



Office of the Inspector General
SOCIAL SECURITY ADMINISTRATION

Audit Report

The Social Security
Administration's International
Workloads in Processing Center 8

012305 March 2025



Office of the Inspector General

SOCIAL SECURITY ADMINISTRATION

MEMORANDUM

Date: March 7, 2025

Refer to: 012305

To: Leland Dudek
Acting Commissioner

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

Subject: The Social Security Administration's International Workloads in Processing Center 8

The attached final report presents the results of the Office of Audit's review. The objective was to determine whether Social Security Administration Processing Center 8 accurately processed actions for beneficiaries under its jurisdiction.

If you wish to discuss the final report, please contact Mark Searight, Deputy Assistant Inspector General for Audit.

Attachment

The Social Security Administration's International Workloads in Processing Center 8

012305



March 2025

Office of Audit Report Summary

Objective

To determine whether Social Security Administration (SSA) Processing Center 8 accurately processed actions for beneficiaries under its jurisdiction.

Background

Processing Center 8 processes Old-Age, Survivors, and Disability Insurance and Medicare claims from all claimants who reside outside the United States as well as Totalization claims. SSA provides Totalization benefits to individuals who may qualify for a partial retirement, disability, or survivor benefit in the United States, or a foreign benefit based on combined work credits from both countries. It is possible for a person to qualify for a separate benefit payment from each country.

Processing Center 8 staff (as well as all other SSA employees) must follow SSA's Program Operations Manual System when they process its workloads. Additionally, Processing Center 8 has a screening guide that contains instructions on processing workloads.

We used management information on pending workloads at Processing Center 8 for Fiscal Years 2018 through 2023. At that time, Processing Center 8 had 104,946 actions pending among 34 workloads. We reviewed 196 of 41,684 cases pending at Processing Center 8 as of September 29, 2023, involving 12 of the workloads.

Results

SSA can reduce improper payments and enhance customer service if Processing Center 8 staff improves case processing accuracy. Processing Center 8 accurately processed 66 (33.7 percent) of the 196 sample cases we reviewed. However, for the remaining 130 cases (66.3 percent), Processing Center 8 staff did not always comply with SSA policies and screening guide. At least 12 of these cases had approximately \$211,418 in improper payments.

In September 2024, the Commissioner of SSA introduced a *Human Capital Operating Plan* that included improving training programs. Over the long term, this Plan's focus on training programs could improve Processing Center 8 staff's accuracy.

Additionally, in December 2024, SSA informed us it started revising the screening guide to incorporate more policy references and address the issues we identified in the audit regarding accuracy. SSA anticipates having the updated version of the screening guide available for staff in 2025.

Recommendations

1. Take corrective actions on the case errors we identified in the sample that were still unresolved as of November 2024.
2. Provide refresher training to Processing Center 8 staff on SSA policies and the screening guide related to the issues identified in this report.

SSA agreed with the recommendations.

TABLE OF CONTENTS

Objective	1
Background	1
Methodology	2
Results of Review	2
Conclusions	4
Recommendations	5
Agency Comments.....	5
Other Matter	5
Appendix A – Trends in Processing Center 8 Pending Workloads.....	A-1
Appendix B – Scope and Methodology.....	B-1
Appendix C – Sampling Methodology.....	C-1
Appendix D – Policies Processing Center 8 Staff Did Not Follow in Sampled Cases	D-1
Appendix E – Agency Comments	E-1

ABBREVIATIONS

C.F.R.	Code of Federal Regulations
ESRD	End-stage Renal Disease
FY	Fiscal Year
NEPSC	North Eastern Program Service Center
OIG	Office of the Inspector General
POMS	Program Operations Manual System
SSA	Social Security Administration
U.S.C.	United States Code

OBJECTIVE

To determine whether Social Security Administration (SSA) Processing Center 8 accurately processed actions for beneficiaries under its jurisdiction.

BACKGROUND

Processing centers play a critical role in beneficiary service delivery and support other SSA personnel by providing direct customer service. Processing Center 8¹ processes Old-Age, Survivors, and Disability Insurance and Medicare claims from all claimants who reside outside of the United States as well as Totalization claims for those living in the United States.²

- SSA's Old-Age, Survivors, and Disability Insurance program provides benefits to replace some of the earnings lost when a worker retires, becomes disabled, or dies.³
- SSA processes applications for Medicare⁴ hospital and medical insurance.⁵
- A person may qualify for a partial retirement, disability, or survivor's benefits in the United States, or a foreign benefit, referred to as a Totalization benefit, based on combined work credits from both countries. A person could qualify for a separate benefit payment from each country.⁶

Processing Center 8 staff (as well as all other SSA employees) must follow SSA's Program Operations Manual System (POMS) when they process SSA workloads.⁷ Additionally, Processing Center 8 has a screening guide that provides employees instructions on processing workloads.⁸ SSA developed the screening guide to quickly and correctly process as many incoming actions as possible, in the least amount of time.⁹ If staff does not screen cases, workloads accumulate and priority cases are harder to identify, which diminishes the quality of services SSA provides to beneficiaries and imposes unnecessary financial burden whenever improper payments are involved. The screening guide notes that better management of

¹ SSA has eight Processing Centers nationwide: Centers 1 through 6 process similar workloads and Centers 7 and 8 handle specialized workloads. Processing Centers handle such tasks as awarding and adjusting benefits, issuing payments, updating records, and resolving complex issues.

² Approximately 700,000 beneficiaries in current pay status resided in foreign countries and 244,000 were covered under totalization agreements. SSA, *Annual Statistical Supplement, 2023*, Tables 5.J2 and 5.M1 (November 2023).

³ 42 U.S.C. § 402.

⁴ Medicare is a Federal health insurance program.

⁵ 42 C.F.R. §§ 406.1 and 407.1.

⁶ SSA, *POMS*, GN 01701.005 (February 6, 2019) and GN 01701.100 (September 22, 2022).

⁷ Processing Center workload items are known as action control records. We used the term "cases" throughout this report to refer to these records.

⁸ SSA, *Division of International Operations Screening Guide* (February 2018).

⁹ SSA, *Division of International Operations Screening Guide*, pp. 2 through 4 (February 2018). Staff is responsible for reviewing all aspects of the case, making the correct determination, and taking the proper action. Staff should strive to process incoming material as soon as possible—review each case immediately upon receipt, decide whether immediate action is possible, and if yes, complete that action.

Processing Center 8 workloads leads to better service to SSA customers.¹⁰ For information on Processing Center 8 workloads, see Appendix A.

According to SSA's Deputy Commissioner for Operations' Operating Plan,¹¹ one of its operating principles is to provide the best level of service possible every day to the customers it serves, regardless of where, how, or why they contact the Agency.¹²

METHODOLOGY

At the end of Fiscal Year (FY) 2023, Processing Center 8 had 104,946 pending cases among 34 workloads.¹³ To determine whether Processing Center 8 accurately processed workloads that affected beneficiaries under its jurisdiction, we selected 196 of 41,684 cases to review. See Appendix B for more information on our methodology and Appendix C for our sampling methodology.

RESULTS OF REVIEW

SSA can reduce improper payments and enhance customer service if Processing Center 8 staff improves case-processing accuracy. Processing Center 8 accurately processed 66 (33.7 percent) of the 196 sample cases we reviewed. However, Processing Center 8 staff did not always comply with SSA policies and screen guide in the remaining 130 cases (66.3 percent).¹⁴

Of the 130 cases Processing Center staff inaccurately processed, at least 12 resulted in approximately \$211,418 in improper payments.¹⁵ For example, SSA staff did not follow policy¹⁶ in six of the seven cases we reviewed where funds were returned to SSA. Of these six cases, five involved death payment reclamation. In death reclamation cases, when a beneficiary dies and funds are returned to SSA, SSA staff should record the returned funds to reduce any overpayments. For instance, in one of the cases we reviewed, Processing Center 8 staff failed to recognize the funds returned after a beneficiary's death and did not credit them on the beneficiary's record. Instead, Processing Center 8 staff removed the deceased person's lawful presence suspension on the record and erroneously released over \$35,000 as an underpayment to the beneficiary who had been deceased for over 550 days. SSA recovered the funds after we notified the Agency.

¹⁰ SSA, *Division of International Operations Screening Guide*, p. 2 (February 2018).

¹¹ Each year, the Deputy Commissioner for Operations establishes an operating plan, which defines operating priorities at Processing Centers (including Processing Center 8), field offices, and hearing offices.

¹² SSA, *Fiscal Year 2024 [Deputy Commissioner for Operations] Operating Plan*, p. 5 (October 20, 2023).

¹³ A workload is a group of similar cases that SSA identifies to manage its work.

¹⁴ Of the 130 cases SSA inaccurately processed, employees did not follow policy in 44, did not follow the screen guide in 63, and did not follow both the policies and screen guide in 23.

¹⁵ Of the \$211,418 in improper payments, \$20,972 were overpayments and \$190,446 were underpayments. In 2 of the 12 cases, either SSA had not processed cases, or as of November 2024, case development to assess the improper payment amount was still pending.

¹⁶ SSA, *POMS*, GN 02408.600 (May 10, 2024) and GN 02301.065 (December 10, 2024).

Examples of customer service issues because of staff not following policy or the screening guide are below.

- On January 4, 2023, a U.S. citizen who was residing in Canada and receiving retirement insurance benefits called Processing Center 8 to inquire whether his Canadian pension affected his benefits. The beneficiary informed SSA staff he needed the information to report to the Internal Revenue Service. On October 30, 2023, 299 days after his initial contact, SSA issued a written response to the beneficiary. However, the notice only advised the beneficiary to contact the local SSA office or Embassy for more information. SSA uses notices as one of the primary ways it communicates with the public. Notices that are not issued timely or that the reader does not understand increase the number of inquiries that field offices and teleservice centers must address.¹⁷
- Processing Center 8 staff did not follow the SSA policy¹⁸ or screening guide¹⁹ to transfer cases to the appropriate Processing Center. Although Processing Center 8 specializes in international and totalization claims, Processing Center 7 specializes in disability claims. Therefore, some international and totalization cases involving disability claims that are originally assigned to Processing Center 8 need to be transferred to the other processing center. For example:
 - Processing Center 8 staff did not transfer seven End-Stage Renal Disease (ESRD)²⁰ cases to Processing Center 7. SSA policy states this is a high priority workload processed only by Processing Center 7, and the misrouting and improper screening causes unnecessary delays in establishing Medicare coverage.²¹ In addition to staff not following policy or the screening guide, Processing Center 8 management did not monitor the workload to ensure these ESRD cases were promptly transferred when they are received. As such, as of September 29, 2023, these cases were pending 230.9 days on average with 1 pending for over a year. We notified SSA, which agreed that human error occurred and management support staff should have checked that cases were properly finalized.
 - In the Childhood Disability Insurance Benefits case workload, Processing Center 8 did not transfer two (40 percent) of the five cases we reviewed to Processing Center 7. Processing Center 8 staff did not follow policy or the screening guide to ensure these cases were promptly transferred upon receipt. As such, as of September 29, 2023, these cases were pending for an average 258 days. These cases waited an additional 200 days to be transferred. We notified Processing Center 8 subject-matter experts during our audit, and they agreed the cases needed to be transferred.

¹⁷ SSA, *POMS*, NL 10601.215 (September 29, 2015).

¹⁸ SSA, *POMS*, DI 45001.005 (September 30, 2022).

¹⁹ SSA, *Division of International Operations Screening Guide*, pp. 3 and 4 (February 2018).

²⁰ ESRD involves irreversible kidney damage that severely affect the kidney's ability to remove or adjust blood waste. As a result, individuals need dialysis or a kidney transplant to maintain life.

²¹ SSA, *POMS*, DI 45001.005 A (September 30, 2022).

When we shared case information from our sample with SSA, the Agency acknowledged the human errors were made because staff did not always follow policy or the screening guide. Table 1 shows the policies Processing Center 8 staff most frequently did not follow.

Table 1: Top SSA Policies Processing Center 8 Staff Did Not Follow in 130 Sample Cases²²

1. POMS, GN 01070.245, Processing Center Social Security Number Jurisdiction
2. POMS, MS 06603.009, Transfer Jurisdiction-SENSITIVE
3. POMS, GN 01703.210, International Benefits Office Processing Instructions for Totalization
4. POMS, DI 45001.005, Processing End-Stage Renal Disease Claims
5. POMS, DI 40101.015, Processing Center Foreign and Totalization Disability Claims
6. POMS, GN 01704.570, Obtaining Certified U.S. Earnings Records for Foreign Agencies Except Canadian Agencies
7. POMS, NL 00610.001, Overview of Notice Language
8. POMS, NL 10601.215, Why are Notices Important?
9. POMS, GN 00204.010, Protective Filing
10. POMS, GN 02408.610, Overview of the Reclamation Process for Title II and Title XVI Electronic Funds Transfer Payments

SSA started taking corrective action, based on our preliminary findings, by providing reminders to staff about following policies and the screening guide. For example, SSA provided reminders to staff on the proper handling of the ESRD workload. As a result, as of November 15, 2024, we confirmed Processing Center 8 did not have any ESRD cases pending because SSA took correction action after we informed the Agency of the issue in April 2024. Additionally, in December 2024, SSA informed us it was revising the screening guide to incorporate more policy references and address the accuracy issues we identified in the audit. SSA anticipates having the updated version of the screening guide available for staff in 2025.

In September 2024, SSA’s Commissioner introduced a *Human Capital Operating Plan* that includes improvement of training programs.²³ Over the long term, this Plan (if implemented), based on its focus on training programs, could improve Processing Center 8 staff’s accuracy. This, in turn, would reduce improper payments and enhance customer service.

CONCLUSIONS

Processing Center 8 staff’s case processing accuracy caused hardship to international beneficiaries or individuals working under totalization agreements due to the burden of improper payments and delays in processing cases. However, Processing Center 8 accuracy should be enhanced once its screening guide is updated and staff receives additional training. This should assist SSA’s efforts to reduce improper payments and improve customer service.

²² Some sample cases included more than one policy that was not followed. See Appendix D for a full list of policies not followed in the sample cases we reviewed.

²³ SSA, *Human Capital Operating Plan Fiscal Years 2024–2026*, p. 3 (September 2024).

RECOMMENDATIONS

1. Take corrective actions on the case errors we identified in the sample that were still unresolved as of November 2024.
2. Provide refresher training to Processing Center 8 staff on SSA policies and the screening guide related to the issues identified in this report.

AGENCY COMMENTS

SSA agreed with the recommendations; see Appendix E.

OTHER MATTER

SSA's Office of Earnings and International Operations is a division separate from Processing Center 8. The Office handles certificates of coverage for individuals with earnings in a foreign country.²⁴ Certificates of coverage serve as proof the employee and employer are exempt from paying Social Security taxes to the foreign country. Although this Office was not part of our audit, we noted processing time increased for these requests, and this costs workers money in unnecessary taxes paid to foreign countries. Specifically, without quick action, the employee will be required to pay taxes to the United States and the foreign country, rather than to just one. At the beginning of FY 2023, the Office of Earnings and International Operations had fewer than 10 certificate of coverage cases pending processing in its backlog. As of December 5, 2024, the Office had a backlog of 1,122 cases, see Table 2.

²⁴ SSA, *POMS*, GN 01701.005 A and C (February 6, 2019). Totalization agreements are international Social Security agreements coordinating the U.S. Social Security program with the social insurance programs of other countries. The agreements eliminate dual Social Security coverage and taxation, the situation that occurs when a person from one country works in another country and is required to pay social security taxes to both countries for the same earnings. The agreements include rules that assign a worker's coverage to one country's system or the other, but not both. If a Social Security agreement assigns coverage of the employee's work to the United States, SSA manually issues a Certificate of Coverage.

Table 2: Certificates of Coverage Backlog as of December 5, 2024

Date Received	Total
April 2024	2
May 2024	14
June 2024	47
July 2024	60
August 2024	184
September 2024	202
October 2024	227
November 2024	222
December 2024	164
Total	1,122

Source: SSA, Online Processing and Tracking System Dashboard, *OEIO Fiscal Year 2023 Case Backlog* report.

In December 2024, SSA informed us its team of seven employees continues to reduce pending requests.

APPENDICES

Appendix A – TRENDS IN PROCESSING CENTER 8 PENDING WORKLOADS

From September 2018 through June 2024, pending cases at the Social Security Administration (SSA) Processing Center 8 increased, from approximately 55,000 at the end of Fiscal Year (FY) 2018 to nearly 120,000 pending cases in June 2024—116 percent higher than total pending at the end of FY 2018 (see Table A–1).

Table A–1: Volume of Processing Center 8 Pending Workloads (FYs 2018 Through 2024 as of June 2024)

Date	Processing Center 8 Pending Volume	Processing Center 8 Average Pending Age (Days)
September 2018	55,324	118.9
September 2019	68,679	121.6
September 2020	38,247	148.3
September 2021	18,827	122.6
September 2022	50,080	74.7
September 2023	104,946	130.2
June 2024	119,671	190.3

Source: SSA, North Eastern Processing Service Center Pending and Age Overview Management Information.

Note: The figures above include cases that should have been transferred to other processing centers, as described in the Results of Review.

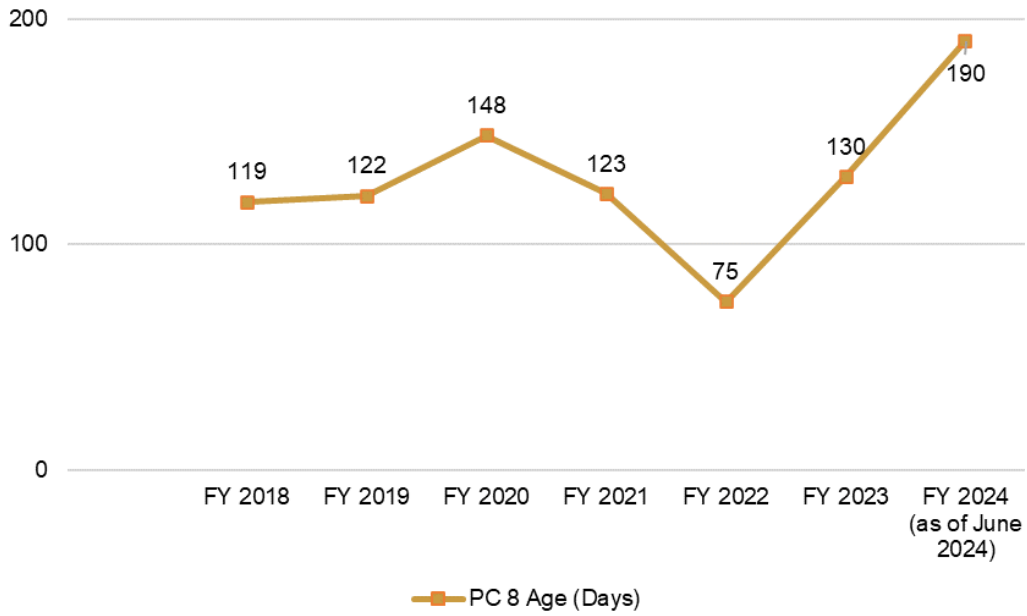
According to SSA, in FY 2020, all Processing Centers saw a reduction in pending cases. This reduction was due to several factors, including increased staffing and overtime, automation enhancements, targeted training, and the deferral of certain workloads that could result in overpayments and the pursuit of debt collection.¹ However, pending cases in all processing centers increased because of a combination of challenges, including an increase in receipts from FYs 2021 to 2022, lower overtime in FY 2022 compared to previous years, and higher than normal attrition rates.²

As the volume of pending workloads increased in Processing Center 8, the average age of pending workloads at Processing Center 8 fluctuated from September 2018 to 2024 through June 2024 (see Figure A–1). In addition, the percent of the oldest actions, pending 360 days or more, made up approximately 16 percent of all Processing Center 8 pending actions.

¹ SSA, *Fiscal Year 2020 Annual Performance Report*, p. 10 (January 19, 2021).

² SSA, *Fiscal Years 2022-2024 Annual Performance Plan and Report*, p. 22 (March 13, 2023).

**Figure A-1: Age of Processing Center 8 Pending Workloads
FYs 2018 Through 2024 as of June 2024**



Source: Northeastern Program Service Center, Management Information.

Appendix B – SCOPE AND METHODOLOGY

To accomplish our objective, we:

1. Reviewed Social Security Administration (SSA) policies, procedures and operating plans related to international workload processing.
2. Obtained workload definitions.
3. Reviewed North Eastern Program Service Center (NEPSC) Management Information on pending workloads at Processing Center 8 for Fiscal Years (FY) 2018 through 2023 (as of September 29, 2023), and analyzed:
 - a. Workloads that were priority or critical workloads, had the largest volume, or had an average age of pending over 180 days.
 - b. Changes in the volume of pending workloads at the end of each FY. In addition, we reviewed changes in pending workloads for FY 2024 through June 2024.
4. Obtained from SSA and validated the Social Security numbers from the September 29, 2023 NEPSC Management Information for workloads that matched the criteria listed in Step 3a to obtain claimant level data. We assessed the reliability of NEPSC Management Information by (a) performing electronic testing, (b) reviewing existing information about the data and the system that produced them, and (c) interviewing Agency officials knowledgeable about the data. We determined the data were sufficiently reliable for the purposes of this report.
5. Met with our statistician to discuss the Social Security number data from Step 4 to determine whether to review entire case populations for selected workloads aged over 180 days or random samples of each workload. See Appendix C for the sampling methodology.
6. Reviewed beneficiary information in SSA's electronic folders to determine development efforts and whether Action Control Records were processed correctly.
7. Interviewed various SSA officials or staff to:
 - a. Obtain an understanding of the design and internal controls over international workloads.
 - b. Verify the population of Processing Center 8 workloads and perform a walkthrough to confirm our understanding of the design and implementation of specified internal control component(s).
 - c. Provide the case review results from step #6 and obtain feedback and information on management oversight of Processing Center 8 workload processing.
8. We assessed the significance of internal controls necessary to satisfy the audit objective. This included an assessment of the five internal control components, including control environment, risk assessment, control activities, information and communication, and monitoring. In addition, we reviewed the principles of internal controls associated with the audit objective. We identified the following four components and six principles as significant to the audit objective.
 - Component 1: Control Environment
 - Principle 2: Exercise oversight responsibility
 - Principle 5: Enforce accountability

- Component 3: Control Activities
 - Principle 11: Design activities for the information system
- Component 4: Information and Communication
 - Principle 13: Use quality information
- Component 5: Monitoring
 - Principle 16: Perform monitoring activities
 - Principle 17: Remediate deficiencies

We conducted our review between October 2023 and November 2024. The entity audited for this review was the Office of Operations. We conducted this performance audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for findings and conclusions based on our audit objective. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective.

Appendix C – SAMPLING METHODOLOGY

On September 29, 2023, there were 104,946 actions pending among 34 workloads in Processing Center 8. Of these 34 workloads, the Social Security Administration (SSA) established metrics for 12. We reviewed SSA workload targets, focus areas, goals, and underlining management information to verify whether SSA met the established metrics for these 12 workloads. We met with SSA subject-matter experts and discussed Processing Center workload targets and the Deputy Commissioner for Operations’ Operating Plan, focus areas, and goals. In addition, we assessed other workloads of importance, based on how they affect beneficiaries residing outside the United States. To do this, we identified workloads without metrics that had an immediate impact on beneficiaries using a risk-based approach.

From the 12 workloads identified as Type of Event Level 1 with metrics, we selected aged pending Action Control Records (cases) that were generally the oldest. If a workload had a metric to have no pending cases over 50 days old, we assessed the volume of cases that exceeded the age or percentage metric and determined the age cutoff for case review selection. For instance, SSA had targets for the Automated 101 Claim workload to process 86 percent of Old-Age, Survivors, and Disability Insurance Benefits initial claims timely (specifically, 10 days to process retirement claims and 14 days to process disability claims). While SSA met the goals, we selected cases pending over 100 days to determine whether SSA accurately processed actions to award benefits for individuals residing outside the United States. For workloads SSA did not meet its goals, we selected cases outside of the designated metric and/or the oldest.

In addition, we selected cases for review from three Type of Event Level 1 workloads not targeted by the Deputy Commissioner for Operations’ Operating Plan nor a designed focus area. We based our selection on how these workloads affect beneficiaries residing outside the United States. For example, we selected for review all cases in the End-Stage Renal Disease workload, which should be treated urgently because of the nature of the disease. For workloads without metrics, we reviewed the oldest pending cases.

We chose this sampling methodology to focus on the oldest pending cases in certain Processing Center 8 workloads. In total, we reviewed 196 of 41,684 cases from 12 Fiscal Year (FY) 2024 workloads (see Table C–1).

Table C–1: Sample Selection

Workload Type of Event Level 1	Workload Type of Event Level 2	Total Workload Case Count	OIG Sample	Cases That Did Not Follow Policy or Screening Guide	Risk-Based Review Selection Assessment	FY 2024 Processing Center Workload Targets and/or Deputy Commissioner for Operations’ Operating Plan – FY 2024 Focus Areas and Goals
1. “Appeal”	Miscellaneous and Other	37	7	7	Over 100-days-old	Processing Center Target is to complete 95 percent of Old-Age, Survivors, and Disability Insurance administrative law judge reversals within 60 days. Processing Center 8 goal to have no cases pending over 50 days for the subset of hearing cases in this workload. SSA met the goal.

Workload Type of Event Level 1	Workload Type of Event Level 2	Total Workload Case Count	OIG Sample	Cases That Did Not Follow Policy or Screening Guide	Risk-Based Review Selection Assessment	FY 2024 Processing Center Workload Targets and/or Deputy Commissioner for Operations' Operating Plan – FY 2024 Focus Areas and Goals
2. Attorney Fee	Agreement	17	1	1	Over 60 days	Achieve 20 percent of fee agreement cases pending over of 60 days. SSA met the goal.
	Petition	24	3	3	Over 365 days	
	UNPAID	122	19	-	Over 200 days old and in Computer Operations Section	
3. Check	RETURN	782	7	6	Over 100 days	Maintain no more than 10 percent pending cases over 60 days. SSA met the goal.
4. "Claim"	End-Stage Renal Disease	7	7	7	All cases	
	Critical	1	1	1	All cases	
	Childhood Disability Insurance Benefit	8	5	5	Over 100 days	
	Automated SSA 101 "A101"	181	18	8	Over 100 days	Process 86 percent of Retirement and Survivors Insurance and Disability Insurance Benefit initial Claims Timely (within 10 days to process retirement claims and 14 days to process disability claims once received). SSA met the goal.
	Electronic Form 101	11	11	1	All cases	
	Supplemental Security Income	3	3	3	All cases	
	Totalization Retirement, Survivors, and Disability Insurance	639	10	2	10 oldest Modernized Claims System Type of Event Level 3 and 4	
5. "Critical"	Congressional	55	14	8	Over 100 days	Ten days or less. There are two Types of Even Level 2 categories associated with this workload SSA did not meet this goal.
	Critical Payment System	162	8	2	Over 100 days	
6. Foreign	Enforce	3,837	3	3	FY 2023 over 365 days	Complete 90 percent by end of the FY (internal target). SSA met the goal.

Workload Type of Event Level 1	Workload Type of Event Level 2	Total Workload Case Count	OIG Sample	Cases That Did Not Follow Policy or Screening Guide	Risk-Based Review Selection Assessment	FY 2024 Processing Center Workload Targets and/or Deputy Commissioner for Operations' Operating Plan – FY 2024 Focus Areas and Goals
7. Health Insurance-Supplemental Medical Insurance	Premium	537	5	5	Over 180 days	Maintain no more than 10 percent pending cases over 180 days. SSA met the goal.
8. "Offset"	Japan Windfall Elimination Project	12,090	1	-	For illustration purposes	Complete all cases within 90 days. SSA cleared approximately 200 Japan Windfall Elimination Provision cases a week and projects to finish in FY 2026.
9. "Phone"	Various categories ¹	92	19	18	138 days and older	10 days or less. SSA did not meet this goal.
10. "Rate"	Automatic Earnings Reappraisal Operation	4,510	1	1	For illustration purposes	Process 100 percent of FY 2022 and 50 percent of FY 2023 Automatic Earnings Reappraisal Operation. SSA met the goal.
	Benefit Rate Increase	2,123	1	1	For illustration purposes	Process 85 percent of Priority Benefit Rate Increase cases. SSA met the goal.
11. "Request"	Priority Manager to Manager emails	38	26	25	Over 5 days old	Complete within 5 days. SSA did not meet this goal.
	Field High Priority	1,909	8	8	Over 120 days	Maintain no more than 10 percent pending cases over 120 days.
	Field	3,372	16	15	Over 120 days	
12. "Status"	Suspend	10,182	1	-	For illustration purposes (randomly selected)	Pending audits require completion in FY 2024.
	Unpaid	945	1	-	For illustration purposes (randomly selected)	
Totals		41,684	196	130		

¹ The Phone Type of Event Level 2 workload includes claim, check, earnings, inquiry, offset, overpayment, and reconsideration.

Appendix D – POLICIES PROCESSING CENTER 8 STAFF DID NOT FOLLOW IN SAMPLED CASES

Table D-1: Social Security Administration Policies Processing Center 8 Staff Did Not Follow

Program Operations Manual System Title
GN 01070.245, Processing Center Social Security Number Jurisdiction
MS 06603.009, Transfer Jurisdiction-SENSITIVE
GN 01703.210, International Benefits Office Processing Instructions for Totalization
DI 45001.005, Processing End-Stage Renal Disease Claims
DI 40101.015, Processing Center Foreign and Totalization Disability Claims
GN 01704.570, Obtaining Certified U.S. Earnings Records for Foreign Agencies Except Canadian Agencies
NL 00610.001, Overview of Notice Language
NL 10601.215, Why are Notices Important?
GN 00204.010, Protective Filing
GN 01010.255, Adjudication of Foreign Claims
GN 02408.610, Overview of the Reclamation Process for Title II and Title XVI Electronic Funds Transfer Payments
RS 00203.085, Childhood Disability Development and Determination
GN 01703.710, Completion of the e4962, <i>Totalization Data Collection Form</i> , via the Totalization Data Collection Program
GN 04030.030, Reopening Deduction Determinations under Annual Earnings Test
RS 00203.080, Childhood Disability Benefits
RS 00210.010, Payment of the Lump-Sum Death Payment
SM 00805.080, Disability Awards-SENSITIVE
WB 00501.075, DIRCON (Direct Telephone Contact)-SENSITIVE
DI 11010.345, Preparing Notices in Disability Claims
DI 11055.015, Processing a Supplemental Security Income Initial Disability Application
GN 00304.001, Proof of Death Requirements
GN 00305.050, More Than One Person Claiming to be Worker's Surviving Spouse
GN 01701.005, International Social Security (Totalization) Agreements
GN 01703.500, Totalization and Health Insurance/Supplemental Medical Insurance Entitlement
GN 01716.006, How the Totalization Modules Determine if Canada Needs a U.S. Earnings Record
GN 02408.600, General Overview of Electronic Funds Transfer Reclamations
GN 02602.054, Suspension - Report from Treasury of Returned Payment for Death - Title II-SENSITIVE
GN 02602.320, Whereabouts Unknown for Retirement and Survivor insurance beneficiaries

Program Operations Manual System Title
GN 02605.210, United States Absences and the Effect on Benefits
GN 03101.040, Appeals of the Initial Determination
GN 03103.250, Payment Center Effectuation of Administrative Law Judge Decisions
GN 03920.040, Adjustments to the Past-Due Benefits Amount
GN 03940.025, Processing Center (PC) Instructions for Processing Fee Agreements for Title II Claims at the Reconsideration, Hearing, or Appeals Council Levels of Review
GN 03960.060, Post-Review Actions Under the Fee Agreement Process - Title II
GN 05010.240, Overpayment Refunds
HI 01101.033, Income-Related Monthly Adjustment Amount and Equitable Relief
MS 04904.001, Establish Records - Overview-SENSITIVE
MS 04905.004, Clear or Delete Record-SENSITIVE
NL 00601.001, General Notice Information
NL 00601.010, Award Notices
NL 00601.160, Closeout Requirements
NL 00703.474, Reconsideration Affirmation of Prior Decision
NL 00720.055, AWD Award
RM 01340.052, Claims Lead-SENSITIVE
RM 10205.094, Purchasing Documents to Replace Lost Enumeration Evidence
RS 00204.010, Lawful Presence Payment Provisions
RS 00204.080, Postentitlement Suspension - Alien is no Longer Lawfully Present
RS 00204.085, Postentitlement Reinstatement - Lawful Alien Status Needs Reverification
RS 00605.367, Windfall Elimination Provision Development
RS 02501.100, Imposing Work Suspensions
SM 00875.010, Retirement Insurance Benefit A101 for A and B - B Entitled as T on another Social Security Number-SENSITIVE
SM 03003.010, How to Resolve Beneficiary's Own Account Number Verification Exceptions-SENSITIVE
SM 03040.045, Multiple Entitlement Processing-SENSITIVE
SM 04610.003, How to Process Automatic Earnings Reappraisal Operation Claims Authorizer Review Cases Generated from Automated Job Stream 1-SENSITIVE
SM 04905.001, How Retirement and Survivors Insurance Benefit Rate Increase Alerts are Controlled for Processing in the [Retirement and Survivors Insurance Case Control System] RSICCS-SENSITIVE
TC 14001.020, Processing Death Reports-SENSITIVE

Appendix E – AGENCY COMMENTS



SOCIAL SECURITY

MEMORANDUM

Date: February 26, 2025

Refer To: TQA-1

To: Michelle L. Anderson
Assistant Inspector General

From: Chad Poist
Acting Deputy Chief of Staff

Subject: Office of the Inspector General Draft Memorandum, "The Social Security Administration's International Workloads in Processing Center 8" (012305) - INFORMATION

Thank you for the opportunity to review the draft report. We agree with the recommendations.

We are currently addressing the remaining case errors and making final edits to the screening guide to incorporate more policy references and address the issues identified in the audit regarding accuracy. We plan to distribute the updated guide to the Processing Center 8 staff on February 27, 2025.

Please let me know if I can be of further assistance. You may direct staff inquiries to Tom MacBride at (410) 829-2678.



Mission:

The Social Security Office of the Inspector General (OIG) serves the public through independent oversight of SSA's programs and operations.

Report:

Social Security-related scams and Social Security fraud, waste, abuse, and mismanagement, at oig.ssa.gov/report.

Connect:

[OIG.SSA.GOV](https://oig.ssa.gov)

Visit our website to read about our audits, investigations, fraud alerts, news releases, whistleblower protection information, and more.

Follow us on social media via these external links:

 @TheSSAOIG

 OIGSSA

 TheSSAOIG

 Subscribe to email updates on our website.