	\$0	<b>\$123</b>
<b>Subtotal LAE No Year</b>	<b>\$0</b>	<b>\$12,650</b>	<b>\$38,489</b>	<b>\$171,638</b>	<b>\$222,776</b>
<b>LAE Multi Year</b>					
Program Integrity	\$0	\$0	\$0	\$158,452	<b>\$158,452</b>
CARES Act	\$0	\$0	\$0	\$0	<b>\$0</b>
<b>Subtotal LAE Multi Year</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$158,452</b>	<b>\$158,452</b>
<b>Grand Total</b>	<b>\$747,534</b>	<b>\$427,016</b>	<b>\$352,732</b>	<b>\$988,862</b>	<b>\$2,516,144</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Includes guard services.

<sup>3</sup> 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 3.29—FY 2023 Estimated Physical Infrastructure Costs by Component**  
(Dollars in thousands)<sup>1,2</sup>

Components	Rental Payments to GSA	Communications, Utilities & Misc. Charges	Operations & Maintenance of Facilities	Operations & Maintenance of Equipment	Total
<b>LAE One Year</b>					
Office of Operations	\$561,295	\$33,571	\$202,065	\$125	<b>\$797,056</b>
Office of Systems <sup>3</sup>	\$0	\$2	\$2	\$0	<b>\$3</b>
Office of Hearings Operations	\$115,678	\$2,480	\$36,763	\$3	<b>\$154,924</b>
Office of Human Resources	\$0	\$17	\$484	\$0	<b>\$502</b>
Office of Retirement and Disability Policy	\$0	\$13	\$13	\$0	<b>\$26</b>
Office of Communication	\$0	\$0	\$4	\$0	<b>\$4</b>
Office of Analytics, Review and Oversight	\$2,755	\$167	\$355	\$0	<b>\$3,277</b>
Office of Budget, Finance, and Management	\$0	\$153	\$3	\$0	<b>\$155</b>
DCBFM - Agency Level	\$69,575	\$154,506	\$88,121	\$620	<b>\$312,822</b>
Office of General Counsel	\$1,035	\$9	\$121	\$0	<b>\$1,165</b>
Disability Determination Services	\$0	\$30,017	\$218	\$0	<b>\$30,234</b>
Information Technology Systems	\$0	\$217,536	\$131	\$1,036,548	<b>\$1,254,215</b>
Social Security Advisory Board	\$275	\$1	\$13	\$0	<b>\$289</b>
<b>Subtotal LAE One Year</b>	<b>\$750,612</b>	<b>\$438,472</b>	<b>\$328,291</b>	<b>\$1,037,297</b>	<b>\$2,554,673</b>
<b>LAE No Year</b>					
Delegated Buildings	\$0	\$9,924	\$36,380	\$0	<b>\$46,304</b>
Information Technology Systems <sup>3</sup>	\$0	\$1,447	\$0	\$113,694	<b>\$115,141</b>
IT Modernization	\$0	\$0	\$0	\$0	<b>\$0</b>
National Support Center	\$0	\$0	\$0	\$0	<b>\$0</b>
<b>Subtotal LAE No Year</b>	<b>\$0</b>	<b>\$11,371</b>	<b>\$36,380</b>	<b>\$113,694</b>	<b>\$161,445</b>
<b>LAE Multi Year</b>					
Program Integrity	\$0	\$0	\$0	\$178,213	<b>\$178,213</b>
CARES Act	\$0	\$0	\$0	\$0	<b>\$0</b>
<b>Subtotal LAE Multi Year</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$178,213</b>	<b>\$178,213</b>
<b>Grand Total</b>	<b>\$750,612</b>	<b>\$449,843</b>	<b>\$364,671</b>	<b>\$1,329,203</b>	<b>\$2,894,330</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Includes guard services.

<sup>3</sup> 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 2021 Physical Infrastructure Costs by Region**  
(Dollars in thousands)<sup>1</sup>

<b>Regions</b>	<b>Rental Payments to GSA</b>	<b>Communications, Utilities &amp; Misc. Charges</b>	<b>Operations &amp; Maintenance of Facilities <sup>2</sup></b>	<b>Operations &amp; Maintenance of Equipment</b>	<b>Total</b>
<b>Boston</b>	\$26,875	\$1,988	\$11,390	\$0	<b>\$40,253</b>
<b>New York</b>	\$85,232	\$6,270	\$43,918	\$1	<b>\$135,420</b>
<b>Philadelphia</b>	\$60,823	\$4,712	\$31,560	\$69	<b>\$97,164</b>
<b>Atlanta</b>	\$127,650	\$15,092	\$35,147	\$10	<b>\$177,899</b>
<b>Chicago</b>	\$93,074	\$10,933	\$38,425	\$4	<b>\$142,435</b>
<b>Dallas</b>	\$67,758	\$5,377	\$25,924	\$2	<b>\$99,060</b>
<b>Kansas City</b>	\$29,209	\$3,790	\$13,114	\$2	<b>\$46,114</b>
<b>Denver</b>	\$15,714	\$1,374	\$7,642	\$0	<b>\$24,730</b>
<b>San Francisco</b>	\$106,203	\$10,029	\$41,138	\$2	<b>\$157,371</b>
<b>Seattle</b>	\$25,933	\$1,562	\$8,648	\$1	<b>\$36,145</b>
<b>Headquarters<sup>3</sup></b>	\$81,202	\$355,656	\$109,837	\$1,001,171	<b>\$1,547,867</b>
<b>Total</b>	<b>\$719,672</b>	<b>\$416,782</b>	<b>\$366,743</b>	<b>\$1,001,262</b>	<b>\$2,504,460</b>

**Table 3.31—FY 2022 Estimated Physical Infrastructure Costs by Region**  
(Dollars in thousands) <sup>4,5</sup>

<b>Regions</b>	<b>Rental Payments to GSA</b>	<b>Communications, Utilities &amp; Misc. Charges</b>	<b>Operations &amp; Maintenance of Facilities <sup>6</sup></b>	<b>Operations &amp; Maintenance of Equipment</b>	<b>Total</b>
<b>Boston</b>	\$27,916	\$2,036	\$10,955	\$0	<b>\$40,907</b>
<b>New York</b>	\$88,532	\$6,424	\$42,240	\$1	<b>\$137,196</b>
<b>Philadelphia</b>	\$63,177	\$4,827	\$30,354	\$68	<b>\$98,428</b>
<b>Atlanta</b>	\$132,592	\$15,463	\$33,804	\$10	<b>\$181,868</b>
<b>Chicago</b>	\$96,677	\$11,202	\$36,957	\$4	<b>\$144,839</b>
<b>Dallas</b>	\$70,381	\$5,509	\$24,933	\$2	<b>\$100,825</b>
<b>Kansas City</b>	\$30,340	\$3,883	\$12,613	\$2	<b>\$46,837</b>
<b>Denver</b>	\$16,322	\$1,408	\$7,350	\$0	<b>\$25,080</b>
<b>San Francisco</b>	\$110,315	\$10,275	\$39,566	\$2	<b>\$160,158</b>
<b>Seattle</b>	\$26,937	\$1,601	\$8,318	\$1	<b>\$36,857</b>
<b>Headquarters</b>	\$84,346	\$364,389	\$105,641	\$988,772	<b>\$1,543,148</b>
<b>Total</b>	<b>\$747,534</b>	<b>\$427,016</b>	<b>\$352,732</b>	<b>\$988,862</b>	<b>\$2,516,144</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Includes guard services.

<sup>3</sup> Includes DDS, SSAB, ITS, NSC, IT Modernization, Program Integrity, and Delegated Buildings.

<sup>4</sup> Totals may not add due to rounding.

<sup>5</sup> Includes DDS, SSAB, ITS, and Delegated Buildings.

<sup>6</sup> Includes guard services.

**Limitation on Administrative Expenses**

**Table 3.32—FY 2023 Estimated Physical Infrastructure Costs by Region**  
(Dollars in thousands)<sup>1,2</sup>

<b>Regions</b>	<b>Rental Payments to GSA</b>	<b>Communications, Utilities &amp; Misc. Charges</b>	<b>Operations &amp; Maintenance of Facilities<sup>3</sup></b>	<b>Operations &amp; Maintenance of Equipment</b>	<b>Total</b>
<b>Boston</b>	\$28,031	\$2,145	\$11,325	\$0	<b>\$41,502</b>
<b>New York</b>	\$88,896	\$6,767	\$43,670	\$1	<b>\$139,334</b>
<b>Philadelphia</b>	\$63,437	\$5,086	\$31,382	\$92	<b>\$99,997</b>
<b>Atlanta</b>	\$133,138	\$16,289	\$34,948	\$13	<b>\$184,388</b>
<b>Chicago</b>	\$97,075	\$11,800	\$38,208	\$5	<b>\$147,088</b>
<b>Dallas</b>	\$70,671	\$5,804	\$25,777	\$3	<b>\$102,254</b>
<b>Kansas City</b>	\$30,464	\$4,090	\$13,040	\$3	<b>\$47,597</b>
<b>Denver</b>	\$16,389	\$1,483	\$7,599	\$0	<b>\$25,471</b>
<b>San Francisco</b>	\$110,769	\$10,824	\$40,905	\$2	<b>\$162,501</b>
<b>Seattle</b>	\$27,048	\$1,686	\$8,600	\$2	<b>\$37,335</b>
<b>Headquarters</b>	\$84,693	\$383,868	\$109,217	\$1,329,083	<b>\$1,906,861</b>
<b>Total</b>	<b>\$750,612</b>	<b>\$449,843</b>	<b>\$364,671</b>	<b>\$1,329,203</b>	<b>\$2,894,330</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Includes DDS, SSAB, ITS, and Delegated Buildings

<sup>3</sup> Includes guard services.

**SOCIAL SECURITY ADVISORY BOARD**

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This Budget includes \$2.75 million for the Social Security Advisory Board in FY 2023. The *Social Security Independence and Program Improvements Act of 1994* established a bipartisan, seven-member board to advise the President, the Congress, and the Commissioner of Social Security on policies related to Social Security's Old-age, Survivors, and Disability Insurance (OASDI) program, and the Supplemental Security Income (SSI) program.

According to the statute, the specific functions of the Board include: (1) analyzing the Nation's retirement and disability systems and making recommendations with respect to how the OASDI and the SSI programs, supported by other public and private systems, can most effectively assure economic security; (2) studying and making recommendations relating to the coordination of programs that provide health security with programs described in paragraph (1); (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 currently holds two-day meetings every other month supplemented with virtual field visits and regular conference calls. For more detailed information about the Board, please see the Board's website at [www.ssab.gov](http://www.ssab.gov).

## Limitation on Administrative Expenses

**Table 3.33 - Obligations by Object Class and Staffing**

<b>Object Class</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Request</b>	<b>FY 2023 Request</b>
Personnel and Benefits	\$1,630,870	\$1,900,000	\$2,080,000
Travel	\$727	\$14,500 <sup>1</sup>	\$60,000
Rent	\$254,467	\$272,250	\$275,000
Printing & Reproduction	\$0	\$250	\$0
Consultants & Contracts	\$369,845 <sup>2</sup>	\$306,000	\$330,000
Supplies	\$13,052 <sup>3</sup>	\$6,000	\$3,000
Equipment	\$542	\$1,000	\$2,000
<b>Total, All Objects</b>	<b>\$2,269,503<sup>4</sup></b>	<b>\$2,500,000</b>	<b>\$2,750,000</b>
Full-time, Permanent Staff	9	10	12
Part-time, SGE's and Temp Staff	1	1	1
Board Members	4 <sup>5</sup>	7	7

*Note: Totals may not add due to rounding.*

<sup>1</sup> FY 2022 and FY 2023 travel estimates assumes potential travel expenses for various Board activity. The estimates are higher than FY 2021, which did not involve travel due to the pandemic.

<sup>2</sup> The FY 2021 consultants and contracts includes a comprehensive IT systems contract and other service payments. The total does not reflect research commissioned by the Board totaling \$75,000.

<sup>3</sup> FY 2021 supplies includes a one-time annual purchase; a reduction in supply purchases is expected in future FYs.

<sup>4</sup> The FY 2021 total is the total amounts obligated per SSA's FY 2021 Financial Indicator Reports. The total does not reflect research commissioned by the Board totaling \$75,000.

<sup>5</sup> In FY 2021, there were a total of four Board members appointed to the Board. The Staff on Duty report only reflects the two Board members that were paid in the last pay period of FY 2021.