

The Social Security Administration's Major Management and Performance Challenges During Fiscal Year 2024

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Office of Audit Report Summary

Objective

To summarize and assess the most serious management and performance challenges facing the Social Security Administration (SSA).

Background

The *Reports Consolidation Act of 2000* (Pub. L. No. 106-531) requires that Federal Inspectors General summarize and assess the most serious management and performance challenges facing agencies and the agencies' progress in addressing those challenges. The attached report provides our assessment.

In Fiscal Year 2024 (October 1, 2023 to September 30, 2024), we focused on the following management and performance challenges:

Manage Human Capital. SSA must design and implement adequate plans to hire, develop, and retain the employees it needs to meet its mission, address its workloads, and provide the high level of customer service the public expects and deserves. [Read more.](#)

Improve Service Delivery. SSA needs to enhance the customer experience via telephone and online services as well as updates to programs and policies. [Read more.](#)

Protect the Confidentiality, Integrity, and Availability of SSA's Information Systems and Data. SSA must ensure its information systems are secure and sensitive data are protected. [Read more.](#)

Modernize Information Technology. SSA must continue modernizing its information technology to accomplish its mission despite budget and resource constraints. [Read more.](#)

Improve the Administration of Disability Programs. SSA needs to address concerns related to the timely and accurate processing of disability-related workloads, particularly initial disability claims, reconsiderations, and hearings. Also, SSA must work to ensure state disability determination services have the necessary resources, including sufficient staff, to provide timely and accurate disability determinations. [Read more.](#)

Improve the Prevention, Detection, and Recovery of Improper Payments. SSA must be a responsible steward of the funds entrusted to its care by minimizing the risk of making improper payments and recovering overpayments when they occur. [Read more.](#)