



Office of the Inspector General

SOCIAL SECURITY ADMINISTRATION

MEMORANDUM

Date: December 22, 2023

Refer To: 002404

To: Gina Clemons
Deputy Commissioner
Office of Analytics, Review, and Oversight

From: Michelle L. Anderson *Michelle L. Anderson*
Assistant Inspector General for Audit

Subject: Fiscal Year 2024 2nd Quarter Audit Work Plan

Attached is a list of the reviews we plan to begin between January and March 2024.

We prioritize our work to focus our resources on those areas that are most vulnerable to fraud, waste, and abuse. Our Plan is dynamic. As such, please note that these are preliminary titles and objectives, and we may change them later. Because circumstances may change during the course of the quarter, we may decide to postpone some projects or initiate new reviews that are not reflected here. This flexibility enables us to meet emerging and critical issues evolving during the upcoming period.

As always, we encourage and welcome feedback from Agency executives and staff, including any suggestions they may have for areas we should consider studying.

If you wish to discuss this Work Plan, please contact me or have your staff contact Kristen Schnatterly, Executive Officer of the Office of Audit.

Attachment

FISCAL YEAR 2024 2ND QUARTER AUDIT WORK PLAN

Title, Identification Number, and Planned Objective	Related Management Challenge(s)						
	Human Capital	Service Delivery	Secure Information	Modernize IT	Disability Programs	Improper Payments	N/A Mandatory
Projects we plan to start in January 2024							
<p>1. <i>Changes in Productivity at the Social Security Administration (002308).</i> To determine the extent to which productivity at SSA’s field offices, processing centers, teleservice centers, card centers, and hearings offices changed from FYs 2014 through 2023. In addition, we will determine whether SSA identifies the factors that had a significant effect on productivity.</p>	✓	✓					
<p>2. <i>The Social Security Administration’s Rejection of State Death Reports (042304).</i> To determine whether SSA appropriately rejected State death reports and the impact rejection of State death reports has on SSA program and administrative costs.</p>				✓		✓	
<p>3. <i>Adjustment of Monthly Benefits Under the Family Maximum Provisions for Dually Entitled Children (052301).</i> To determine whether SSA correctly adjusts child and spouses’ benefits in accordance with the family maximum provisions.</p>						✓	
<p>4. <i>Improving the Prevention, Detection and Recovery of Improper Payments (072401).</i> To summarize unimplemented recommendations related to improper payments.</p>						✓	
<p>5. <i>Using Medicare Claim Data to Identify Deceased Beneficiaries Aged 80 to 89 (042301).</i> To determine whether SSA could use Medicare claim data to better identify deceased beneficiaries aged 80 to 89.</p>						✓	

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	Human Capital	Service Delivery	Secure Information	Modernize IT	Disability Programs	Improper Payments	N/A Mandatory
6. Firewall Administration (142315). To determine whether SSA's processes for managing and maintaining Agency Firewalls adhere to Federal criteria.			✓	✓			
7. Match of New York City Death Information Against Social Security Administration Records (022333). To determine whether SSA issued payments to beneficiaries who were deceased according to New York City, Bureau of Vital Statistics records.						✓	
8. Use of Consolidated Claims Experience for Supplemental Security Income Claims Processing (062324). To determine whether the Consolidated Claims Experience is meeting its expectations of reducing improper payments and improved both frontline productivity and SSA's service to the public.	✓	✓		✓			
Projects we plan to start in February 2024							
9. Follow-up on Accuracy of the Social Security Administration's Manual Billing Process to Collect Medicare Premiums (012310). To determine whether SSA is timely identifying, and properly processing, cases where a beneficiary's Medicare premium is higher than the SSA benefit payment.		✓				✓	
10. Physical Security at the Social Security Administration's Offices (042318). To determine whether SSA adequately monitors and resolves identified physical security inspection issues at SSA offices.	✓		✓				

Title, Identification Number, and Planned Objective	Related Management Challenge(s)						
	Human Capital	Service Delivery	Secure Information	Modernize IT	Disability Programs	Improper Payments	N/A Mandatory
11. SSA's Efforts to Identify SSI Recipients who may also be Eligible for OASDI Benefits (012307). To determine the effectiveness of SSA's controls to identify and act on SSI recipients who may also be eligible for OASDI benefits.		✓				✓	
12. The Social Security Administration's Use of Medical and Vocational Experts in Disability Determinations (012303). To determine whether SSA schedules and obtains timely testimony from qualified medical and vocational experts for hearings before administrative law judges.		✓			✓		
Projects we plan to start in March 2024							
13. The Social Security Administration's Monitoring and Collection of Court-ordered Restitutions (042302). To determine whether SSA is properly monitoring and collecting court-ordered restitutions.						✓	
14. Old-Age, Survivors, and Disability Insurance Benefits Denied to Children (032317). To determine whether SSA accurately denied OASDI benefits to children.		✓				✓	