



# Office of the Inspector General

SOCIAL SECURITY ADMINISTRATION

## MEMORANDUM

**Date:** March 28, 2024

**Refer To:** 002405

**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 3<sup>rd</sup> Quarter Audit Work Plan

Attached is a list of the reviews we plan to begin between April and June 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 3<sup>RD</sup> 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
<b>Projects we plan to start in April 2024</b>							
<b>1. <i>Child’s Old-Age, Survivors, and Disability Insurance Benefits Denied for Non-Medical Reasons (032317)</i></b> . To determine whether the Social Security Administration (SSA) accurately denied Old-Age, Survivors, and Disability Insurance (OASDI) benefits to children for non-medical reasons.		✓				✓	
<b>2. <i>Role Based Security Training (142317)</i></b> . To determine whether SSA's role-based training for individuals with significant cybersecurity responsibilities complies with federal requirements.			✓				
<b>3. <i>Physical Security at the Social Security Administration’s Offices (042318)</i></b> . To determine whether SSA adequately monitors and resolves identified physical security inspection issues at SSA offices.	✓		✓				
<b>4. <i>Use of Consolidated Claims Experience for Supplemental Security Income Claims Processing (062324)</i></b> . 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.	✓	✓		✓			
<b>5. <i>Workload Management for Field Offices (042316)</i></b> . To determine whether SSA provides consistent oversight of field office workloads.		✓					

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	Human Capital	Service Delivery	Secure Information	Modernize IT	Disability Programs	Improper Payments	N/A Mandatory
<b>6. Match of New York City Death Information Against Social Security Administration Records (022333).</b> To determine whether SSA issued payments to beneficiaries who were deceased according to New York City, Bureau of Vital Statistics records.						✓	
<b>Projects we plan to start in May 2024</b>							
<b>7. Changes in Staffing, Productivity, and Processing Times at State Disability Determination Services (072309).</b> To determine the extent to which staffing, productivity, and processing times at disability determination services changed from Fiscal Years 2019 through 2023.	✓	✓				✓	
<b>8. Challenges in Recovering Old-Age, Survivors and Disability Insurance Overpayments (072301).</b> To determine the extent to which SSA could have prevented OASDI overpayments and whether it is following policy and using available tools to recover them.				✓		✓	
<b>9. Remittance Processing (072311).</b> To determine whether SSA processed remittances accurately.		✓				✓	
<b>Projects we plan to start in June 2024</b>							
<b>10. Widow(er)s Beneficiaries Potentially Eligible for Higher Monthly Benefit Amounts (032302).</b> To determine whether SSA paid widow(er) beneficiaries the appropriate monthly benefit amounts.						✓	

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
<b>11. Supplemental Security Income Recipients who may also be Eligible for Old-Age, Survivors and Disability Insurance Benefits (012307).</b> To determine if SSA identified Supplemental Security Income recipients who may also be eligible for OASDI benefits.		✓				✓	
<b>12. Verifying Identities of Individuals Who Call the Social Security Administration (012401).</b> To determine whether SSA is verifying the identities of callers to the 800 number or field office to prevent fraudulent benefit payments.		✓					
<b>13. The Social Security Administration's Compliance with its Agreement with the U.S. Department of Agriculture to Assist with the Supplemental Nutrition Assistance Program (012316).</b> To determine whether SSA is complying with its agreement with the U.S. Department of Agriculture to perform Supplemental Nutrition Assistance Program related services.		✓					