

CONTENTS

APPROPRIATIONS LANGUAGE 207

GENERAL STATEMENT..... 208

 Overview..... 208

STRATEGIC GOALS..... 210

 Budgetary Resources 229

APPROPRIATION HISTORY 233

Office of the Inspector General

TABLES

Table 4.1—OIG Performance Measures.....	210
Table 4.2—OIG Budget Authority and Amounts Available for Obligation	229
Table 4.3—Explanation of OIG Budget Changes	230
Table 4.4—Budget Resources by Object.....	231
Table 4.5—FTE Employment and WYs.....	232
Table 4.6—Average Grade and Salary	232
Table 4.7—Appropriation History Table.....	233

APPROPRIATIONS LANGUAGE

Office of the Inspector General
(Including Transfer of Funds)

For expenses necessary for the Office of Inspector General in carrying out the provisions of the Inspector General Act of 1978, \$34,000,000, together with not to exceed \$87,254,000, to be transferred and expended as authorized by section 201(g)(1) of the Social Security Act from the Federal Old-Age and Survivors Insurance Trust Fund and the Federal Disability Insurance Trust Fund: Provided, That \$2,000,000 shall 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.

In addition, an amount not to exceed 3 percent of the total provided in this appropriation may be transferred from the “Social Security Administration—Limitation on Administrative Expenses”, to be merged with this account, to be available for the time and purposes for which this account is available: Provided, That notice of such transfers shall be transmitted to the Committees on Appropriations of the House of Representatives and the Senate at least 15 days in advance of any transfer.

Note: A full-year 2024 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, 2024 and Other Extensions Act (Division A of Public Law 118-15, as amended). The amounts included for 2024 reflect the annualized level provided by the continuing resolution.

GENERAL STATEMENT

OVERVIEW

The Social Security Administration (SSA) Office of the Inspector General's (OIG) [Strategic Plan](#), including the SSA OIG mission, vision, and strategic goals, forms the foundation for the Fiscal Year (FY) 2025 Budget. The FY 2025 Budget includes **\$121.3** million for SSA OIG direct appropriations, which represents an increase of \$6.6 million over the FY 2024 CR level of \$114.7 million and includes **\$2** million to remain available until expended for information technology (IT) modernization.

SSA OIG's mission is to serve the public through independent oversight of SSA's programs and operations. SSA OIG accomplishes this mission by conducting independent audits, evaluations, and investigations; searching for and reporting systemic weaknesses in SSA's programs and operations; and providing recommendations for program, operations, and management improvements. SSA OIG's vision is to drive meaningful change to protect taxpayer dollars. The mission and vision, together, emphasize SSA OIG's role as public servants and agents of positive change. In FY 2023, SSA OIG identified \$21 in returns to the government for every \$1 in appropriations.

The FY 2025 Budget will allow SSA OIG to perform its core mission of auditing and investigating SSA programs and operations more efficiently and effectively. In particular, SSA OIG's oversight responsibilities will increasingly rely upon building its data analytics capacity; investing in information technology modernization and automation tools; devoting resources to better understand the significance that artificial intelligence (AI) will play in SSA's program and operations and the oversight needed by SSA OIG to help identify and minimize vulnerabilities in agency systems and programs; and monitoring the agency's focus on its human capital needs to keep up with technological advances and other evolving and emerging areas. These improvements will lead to a more innovative, nimble, and responsive organization.

The FY 2025 Budget will increase SSA OIG's productivity and impact through the addition of **15** Full Time Equivalents (FTE) over FY 2024 estimates. Based on an average from the last three fiscal years, each additional investigative FTE could potentially result in an estimated 31 additional cases closed and almost \$1 million in additional monetary accomplishments. For every additional audit FTE, SSA OIG could produce an additional audit report. Over the past three years, an SSA OIG audit, on average, has identified about \$30 million in questioned costs and about \$28 million in funds put to better use.

The FY 2025 Budget includes an estimated \$1.6 million in Interagency Agreements with the U.S. Office of Personnel Management, the U.S. General Services Administration, the U.S. Department of Treasury's Treasury Executive Institute, and the Federal Law Enforcement Training Centers to obtain specialized services from those agencies to support workforce development, specialized training, and operational enhancements.

Council of the Inspectors General on Integrity and Efficiency (CIGIE)

In FY 2025, SSA OIG will contribute an estimated \$477,100¹ to the Council of the Inspectors General on Integrity and Efficiency (CIGIE), an annual amount determined by CIGIE. CIGIE is an independent entity established within the Executive Branch to address integrity, economy, and effectiveness issues that transcend individual Government agencies and aid in the establishment of a professional, well-trained, and highly skilled workforce in the Offices of Inspectors General.

Cooperative Disability Investigations (CDI) Program

In addition to the request for \$121.3 million for direct base appropriations, the FY 2025 Budget requests SSA transfer \$19.6 million from SSA’s Limitation on Administrative Expenses (LAE) program integrity cap adjustment to the SSA OIG for the SSA OIG’s direct costs of leading the jointly operated anti-fraud Cooperative Disability Investigations (CDI) Program. This funding level represents an increase of \$500,000 over the FY 2024 level of \$19.1 million.²

¹ Estimate reflects the increase in CIGIE’s funding assessment of .40% starting in FY 2024. This percentage is applied against SSA OIG’s direct appropriations excluding no-year funding dedicated to IT Modernization.

² The FY 2025 President’s Budget assumes the Fiscal Responsibility Act (P.L. 118-5) level for the program integrity cap adjustment in FY 2024. The SSA Congressional Justification assumes a \$19.1 million transfer from the LAE account to the OIG for costs associated with jointly operated CDI unit costs in FY 2024, the same level as in the FY 2024 President’s Budget. See the Program Integrity exhibit in the LAE section for more information.

STRATEGIC GOALS

SSA OIG has consistently delivered valuable oversight information to SSA, the U.S. Congress, other stakeholders, and the public. SSA OIG’s work has led to changes in legislation, regulation, policy, and operations. As workloads increase and evolve, SSA OIG will continue to provide products that drive meaningful change.

SSA OIG’s Strategic Plan forms the foundation for the FY 2025 Budget. SSA OIG’s strategic goals, which are part of the strategic plan, are:

- Strategic Goal 1: Deliver solutions to promote positive change
- Strategic Goal 2: Prevent and detect fraud, waste, and abuse in SSA programs and operations
- Strategic Goal 3: Optimize operations
- Strategic Goal 4: Strengthen our workforce

SSA OIG monitors its progress in meeting its mission and strategic goals through performance measures. The following table contains SSA OIG’s Performance Measures with the associated FY 2023 results and FY 2024 targets.

Table 4.1—OIG Performance Measures

Performance Measure	FY 2023 Target	FY 2023 Actual	FY 2024 Target
Review and take action on 90% of hotline allegations within 5 days of receipt	90%	87%	90%
Substantially complete investigative fieldwork on 75% of social security program fraud investigations within 180 days	75%	59%	75%
Exceed the 3-year trailing average return-on-investment as reported by the Council of the Inspectors General on Integrity and Efficiency	20-to-1	21-to-1	26-to-1
Work with SSA to ensure 80% of the recommendations we made within the last 4 fiscal years, which SSA agreed to implement, have been resolved	80%	80%	80%
Ensure that 75% of audits are issued within one year from the entrance conference	75%	53%	75%

Strategic Goal 1: Deliver solutions to promote positive change

This goal aligns with SSA OIG’s vision to drive meaningful change to protect taxpayer dollars. To meet this goal, SSA OIG will prioritize initiatives in three key areas: expanded oversight responsibilities, impactful audits, and education and outreach.

Expanded Oversight Responsibilities

SSA OIG continues to devote significant resources to expanded oversight responsibilities that include areas related to the Federal Government’s response to the COVID-19 pandemic, Social Security-related government imposter scams, and more recently, to artificial intelligence (AI).

Disrupting Fraud Schemes Targeting the Government’s Response to the Pandemic

SSA OIG continues to support oversight and investigations of pandemic-related fraud. In FY 2023, the [Pandemic Response Accountability Committee](#) (PRAC) identified \$5.4 billion in potentially fraudulent pandemic loans obtained using over 69,000 questionable Social Security numbers (SSN). Misuse of SSNs and identity theft are common threads used in the furtherance of schemes to fraudulently obtain funds. The misuse of SSNs and identity theft in furtherance of fraud schemes related to *Coronavirus Aid, Relief, and Economic Security Act* (CARES Act) programs, including the Paycheck Protection Program (PPP), Pandemic Unemployment Assistance (PUA), and Economic Injury and Disaster Loans (EIDL), is no exception.

SSA OIG uses regular appropriations to serve as an integral part of the Federal government-wide effort to uncover CARES Act fraud and uses existing resources to support this effort. In FY 2023, SSA OIG contributed to **100** CARES Act investigations. Further, SSA OIG participates on the National COVID-19 Fraud Enforcement Task Force led by the Deputy Attorney General of the United States, and as many as 21 pandemic-related task forces and workgroups across the country.

In FY 2024, SSA OIG anticipates expending \$1.1 million on pandemic-related investigative workloads and audits. In FY 2025, SSA OIG will continue investigating pandemic-related fraud schemes and assisting with associated prosecution efforts.

Investigating Social Security-Related Government Imposter Scams

Over the past few years, government imposter-related scams¹ quickly grew into a major issue and presented an opportunity for fraudsters to prey upon the American public. Because of SSA OIG’s successful multi-pronged approach to combatting scams, there has been a notable decline in the number of SSA-related imposter scam allegations from 2020 to the present. However, according to Federal Trade Commission (FTC) data, Social Security-related scams remain the top-reported government imposter scam as of July 2023.

¹ Social Security-related government imposter scams refer to in-person phone calls, robocalls, texts, emails, or mailings that use a false premise involving a Social Security number, account, or benefits to convince potential victims to provide personally identifiable information or money.

Office of the Inspector General

The legislative text and explanatory statement of the *FY 2023 Consolidated Appropriations Act P.L. 117-328* set forth an expectation that SSA OIG continue its aggressive efforts in fighting SSA-related imposter scams:

“The agreement commends SSA OIG efforts to combat Social Security impersonation scams and urges SSA to continue prioritizing this effort and pursuing the criminals perpetuating the fraud.” H.R. 2617 (Public Law 117-328)

SSA OIG remains engaged and committed to maintaining institutional knowledge to investigate these scams by working with Federal, state, and local partners, as well as consumer advocacy groups, to protect people from becoming victims. For example, in October 2022, three individuals were indicted for their roles in a multi-year fraud and money laundering conspiracy involving call centers. The callers impersonated SSA and other U.S. government officials and tricked victims into sending them money to safeguard their assets, avoid arrest, or prevent their government benefits from being cut off. Victims sent money in the form of gift cards by providing redemption codes over the phone and mailed cash in packages sent to FedEx and UPS pick-up locations. SSA OIG partnered with other federal, state, and local law enforcement agencies to conduct interviews of victims, execute search warrants, and conduct other investigative techniques in various judicial districts across the country to obtain evidence needed to support the investigation and prosecution of these individuals. As alleged in the indictment, from January 2017 to August 2020, the individuals and other co-conspirators engaged in a conspiracy originating from call centers located in the country of India. The victims were defrauded of over \$11 million because of the conspiracy. As of August 2023, all three defendants have pleaded guilty to conspiracy to commit wire fraud in violation of 18 USC § 1349, with sentencing set for two of the three defendants in the spring of 2024. The indictment for the third defendant was dismissed following their death in January 2024.

SSA OIG continues to pursue large-scale investigations and public outreach to address this critical issue. In FY 2024, SSA OIG expects to dedicate an estimated \$3 million to combatting imposter scams, including funding for human capital resources and allegations management. In FY 2025, SSA OIG will continue to commit staff to analyze imposter scam allegations, develop investigative leads, and deploy effective investigative strategies to combat these fraud schemes.

The FY 2025 Budget will allow SSA OIG to better anticipate, recognize, and efficiently mitigate new and emerging fraud schemes, including those related to pandemic relief and government imposter scams.

Investigating E-Services Fraud

SSA has developed a suite of online services to improve customer service and promote efficiency by allowing the public to apply for benefits or check the status of an application online. During the COVID-19 pandemic, SSA closed its field offices to the public, resulting in a dramatic increase in the utilization of these online services. As the use of e-Services increased, so did the opportunity for fraudsters to manipulate SSA’s online platforms. Fraudsters used stolen personally identifiable information (PII) to file fraudulent online applications or redirect benefit payments to alternate bank accounts.

Since the start of FY 2021, SSA OIG has received more than 209,000 e-Services-related allegations, including fraud schemes that misuse or are facilitated by SSA's online platforms, such as *my Social Security*. In FY 2025, SSA OIG will deploy advanced data analytics and generative AI tools to expeditiously identify and flag clusters of the most egregious cases of fraud for immediate investigation. As e-Services fraud continues to evolve, SSA OIG will require both analytical and investigative resources to provide oversight that is pivotal to protecting the public through FY 2025 and beyond.

In one case example,

- Between May 2022 and July 2023, four individuals were sentenced for their participation in a conspiracy to steal beneficiary funds between February 2018 and August 2019. In May 2022, a 39-year-old woman was sentenced to four years of probation and ordered to pay \$603. In June 2022, a 35-year-old man was sentenced to 30 months in prison and ordered to pay \$95,000. In November 2022, a 35-year-old man was sentenced to 15 months in prison and ordered to pay \$95,000. In July 2023, a 40-year-old man was sentenced to 10 months in prison and ordered to pay \$95,000.
- The individuals stole the PII of four Social Security beneficiaries including the names, SSNs, and dates of birth and used the information to access their *my Social Security* accounts and redirect the SSA beneficiaries' monthly benefits into accounts they controlled.
- The individuals stole the PII of another individual including their name, SSN and date of birth and established an electronic SSA benefit claim. The individuals then directed the monthly proceeds for that electronic claim into an account they controlled.

With the FY 2025 Budget, SSA OIG will continue to conduct complex and large-scale investigations, develop and leverage partnerships and collaborations to accomplish investigative priorities to permit more effective investigative efforts.

Examining and Leveraging Artificial Intelligence

Public and private sector entities will continue to explore using AI technology as a tool to improve operations. As AI advances, governmental agencies, including SSA, will seek to leverage this emerging technology. While the use of AI has the potential to improve customer service and create efficiencies, AI could also be used to create and exploit synthetic identities to direct millions of dollars away from deserving SSA beneficiaries and recipients, similar to pandemic and imposter schemes. In FY 2023, SSA OIG established an internal AI task force comprised of investigators, auditors, IT specialists, and lawyers to confront these issues.

In FY 2025, SSA OIG's oversight responsibilities will increase significantly in this area to help identify and minimize vulnerabilities in agency systems, security, and programs. Significant investments will be required in hardware, software, and training to ensure SSA OIG personnel have the appropriate tradecraft to investigate AI-enabled criminal activity, protect vulnerable persons, and provide Federal and state prosecutors with the forensic data needed to successfully prosecute fraud against SSA. In recent years, SSA OIG identified best practices and lessons learned from analytical and investigative work done combatting pandemic- and imposter-related fraud. These will serve as the foundation for developing additional tools and investigative

Office of the Inspector General

techniques necessary to confront this new challenge. Investigative support, analytical resources, and technological capabilities will be pivotal to deterring and dismantling emerging organized fraud schemes using AI technology to exploit SSA programs and operations.

Impactful Audits

SSA OIG's core audit oversight efforts revolve around SSA's most significant [management challenges](#). SSA OIG annually identifies these challenges based on congressional mandates, audits, and investigative work.

During FY 2023, SSA OIG completed audits that promote positive change in SSA policies and procedures, such as the audits [Manual Processes for Resource-intensive Workloads and Processing Non-citizens' Original Social Security Numbers Electronically Through Enumeration Programs](#), and that oversee how the agency manages expenses, such as [Funds Dedicated to Address Program Integrity and Hearings Backlog Workloads](#).

During FY 2023, SSA OIG issued 43 audits that identified over \$1.8 billion in questioned costs and over \$560 million in funds that could have been put to better use. Contributing to those totals were the reports: [SSA's Controls over Modernized Development Worksheets](#), [Workers' Compensation Lump-sum Settlements](#), and [Statutory Benefit Continuation for Disability Beneficiaries](#).

In [SSA's Controls over Modernized Development Worksheets](#) (MDW), SSA OIG determined the following:

- SSA OIG estimated the MDWs associated with over 227,000 beneficiaries were processed untimely or inaccurately. MDWs that were delayed or inaccurately processed prompted some beneficiaries to contact SSA multiple times to request assistance on the same issues.
- In addition, SSA OIG estimated SSA improperly paid more than 15,000 beneficiaries over \$81 million and delayed over \$759 million in benefit payments to nearly 43,000 beneficiaries because of untimely or inaccurate MDW processing.

Recommendations to SSA included:

- Update policy to require that employees process MDW requests within set timeframes.
- Implement controls to ensure employees take all actions requested before they close MDWs.
- Create system alerts to notify employees when multiple MDW requests are created for the same issue for the same beneficiary.

SSA agreed with our third recommendation but disagreed with the first and second. Despite SSA's responses, we continue to believe MDWs should be processed within set timeframes and that controls are needed. Our work demonstrated that SSA's quality reviews, feedback to technicians, and tracking of error trends did not effectively prevent employees from closing MDWs without taking the actions requested, delaying service and payments to customers.

SSA OIG continues working on impactful audits during FY 2024. As of January 2024, SSA OIG has 15 reports in process related to improving the prevention, detection, and recovery of improper payments. A list of all ongoing audit work is available on our website.

Audits Reviewing Customer Service at SSA

SSA OIG continues to focus on customer service issues at SSA to promote positive change, which is addressed in the following reports issued this past year:

[Controls over the Social Security Administration's National 800-number Service During the COVID-19 Pandemic](#) (August 2023): Determined whether SSA had and used management controls over the service its 800-number employees provided callers during the COVID-19 pandemic.

Findings:

- SSA had management controls in place over the service 800-number employees provided during the pandemic. However, two of the three controls were not effectively employed, and the third control did not ensure 800-number callers' requests were resolved timely and accurately.
- SSA management continued reviewing calls answered by 800-number employees during the pandemic, but it did not meet its goal of conducting a monthly minimum of three service observations per employee for any month during the pandemic.
- During the pandemic, SSA did not always timely intervene with 800-number employees identified through speech analytics as providing problematic service to callers.
- SSA employees in other components were able to close Modernized Development Worksheets created by 800-number employees in response to requests by 800-number callers without taking the requested actions, resulting in some callers making repeated calls to the 800-number to resolve the same issues.

Recommendations:

- Create a performance standard that requires that teleservice center managers and other employees who conduct service observations conduct a minimum of three service observations for each qualified 800-number employee per month, as required by SSA policy.
- Create policy to ensure all problematic calls identified through speech analytics are referred to regional management and regional management intervenes with the 800-number employees referred within defined timeframes to ensure prompt interventions address problematic and/or inadequate customer service.

[The Social Security Administration's Hearings Backlog and Average Processing Times](#) (September 2023): Determined whether the Office of Hearing Operations' (OHO) Compassionate And Responsive Service (CAREs) Plan initiatives had reduced the hearings backlog and average processing times (APT).

Office of the Inspector General

Findings:

- While the hearings backlog and APT generally decreased between FYs 2016 and 2022, SSA OIG could not determine whether the CARES Plan initiatives reduced the hearings backlog and APT.
- Since SSA did not establish sufficient metrics to support their correlation to reducing the hearings backlog or APT for 42 of the 45 CARES Plan initiatives, SSA OIG could not determine the effect the initiatives had on them.

Recommendation:

- For future CARES Plan initiatives, SSA should establish and document metrics to measure a direct impact on the hearings backlog and APT.

[The Social Security Administration's Telephone Service Disruptions](#) (June 2023): Provided information on the extent of disruptions to SSA's telephone services and their impact on the public.

Findings:

- From May 2021 through December 2022, 40 telephone service disruptions occurred on the national 800-number and field office systems. The majority of these disruptions occurred from October through December 2022 and involved the 800-number.
- Disruptions resulted in dropped calls, increased wait times and, in some instances, unavailable automated services. Wait times increased as SSA employees could not take calls during several of the outages. Functionalities such as the "estimated wait time" and the "call back assist" features, which callers used to avoid waiting on the telephone to speak with an SSA employee, were no longer available to callers.
- The rate of unanswered calls for those who opted to speak with an employee during each of the service disruptions ranged from 32 to 80 percent.

In addition, SSA OIG is following up on SSA's mail procedures and customer wait times in SSA field offices and card centers and will issue these audits in FY 2024.

Audits Addressing Vulnerable Populations

Since October 1, 2020, SSA OIG has completed seven audits identifying underpayments, potential underpayments, or untimely payments of funds due or benefits to vulnerable populations, such as child beneficiaries, widows, Supplemental Security Income (SSI) recipients, surviving spouses, and beneficiaries whose medical condition was not expected to improve. Potential underpayments identified in these reports totaled almost \$640 million.

SSA OIG has additional ongoing work that focuses on services provided to vulnerable populations. Specifically, SSA OIG has work in progress to determine whether SSA implemented planned actions to reduce barriers to accessing its services. SSA OIG is also looking at whether SSA follows policies and procedures to identify and expedite initial disability applications that qualify as priority cases, such as Quick Disability Determination,

Compassionate Allowance, Terminal Illness, Military Casualty/Wounded Warrior/100% Permanent & Total Disability, Homeless, Presumptive Disability/Blindness, and Hardship cases, among others.

Some individuals cannot manage or direct the management of their finances because of their age and/or mental and/or physical condition. The United States Congress granted SSA the authority to appoint a representative payee to receive and manage these beneficiaries' payments. A representative payee can be an individual or an organization. In [September 2023](#), SSA OIG reported that SSA did not take appropriate and timely action in response to alleged individual and organizational representative payees' misuse of benefits and made six recommendations to SSA. SSA OIG continues to review issues impacting these vulnerable populations through in-process work looking at the effectiveness of SSA controls and procedures for monitoring representative payees.

Audits Concerning IT Security at SSA

SSA OIG continues to be concerned as Federal information systems—and the information they hold—are increasingly becoming targets of cyber-attacks. SSA must implement a strong information security program to detect and prevent intrusions. Prior SSA OIG audit¹ and investigative work has revealed serious concerns with the security of SSA's information systems. SSA OIG performs a vital role in ensuring the agency's IT investments are economically prudent, and inform the agency, the United States Congress, and the American public.

To ensure SSA OIG is positioned to provide timely, effective oversight of SSA's information security efforts in an ever-changing environment, staff need the necessary knowledge and skills. SSA OIG plans to invest in ongoing training for IT audit staff on evolving technology, new vulnerabilities, and emerging threats. During FY 2023, SSA OIG worked with contractors to assess the effectiveness of SSA's information security policies, procedures, and practices on a representative subset of the Agency's information systems.² This is required by *Federal Information Security Modernization Act of 2014* (FISMA) oversight and allows SSA OIG to perform audits that address imminent cybersecurity threats to SSA. SSA OIG will continue to use contractor support to supplement IT audit resources to complete important audits timely to meet agency needs.

¹ See the following reports: [Summary of the Audit of the Social Security Administration's Information Security Program and Practices for Fiscal Year 2023](#); [Summary of the Audit of the Social Security Administration's Information Security Program and Practices for Fiscal Year 2022](#); [The Social Security Administration's Information Security Program and Practices for Fiscal Year 2021](#); [Security of the Social Security Administration's Disability Case Processing System](#); [The Social Security Administration's Implementation of iPaySSA](#); [The Social Security Administration's Controls Over Malware Introduced by Email Phishing](#); [The Social Security Administration's Controls Over Malicious Software and Data Exfiltration](#); [Security of the Social Security Administration's Cloud Environment](#); and [Ransomware Prevention and Response](#).

² See the following summaries of contractor reports: [Security of the Web Identification, Authentication, and Access Control Systems](#); and [Security of the Earnings Record Maintenance System - Cloud](#).

Office of the Inspector General

Education and Outreach

Disrupting Social Security-Related Government Imposter Scams

SSA OIG also collaborates with all levels of government, leverages anti-fraud interests of private companies, and engages with special interest groups who focus on combatting fraud and protecting and reaching vulnerable populations. SSA OIG regularly engages with the news media to broaden consumer education efforts, including through television, radio, print, social media, and podcast interviews.

SSA OIG holds an annual Slam the Scam Day to educate the public about the tactics scammers use and encourage the public to hang up on scammers. The fourth annual Slam the Scam Day in 2023 garnered an approximate audience of over 86 million people, including television, radio, online, and print audiences. Further, in collaboration with SSA, SSA OIG provides stakeholders and state disability determination services with training programs, presentations, and outreach materials to help employees better identify potentially fraudulent claims activity and scams. SSA OIG, in collaboration with SSA, plans to lead and expand upon Slam the Scam Day activities and efforts in FY 2025.

In FY 2025, SSA OIG plans to work year-round on scam education. In addition to continuing the efforts described above, the organization will continue to track scam allegations submitted to SSA OIG, issue [scam alerts](#), and increase its social media presence by posting new scam tactics and anti-fraud reminders.

Educating Employees and Contractors on Whistleblower Rights and Protections

SSA OIG's Whistleblower Protection Coordinator educates agency staff about prohibitions against retaliation against employees who have made, or are contemplating making, a protected disclosure. The coordinator also informs employees about the rights and remedies available if retaliated against for making protected disclosures.

SSA OIG has collaborated with SSA to increase whistleblower education by:

- Developing and releasing a two-part educational video that educated approximately 60,000 SSA and SSA OIG employees and 8,000 contractors about the OIG, whistleblower rights and remedies, and the functions of the Whistleblower Protection Coordinator.
- Producing distribution materials and virtual posters for display in SSA and SSA OIG offices, all describing whistleblower rights and protections.
- Coordinating with SSA's Office of Civil Rights and Equal Opportunity (OCREO) to develop a Video-on-Demand which will be required for all SSA and SSA OIG managers in FY 2024.

In September 2023, SSA OIG organized its first OIG community-wide training event on whistleblower rights and remedies for practitioners, which it planned with more than 10 other OIGs, former U.S. Merit Systems Protection Board members, and key whistleblower rights advocacy groups. The training was made available to the entire OIG community (over 10,000

invitees). In addition, SSA OIG is currently designing the FYs 2024-2025 educational campaign, “You’ve Got Rights!” which includes a rebranded image and streamlined materials available on a new interactive SharePoint site.

In FY 2025, SSA OIG will continue focusing on strong messaging on whistleblower rights and collaboration with SSA.

Collaborating with SSA

SSA OIG’s auditors continue to engage proactively with SSA, consistent with OMB guidance set forth in OMB Memorandum M-22-04, *Promoting Accountability through Cooperation Among Agencies and Inspectors General*, issued in December 2021. Through the FY 2025 Budget, SSA OIG will continue to take a balanced approach in its audit work across the [SSA OIG-identified management challenges](#).

SSA OIG also coordinates with SSA to work toward resolving audit recommendations. For example, in March 2023, SSA OIG issued a report summarizing OIG audit recommendations that had not been implemented by SSA as of March 1, 2023. SSA OIG reported total cost savings of approximately \$6.3 billion associated with 183 unimplemented audit recommendations. As of September 30, 2023, SSA had reduced the number of unimplemented recommendations to 141 and the associated cost savings to about \$5.1 billion. In 2024, SSA OIG plans to start a review that will summarize unimplemented recommendations related to improper payments.

In addition, SSA OIG leadership continue to collaborate with SSA leadership through the National Anti-Fraud Committee (NAFC). The NAFC is an SSA OIG and SSA partnership that supports strategies for combatting fraud, waste, and abuse in SSA programs. The NAFC holds quarterly meetings and an annual anti-fraud summit in which SSA OIG agrees with the SSA on a list of action items to address throughout the year. OMB has heralded the NAFC as a model for agency/OIG partnership consistent with OMB Memo M-22-04.

Engaging with External Stakeholders and Promoting the SSA OIG Mission

SSA OIG keeps the United States Congress informed of its audits, criminal investigations and prosecutions, civil enforcement, public outreach, and education. In addition to providing the [Semiannual Report](#) to Congress, SSA OIG provides [quarterly scam updates](#) and bi-monthly news spotlights, participates in oversight hearings, and answers constituent requests and timely responds to inquiries from Members of Congress. SSA OIG works to ensure the United States Congress is aware of pressing issues and addresses questions involving fraud, waste, and abuse at SSA.

SSA OIG also engages with public affairs officers at U.S. District Attorney and local District Attorney offices to issue press releases through the U.S. Department of Justice. This demonstrates SSA OIG’s commitment to investigating Social Security fraud, thereby deterring potential fraudsters and criminals.

SSA OIG’s social media pages inform the public, news media, congressional members and staff, and relevant stakeholders about SSA OIG’s work; build public trust; and deter fraud, waste, and

Office of the Inspector General

abuse of SSA programs. SSA OIG uses these communication platforms to build a robust following and positive reputation throughout the Federal government, United States Congress, news media, and the public as a trusted, creative, and engaging source of information.

Strategic Goal 2: Prevent and detect fraud, waste, and abuse in SSA programs and operations

SSA OIG's second strategic goal is to prevent and detect fraud, waste, and abuse in SSA programs and operations, a goal that aligns directly with the core mission of SSA OIG. SSA OIG is responsible for protecting the integrity and efficiency of SSA's administration of \$1.5 trillion in benefit payments annually.

During FY 2023, SSA OIG issued 43 audit reports with recommendations to improve SSA's programs and operations. During that same time, investigations conducted by SSA OIG resulted in 555 criminal convictions and contributed to over \$179 million in monetary accomplishments, which includes court-ordered restitution, recoveries, settlements, judgments, fines, civil and administrative actions, and estimated savings resulting from investigations.

Ensuring Stewardship of SSA Programs

The FY 2025 Budget will allow SSA OIG to continue to focus on stewardship by completing audits that ensure the correct person is paid and benefit payments are accurate by:

- Performing data matches with states and other localities and third parties to identify payments made to individuals who are not eligible for benefits;
- Reviewing SSA's adjustment of benefits for beneficiaries who work and may no longer meet the definition of disability; and
- Evaluating processes that impact payment accuracy to identify the root cause of errors and challenges SSA faces in resolving overpayments.

For example, SSA OIG issued an [August 2023](#) report that matched Oregon death information against SSA records, estimating SSA issued over \$10 million in payments after death, and it is completing an audit to match Department of State death information against SSA records. SSA OIG also issued an [August 2023](#) report looking at funds dedicated to addressing program integrity and hearings backlog workloads that identified some errors in workload counts, and issued reports in [July 2023](#) and September 2023 reviewing manual processes and making nine recommendations related to resource-intensive workloads and benefit termination actions.

SSA OIG also issued a September 2022 report on [SSA's Challenges and Successes in Obtaining Data to Determine Eligibility and Payment Amounts](#) to review SSA's efforts to implement new incoming data exchanges to reduce its reliance on beneficiaries' self-reporting information that could affect their eligibility and payment amounts. SSA OIG reported that, while SSA has made progress implementing data exchanges to reduce its reliance on beneficiaries self-reporting information, it still has work to do. While some of the challenges SSA encounters when entering data exchanges are beyond its control, SSA could improve its process by implementing a centralized system for administering data exchanges and consider pursuing legislative changes to obtain the data it needs.

As mentioned, SSA is responsible for issuing approximately \$1 trillion in benefit payments annually. Given the amounts involved, even the slightest error in the overall payment process can result in millions of dollars in over- or underpayments. In its FY 2023 Agency Financial Report, SSA estimated it made approximately \$8.3 billion in OASDI improper payments and \$5.3 billion in SSI improper payments in FY 2022. Of those, \$6.5 billion were OASDI overpayments and \$4.6 billion in SSI overpayments; \$1.8 billion in OASDI underpayments and \$0.7 billion in SSI underpayments. SSA OIG audit work helps identify some of the sources of such improper payments. For example:

- In a [May 2022 report](#), SSA OIG estimated SSA employees could have avoided approximately 73,000 OASDI overpayments totaling more than \$368 million resulting from incorrect benefit computations.
- In a [September 2022](#) follow-up audit, SSA OIG estimated SSA did not initiate recovery action from over 16,000 beneficiaries whom the agency overpaid about \$73 million.
- In a [September 2023 report](#), SSA OIG estimated workers' compensation lump-sum settlements were not processed correctly for about 151,000 beneficiaries, resulting in about \$360 million in improper payments.

In addition, ongoing audits are looking at the challenges SSA faces in recovering SSI overpayments, and unreported marriages and workers' compensation benefits that could impact benefit eligibility. SSA OIG continues to follow-up on prior audits and recommendations, and to plan audit work to identify and prevent improper payments.

Detecting and Preventing Social Security Disability Fraud

The CDI Program is an anti-fraud initiative that promotes the integrity of SSA's disability programs. The CDI Program accomplishes its mission, in part, by closely examining questionable disability claims to stop payment before disability fraud occurs. The program also conducts criminal investigations of in-pay beneficiaries suspected of committing disability fraud, as individuals may have feigned physical impairments, concealed work activity, or failed to report other benefits or earnings to receive disability benefits they are not entitled to receive. In all cases, CDI obtains factual evidence sufficient to resolve questions of fraud and abuse in SSA's disability programs.

Each CDI unit consists of an SSA OIG special agent who serves as a team leader, and personnel from SSA, state Disability Determination Services (DDS), and state or local law enforcement partners. CDI units combine Federal and state resources and expertise to benefit not only Social Security programs, but also other Federal and state programs, such as food and nutrition assistance, housing assistance, Medicare, and Medicaid.

The *Bipartisan Budget Act of 2015* mandated CDI coverage to all 50 states and U.S. territories by October 2022, subject to law enforcement availability. Today, 50 CDI units cover all 50 states, the District of Columbia, Puerto Rico, and all U.S. territories. Since the program's inception, CDI investigations have contributed to a projected savings to taxpayers of more than \$7.9 billion. Accomplishments of the CDI Program include the following:

Office of the Inspector General

- **October 1, 2022 - September 30, 2023**

Disability claims denied or ceased = 1,114

Projected savings for SSA programs = \$74,736,337

Projected savings for non-SSA programs = \$93,777,019

- **October 1, 2021 – September 30, 2022**

Disability claims denied or ceased = 1,029

Projected savings for SSA programs = \$65,963,545

Projected savings for non-SSA programs = \$85,918,896

SSA OIG is committed to the success of the CDI Program by increasing oversight and improving operations through dedicated leadership and management. At the outset of FY 2023, to support the new nationwide operations, SSA OIG implemented a new organizational structure to establish dedicated management over the investigative and operational aspects of the CDI Program. This structure includes a Senior Executive Service position to provide national oversight of the CDI Program. This reorganization established dedicated regional CDI field divisions and increased the number of SSA OIG employees supporting the program from 54 in 2022 to 73 in 2023. In FY 2022, SSA OIG began using the transfer from the allocation adjustment to support CDI program operating costs, consistent with how SSA fully funds its CDI program costs from dedicated program integrity funds.

SSA OIG continuously strives to advance and enhance the CDI Program by identifying and implementing innovative strategies to ensure investigative coverage for the full scope of SSA's disability programs. In conjunction with SSA, SSA OIG has implemented "CDI Hubs" where existing CDI units conduct investigations in more than one state. In FY 2023, three units operated as hubs, expanding coverage to seven states, eliminating the need for additional office space, and resulting in significant cost savings. SSA and SSA OIG are also harnessing the skillsets and institutional knowledge of reemployed annuitants to serve as CDI investigators in areas where SSA OIG has had difficulty securing a state or local law enforcement partner. In FY 2023, SSA OIG began establishing formal training guidelines to ensure consistent nationwide unit operations. In FY 2025, SSA OIG will continue these plans.

Legal Oversight: Enforcing the Social Security Act

SSA OIG is responsible for enforcing Section 1140 of the *Social Security Act*, which, in part, protects consumers from misleading SSA-related communications by prohibiting the use of SSA words, acronyms, products, symbols, and other SSA-related images in communications to convey a false association with or authorization by SSA.

SSA OIG combats Section 1140 violations involving imposter websites, emails, telephone solicitations, U.S. mail, radio, television, Internet broadcasts, app stores, and social media platforms through education and enforcement. SSA OIG educates businesses and individuals, assists entities and individuals in understanding and complying with Section 1140, and, as appropriate takes enforcement and corrective action, through Civil Monetary Penalties (CMPs) against entities operating in violation of Section 1140.

For example, in FY 2023, SSA OIG:

- Engaged with Meta, LinkedIn, Microsoft, and Twitter to proactively combat imposter social media accounts and pages that conveyed the impression of an affiliation with SSA.
- Presented at key telecommunications conferences to increase industry awareness about Section 1140's applicability and the implications of committing Section 1140 violations.
- Launched an outreach program to State Attorney General offices and other Federal agencies to enhance ongoing enforcement actions and deter future violations.
- Partnered with SSA to release a training module for SSA employees and contractors on how to identify possible violations of Section 1140 and report them to SSA OIG.
- Sent Notice of Section 1140 educational letters to Internet Service Providers (ISPs) informing these ISPs that operators of certain Internet Protocol addresses repeatedly attempted fraudulent transmissions to access SSA's Business Services Online portal, placing the ISPs on notice before a potential enforcement action.
- Collected lists of domain names that contain SSA-related protected words under Section 1140 and could convey the false impression that such domains are approved, endorsed, or authorized by SSA, and worked to disable these misleading domains.

In FY 2025, SSA OIG will increase Section 1140 outreach to the telecommunications industry and continue to participate in external presentations, distribute ISP education mailers, hold educational and potential partnership meetings, provide law firm education, and take enforcement action and impose CMPs as necessary.

Strategic Goal 3: Optimize operations

SSA OIG's third strategic goal is to optimize operations through five key initiatives: (1) intragovernmental collaboration; (2) modernizing information technology systems; (3) data analytics; (4) cybersecurity; and (5) cost-saving efforts.

Intragovernmental Collaboration

To leverage collective experience and resources across the Federal government, SSA OIG collaborates with other governmental entities to promote economy and efficiency in investigations. In FY 2023, SSA OIG collaborated with the U.S. Department of Justice (DOJ), Civil Division, and other Federal law enforcement agencies on investigations related to imposter scams and elder justice initiatives. SSA OIG also participates in committees, subcommittees, and workgroups under the auspices of CIGIE, including the Investigations, Technology, and Audit committees. These partnerships facilitate collaboration within the IG community to share best practices, training, and professional development opportunities. SSA OIG will continue to pursue new partnerships and collaborations strategically and proactively in FY 2025.

SSA OIG proactively shares data, information, and best practices with partner organizations to support a government-wide approach to combatting fraud and protecting American citizens. In June 2021, SSA OIG began sharing information collected via its online imposter scam complaint form with the Federal Trade Commission's Consumer Sentinel Network. SSA OIG also shares reports of COVID-19 pandemic-related unemployment insurance fraud with the U.S. Department of Labor OIG. These efforts provide hundreds of law enforcement agencies with timely access

Office of the Inspector General

to the fraud data collected. SSA OIG actively participates in national security investigations with the Federal Bureau of Investigation as part of their network of Joint Terrorist Task Forces (JTTF) around the country. SSA OIG brings a wealth of data and expertise in identity-related matters to JTTF investigations. Further, SSA OIG leadership serves as members on JTTF executive boards throughout the nation.

SSA OIG continues to assist State Attorneys General Offices in their ongoing efforts to combat robocalls affecting their citizens. As part of the national Anti-Robocall Multistate Litigation Task Force, a group of 49 attorneys general proceeded to bring legal action against a company, its owner, and vice president for allegedly initiating and facilitating billions of illegal robocalls to millions of people and violating the *Telephone Consumer Protection Act*, the Telemarketing Sales Rule, and other Federal and state telemarketing and consumer laws. SSA OIG's Digital Forensics Division, Intelligence and Analysis Unit, assisted by analyzing 1.2 billion source call numbers using technology to perform a match between the call numbers and an in-house data set containing SSA, law enforcement, private sector, financial institutions, and government phone numbers. The analysis of the file revealed 5,802 spoofed call numbers, which included 3,386 spoofed SSA call numbers. Most of the remaining spoofed numbers included various Federal, state, and local law enforcement entities.

Modernizing Information Technology Systems

Over the past several years, SSA OIG has made significant progress in modernizing and transforming applications that support investigative processes and workloads, as well as its administrative applications. In FY 2023, SSA OIG used dedicated modernization funding for new capabilities and critical enhancements. To meet the SSA OIG's investigative needs, IT specialists and contractors continue to perform maintenance and enhance the Investigative Case Management System to ensure a secure, stable, and scalable platform. SSA OIG does this through infrastructure improvements and by incorporating new functionality. SSA OIG is continuing to explore additional opportunities to meet technological needs, including mobile and Generative Artificial Intelligence.

SSA OIG is modernizing administrative applications with business process management solutions and new databases. In FY 2023, SSA OIG implemented new applications to support human resources, budget, and property management workloads. In FY 2024, continuing to execute its multi-year IT Modernization plan, SSA OIG will develop a new legal support system for SSA OIG attorneys, and redesign web forms used by the public to report alleged fraud and imposter scams from the public. Modernizing has enabled SSA OIG to retire antiquated applications while simultaneously responding to customer needs.

Building on the success of integrating Natural Language Processing (NLP) into the Investigative Case Management System, SSA OIG continues to modernize NLP, with plans to incorporate additional topics and functionality. This technology helps drive decision-making by increasing automation and reducing human resources, which can be reallocated to different areas of investigative field work.

In FY 2025, SSA OIG will continue IT maintenance and enhancements, improve usability and functionality, and enhance business processes by integrating applications.

Data Analytics

SSA OIG's data analytics program continues to identify ways to improve operational efficiency, refine strategic decision-making, and maximize the organizational impact of data. This program is made possible by accessing SSA's vast and diverse datasets, as well as collaborating with private, public, and governmental entities.

SSA OIG is in the process of constructing a data analytics platform, which will serve as a secure access point for all SSA OIG data needs. It will house data and analytical tools to increase operational efficiency and data security. The new platform will replace manual redundancies and inefficiencies. Auditors can use the platform to analyze large data sets, while investigators can run queries that generate automatic results. Other SSA OIG employees can review internal datasets (*e.g.*, budget, travel, and training) to efficiently track, analyze, and project expenditures.

In FY 2024, SSA OIG will continue expanding analytical capabilities. Through the deployment of several reporting tools, SSA OIG will provide data drill-down and filtering capabilities, allowing SSA OIG to leverage data in innovative ways, enhancing efficiency and accessibility.

Cybersecurity

As cyber threats evolve, SSA OIG continues to facilitate intercomponent coordination, education, and exchange of cyber efforts through the SSA OIG Cybersecurity Workgroup. The Workgroup collaborates to remediate security vulnerabilities and manages security assessment activities to ensure continued compliance with Federal regulations and agency policy. Continued maturation of cyber response processes includes tracking and remediation of identified risks and incident response as required. SSA OIG is committed to advance toward zero-trust architecture to ensure least-privileged access to OIG's enterprise applications and data. In addition, audit reviews are conducted per the standards of the Federal Information Security Modernization Act (FISMA) of 2014. The evaluation and effectiveness of SSA's information security program is based on the prescribed SSA OIG FISMA Reporting Metrics. Evaluation includes testing the effectiveness of information security policies, procedures, and practices of some of SSA's information systems.

SSA OIG continues to be a contributing member of the SSA Insider Threat Hub, providing valuable cyber and investigative expertise during inquiries of mutual interest. SSA OIG also continues to leverage partnerships with external agencies for coordination on cyber matters of mutual interest.

Cost-saving Efforts

SSA OIG is committed to maximizing its resources through several cost-saving efforts, including analyzing options to consolidate office space to reduce its overall footprint. For example, in

Office of the Inspector General

FY 2023, SSA OIG collocated investigative office space with the SSA CDI Unit in St. Paul, Minnesota reducing the overall footprint and rental cost for both SSA OIG and SSA.

Additionally, the Santa Ana, California office was reduced to align with the actual space needs of that location. Also, in FY 2023, SSA OIG successfully terminated leases in two locations as follows, (1) transferred a lease for an office space which was not fully utilized in El Paso, Texas to another Federal agency that required office space, and (2) closed an office in Bangor, ME. As SSA OIG continues to offer flexible work opportunities to employees, the organization will continue its review of office staffing levels and analysis of office Occupancy Agreements to potentially reduce its physical footprint and maximize office space spending.

SSA OIG also enhances organizational efficiency by centralizing several logistical and operational efforts, including central management of office furniture and supplies. In the past, some SSA OIG field employees (investigators and auditors) took on additional duties to facilitate SSA OIG office moves and projects. In FY 2023, SSA OIG headquarters logistics staff supported office moves onsite in St. Paul, Minnesota and El Paso, TX, providing hands-on assistance to SSA OIG field employees and ensuring efficient, successful completion of these projects. SSA OIG envisions expanding these centralized logistics efforts in FY 2025 and beyond, realizing the benefit of leveraging dedicated staff to complete these efforts timely and efficiently.

Strategic Goal 4: Strengthen our workforce

SSA OIG's fourth strategic goal is focused on strengthening our workforce and improving diversity, equity, inclusion, and accessibility. SSA OIG is committed to building an innovative and agile organization by attracting, developing, and retaining a high-performing, inclusive, and diverse workforce and providing them the resources to maximize their individual potential and improve operations.

Employee Training and Recognition

To develop and maintain a workforce capable of responding to future demands, SSA OIG leadership continues to empower its managers to consider and approve job-specific trainings and programs that will increase employee knowledge, skills, and abilities to help them carry out their assigned roles and responsibilities.

Examples of SSA OIG programs include:

- The Professional Development Program (PDP) reviews requests for prestigious and in-demand developmental trainings. The PDP provides a consistent and equitable process for all employees to be considered for these developmental opportunities.
- Through an agreement with the U.S. Office of Personnel Management (OPM), all SSA OIG leaders receive 360-degree assessments at least once over a three-year period, affording them an opportunity to receive meaningful, actionable feedback from their supervisor, peers, direct reports, and other colleagues.
- SSA OIG also recognizes employees' achievements, in accordance with previous OMB

and OPM guidance that “strategic awards and recognition programs add value to organizations and support the retention of high-performing employees and those with mission-critical skillsets.”

- To ensure a vibrant workforce, free of discrimination, harassment, and prohibited personnel practices, SSA OIG provides training to OIG management on personnel topics and best management practices.
- In FY 2025, SSA OIG plans to develop a comprehensive communication and training program related to policy changes, so all OIG employees can be properly trained and timely informed about OIG-wide policies.

The FY 2025 Budget Request includes almost \$1 million to provide the training programs outlined above, which are only a subset of the many employee development programs and trainings offered to the SSA OIG workforce.

Recruitment and Retention Efforts

SSA OIG does, however, face immediate succession-planning challenges. Twenty percent of the workforce is retirement eligible as of December 2023, with the majority of the employees being criminal investigators. An additional 20 percent will become retirement-eligible in the next five years. To prepare for these upcoming retirements, and as part of a broader strategic staffing plan, SSA OIG issued more than 80 job opportunity announcements in FY 2023, for positions across the organization, in different series and grades.

In FY 2023, SSA OIG revitalized its recruitment materials, including its careers webpage and the materials SSA OIG staff utilize at recruiting events, such as banners, tabletop posters, flyers, brochures, and videos. SSA OIG marketed these materials through social media, its public website, career fairs, and partnerships with colleges, universities, and professional law enforcement organization. SSA OIG will continue these recruitment efforts in FY 2025.

In FY 2023, SSA OIG established a new component, the Office of Workforce Performance and Development (OWPD). OWPD’s primary areas of focus are training and professional development; diversity, equity, inclusion, and accessibility (DEIA) activities; and employee engagement. In FY 2023, OWPD implemented a new employee orientation and onboarding program (NEO), which communicates important program and policy information and assists employees in acclimating to their new roles. SSA OIG’s orientation program establishes a strong foundation for the employer-employee relationship—one that increases employee engagement, reduces turnover, and develops a strong organization. In FY 2023, OWPD launched the PEER (Prepare, Engage, Encourage, Relate) program. This program serves as a companion program to the NEO program. The PEER Program provides informal onboarding support, pairing new employees with a current employee in a similar role for the first 90 days, allowing new employees to experience a warm welcome, have a familiar face around the office, and know what to expect as they become acclimated with the OIG organization. Also in FY 2023, OWPD launched a virtual speed networking program, and affinity/advisory council information sessions. OWPD collaborated with OIT and launched a SSA OIG internal customer service help desk. In FY 2025, OWPD will create and implement new employee engagement activities, maintain and

Office of the Inspector General

improve current programs, and keep working to infuse DEIA practices into the culture of SSA OIG.

To attract and retain talented criminal investigators, SSA OIG has partnered with the U.S. Office of Personnel Management (OPM) to develop a detailed skills assessment for applicants to ensure SSA OIG is hiring the best and brightest candidates that meet the professional needs of the agency. As new investigators join the organization, a New Agent and Transitional Training Program has been developed to facilitate their transition.

Diversity and Inclusion

In FY 2022, SSA OIG established its own DEIA Council to strengthen the organization's ability to recruit, hire, develop, promote, and retain talent, and to identify and remove any barriers to equal opportunity.

In FY 2023, the DEIA Council promoted diversity and inclusion by recommending trainings, commemorating cultural observances, and participating in nine recruitment events and special interest conferences. The DEIA Council was a strong advocate for the 30 x 30 Initiative, which supports increasing opportunities for women in law enforcement. OWPD and OCSO collaborated with SSA's Office of Native American Partnerships (ONAP), and SSA OIG's DEIA Council to have SSA OIG recruitment materials and scam awareness materials added to ONAP's guidebook, which is shared with tribal nations across the country.

In FY 2024, the DEIA Council and OWPD partnered to develop the FY 2024 – 2028 DEIA Strategic plan. The Plan will assist efforts to infuse DEIA into the OIG and direct our path forward for the next five years.

BUDGETARY RESOURCES

The SSA OIG annual appropriation consists of appropriations from both the general fund and the trust funds. The President’s Budget for FY 2025 consists of \$34,000,000 appropriated from the general fund, and \$87,254,000, which will be transferred and expended as authorized by Section 201(g) (1) of the Social Security Act from the Federal Old-Age and Survivors Insurance Trust Fund and the Federal Disability Insurance Trust Fund. The table below displays budget authority, split by type of funding, and obligations.

Table 4.2—OIG Budget Authority and Amounts Available for Obligation

	FY 2023 Actual	FY 2024 Estimate	FY 2025 President's Budget	FY24 to FY25 Change
FTE	500	516	531	15
General Fund Appropriation	\$32,000,000	\$32,000,000	\$34,000,000	\$2,000,000
Trust Fund Appropriation	\$82,665,000	\$82,665,000	\$87,254,000	\$4,589,000
Subtotal:¹	\$114,665,000	\$114,665,000	\$121,254,000	\$6,589,000
No-Year Carryover (IT Mod)	\$2,000,000	\$1,961,476	\$361,476	(\$1,600,000)
Program Integrity Transfer ²	\$15,100,000	\$19,100,000 ³	\$19,600,000	\$500,000
Program Integrity Carryover ⁴	\$1,017,641 ⁵	\$281,569	\$616,571	\$335,002
Total Authority:	\$132,782,641	\$136,008,045	\$141,832,047	\$5,824,002
Total Obligation ⁶	\$129,607,921 ⁷	\$135,030,000	\$141,215,500	\$5,824,002
Unobligated balance lapsing	\$931,675	\$0	\$0	\$0

¹ Of the amount, \$2 million is available for IT Modernization in each year.

² P.L. 117-328 allowed SSA to transfer \$15.1 million in FY 2023 from the LAE account to the OIG for the costs associated with jointly operated CDI units. FY 2024 estimates reflect a transfer of \$19.1 million and the FY 2025 Budget requests a \$19.6 million transfer.

³ The FY 2025 President’s Budget assumes the Fiscal Responsibility Act (P.L. 118-5) level for the program integrity cap adjustment in FY 2024. The SSA Congressional Justification assumes a \$19.1 million transfer from the LAE account to the OIG for costs associated with jointly operated CDI unit costs in FY 2024, the same level as in the FY 2024 President’s Budget. See the Program Integrity exhibit in the LAE section for more information.

⁴ SSA OIG’s share of PI cap/allocation adjustment is an 18-month account. The carryover represents the unobligated funds that will be obligated within the first six months of the following fiscal year.

⁵ In FY 2022, SSA OIG experienced delays in the of onboarding additional employees to support the CDI program. Therefore, SSA OIG’s PI carryover funds into FY 2023 were higher than originally estimated.

⁶ Total Obligations for IT Modernization include \$2 million in FY 2023, \$3.6 million in FY 2024 and \$2.4 million in FY 2025.

⁷ Total Obligations in FY 2023 reflect actuals through January 2024.

Table 4.3—Explanation of OIG Budget Changes

	FY 2024		FY 2025 ¹		Change	
	WYs (FTEs)	Obligations	WYs (FTEs)	Obligations	WYs (FTEs)	Obligations
<u>BUILT-IN INCREASES</u>						
Payroll Expenses	516	\$118,602,200	516	\$118,602,200	-	\$0
· Change in base payroll expenses related to career ladder promotions, and within-grade increases	-	-	-	\$974,500	-	\$974,500
· Change in base expenses for employee benefits including health benefits and new employees hired under the Federal Retirement Employees System	-	-	-	\$334,000	-	\$334,000
Non-Payroll Costs - All other built-in non-payroll changes, travel management support and equipment	-	\$12,384,100	-	\$14,585,600	-	2,201,500
Rent	-	\$4,043,700	-	\$4,043,700	-	
Subtotal, Built-in increases	516	\$135,030,000	516	\$138,540,000	-	\$3,510,000
<u>PROGRAM INCREASES</u>						
Payroll Increase - Net Increase in OIG WYs	-	-	15	\$2,903,700	15	\$2,903,700
Subtotal, Program Increases	-	-	15	\$2,903,700	15	\$2,903,700
Total Increases	516	\$135,030,000	531	\$141,443,700	15	\$6,413,700

¹ Includes two percent pay increase in 2025.

	FY 2024		FY 2025		Change	
	WYs (FTEs)	Budgetary Resources	WYs (FTEs)	Budgetary Resources	WYs (FTEs)	Budgetary Resources
<u>BUILT-IN DECREASES</u>		-		-		-
Base Payroll Expenses —Decrease in all other payroll costs	-	-	-	-	-	-
Non-Payroll Costs						
Rent				(\$228,200)		\$281,400
Subtotal, Built-in decreases	0	0	0	(\$228,200)	0	\$281,400
<u>PROGRAM DECREASES</u>						
Decrease in costs for training, other support, services, and supplies	-	-	0	-	-	-
Subtotal, Program Decreases	0	0	0	0	0	0
Total Decreases	0	\$0	0	(\$228,200)	0	\$281,400
Net Change²	516	\$135,030,000	531	\$141,215,500	15	\$6,185,500

Table 4.4—Budget Resources by Object

	FY 2023	FY 2024	FY 2025	FY24 to FY25 Change
Full-time permanent	\$72,491,900	\$83,672,700	\$86,865,600	\$3,192,900
Other than full-time permanent	\$485,600	\$510,900	\$521,100	\$10,200
Other compensation	\$1,329,800	\$1,210,000	\$1,222,100	\$12,100
Subtotal, Personnel Compensation	\$74,307,300	\$85,393,600	\$88,608,800	\$3,215,200
Civilian personnel benefits	\$34,380,000	\$33,208,600	\$34,201,700	\$993,100
Total, Compensation and Benefits	\$108,531,200	\$118,602,200	\$122,810,500	\$4,208,300
Travel	\$2,428,500	\$2,907,100	\$3,385,300	\$478,200

² Total includes funding from Program Integrity Transfer and IT Modernization no-year funding.

Office of the Inspector General

	FY 2023	FY 2024	FY 2025	<i>FY24 to FY25 Change</i>
Transportation of things	\$59,000	\$65,000	\$50,700	<i>(\$14,300)</i>
Rental payments to GSA	\$3,997,700	\$3,794,700	\$3,551,000	<i>(\$243,700)</i>
Rental payments to others	\$56,000	\$65,000	\$74,700	<i>\$9,700</i>
Communications, utilities, and others	\$467,000	\$184,000	\$193,800	<i>\$9,800</i>
Printing and reproduction	\$3,300	\$3,000	\$4,400	<i>\$1,400</i>
Other services	\$8,627,000	\$8,305,000	\$9,826,200	<i>\$1,521,200</i>
Supplies and materials	\$214,000	\$127,000	\$175,700	<i>\$48,700</i>
Equipment	\$3,408,100	\$962,000	\$993,200	<i>\$31,200</i>
Insurance Claims	\$0	\$0	\$0	<i>\$0</i>
Land and Structure	\$1,660,000	\$15,000	\$150,000	<i>\$135,000</i>
Total Budgetary Resources³	\$129,607,900	\$135,030,000	\$141,215,500	<i>\$6,185,500</i>

Table 4.5—FTE Employment and WYs

	FY 2023 Actual	FY 2024 Estimate	FY 2025 President's Budget
FTE	500	516	531
Overtime / Lump Sum Leave	1	1	1
Total:	501	517	532

Table 4.6—Average Grade and Salary

	FY 2023 Actual
Average ES	\$195,600
Average GS	13
Average GS Salary	\$130,800

³ Total includes funding from Program Integrity Transfer and IT Modernization no-year funding.

APPROPRIATION HISTORY

The table below displays the President’s budget request, amounts passed by the House and Senate, and the actual amount appropriated for the period FY 2015 to FY 2025.

Table 4.7—Appropriation History Table

Fiscal Year	Budget Estimate to Congress	House Committee Passed	Senate Committee Passed	Enacted Appropriation
General Funds	\$29,000,000	\$28,829,000		\$29,000,000
Trust Funds	\$75,622,000	\$74,249,000		\$74,350,000
2015 Total	\$104,622,000	\$103,078,000 ¹		\$103,350,000²
General Funds	\$31,000,000	\$30,000,000	\$28,829,000	\$29,787,000
Trust Funds	\$78,795,000	\$78,795,000	\$74,521,000	\$75,713,000
2016 Total	\$109,795,000	\$108,795,000 ³	\$103,350,000 ⁴	\$105,500,000⁵
General Funds	\$31,000,000	\$29,787,000	\$29,787,000	\$29,787,000
Trust Funds	\$81,000,000	\$75,713,000	\$75,713,000	\$75,713,000
2017 Total	\$112,000,000	\$105,500,000 ⁶	\$105,500,000 ⁷	\$105,500,000⁸
General Funds	\$30,000,000	\$29,796,270	\$29,796,270	\$30,000,000
Trust Funds	\$75,500,000	\$74,987,280	\$74,987,280	\$75,500,000
2018 Total	\$105,500,000	\$104,783,550 ⁹	\$104,783,550 ¹⁰	\$105,500,000¹¹
General Funds	\$30,000,000	\$31,000,000	\$30,000,000	\$30,000,000
Trust Funds	\$75,500,000	\$77,500,000	\$75,500,000	\$75,500,000
2019 Total	\$105,500,000	\$108,500,000 ¹²	\$105,500,000 ¹³	\$105,500,000¹⁴
General Funds	\$30,000,000	\$31,000,000	\$30,000,000	\$30,000,000
Trust Funds	\$75,500,000	\$77,500,000	\$75,500,000	\$75,500,000
2020 Total	\$105,500,000	\$108,500,000 ¹⁵	\$105,500,000 ¹⁶	\$105,500,000¹⁷
General Funds	\$33,000,000	\$31,000,000	\$30,000,000	\$30,000,000
Trust Funds	\$83,000,000	\$77,500,000	\$75,500,000	\$75,500,000
2021 Total	\$116,000,000	\$108,500,000 ¹⁸	\$105,500,000 ¹⁹	\$105,500,000²⁰
General Funds	\$32,000,000	\$32,000,000	\$32,000,000	\$30,900,000
Trust Funds	\$80,000,000	\$80,000,000	\$80,000,000	\$77,765,000
2022 Total	\$112,000,000	\$112,000,000 ²¹	\$112,000,000 ²²	\$108,665,000²³
General Funds	\$33,000,000	\$33,000,000	\$32,000,000	\$32,000,000
Trust Funds	\$84,500,000	\$84,500,000	\$82,665,000	\$82,665,000
2023 Total	\$117,500,000	\$117,500,000 ²⁴	\$114,665,000 ²⁵	\$114,665,000²⁶
General Funds	\$34,000,000	\$32,000,000	\$32,000,000	
Trust Funds	\$86,400,000	\$82,665,000	\$82,665,000	
2024 Total	\$120,400,000	\$114,665,000	\$114,665,000	
General Funds	\$34,000,000			
Trust Funds	\$87,254,000			
2025 Total	\$121,254,000			

¹ H.R. 5464.

² Consolidated Appropriations Act, 2015 (P.L. 113-235).

³ H.R. 3020

⁴ S. 1695.

Office of the Inspector General

- ⁵ Consolidated Appropriations Act, 2016 (P.L. 114-113).
- ⁶ H.R. 5926.
- ⁷ S. 3040.
- ⁸ Consolidated Appropriations Act, 2017 (P.L. 115-31).
- ⁹ Further Additional Continuing Appropriations Act, 2018 (P.L. 115-56). Funding includes a rescission of 0.6791% of FY 2017 appropriation. The \$30,000,000 in general funds and \$75,500,000 in trust funds included in the language for this account for FY 2018 were reduced by \$415,284 and \$301,166 respectively, in accordance with P.L. 115-56.
- ¹⁰ Further Additional Continuing Appropriations Act, 2018 (P.L. 115-56). Funding includes a rescission of 0.6791% of FY 2017 appropriation. The \$30,000,000 in general funds and \$75,500,000 in trust funds included in the language for this account for FY 2018 were reduced by \$415,284 and \$301,166 respectively, in accordance with P.L. 115-56.
- ¹¹ Consolidated Appropriations Act, 2017 (P.L. 115-56).
- ¹² H.R. 6157.
- ¹³ H.R. 6157.
- ¹⁴ Department of Defense and Labor, Health and Human Services, and Education Appropriations Act, 2019 and Continuing Appropriations Act, 2019 (P.L. 115-245).
- ¹⁵ H.R. 1865.
- ¹⁶ H.R. 1865.
- ¹⁷ Departments of Labor, Health and Human Services, and Education, and Related Agencies Appropriations Act, 2020 (P.L. 116-94).
- ¹⁸ H.R. 133.
- ¹⁹ H.R. 133.
- ²⁰ Departments of Labor, Health and Human Services, and Education, and Related Agencies Appropriations Act, 2021 (P.L. 116-260).
- ²¹ H.R. 4502.
- ²² H.R. 4502.
- ²³ Consolidated Appropriations Act, 2022 (P.L. 117-103)
- ²⁴ H.R. 2617.
- ²⁵ H.R. 2617.
- ²⁶ Consolidated Appropriations Act, 2023 (P.L. 117- 328)