



FINANCIAL MANAGEMENT INITIATIVES ADVANCING OUR MISSION

Our Chief Financial Officer (CFO) also serves as the Performance Improvement Officer (PIO). This dual role provides a unique position overseeing the full life cycle of agency initiatives and goals—from the development of the *Agency Strategic Plan*, which drives budget decisions and annual performance plans, to the financial management of resources and performance reporting. The mission of the Office of the Chief Financial Officer (OCFO) is financial management excellence. The following are key financial management initiatives that advance this mission and the agency’s mission, Strategic Goals, and objectives:

- **Compassionate And Responsive Service (CARES) Plan:** In fiscal year (FY) 2019, as a result of CARES, our hearings pending initiative, the agency reduced the hearings backlog to about 575,000 cases, the lowest level since FY 2004. Over the last three years, Congress has provided \$290 million in special funding dedicated to reduce the hearings backlog. In FY 2019, we received \$100 million in dedicated funding for CARES, in addition to the \$90 million and \$100 million we received in FY 2017 and FY 2018, respectively. From budget planning, execution, and reporting, to providing ongoing medical and vocational contractual support for hearings cases, OCFO remains engaged, helping with the agency’s commitment to improve the hearing process.
- **Cross-Agency Priority (CAP) Goals:** In the dual CFO-PIO role, our CFO also has enterprise-wide responsibility for coordinating strategic planning activities and tracking, monitoring, and reporting agency performance. This includes serving as our agency’s executive lead for several CAP Goals including Sharing Quality Services, Getting Payments Right, Improve Management of Major Acquisitions, and Improving Customer Experience with Federal Services. For the Improving Customer Experience with Federal Services CAP Goal, the Office of Management and Budget (OMB) listed our agency as a high-impact service provider.
- **Data Quality Plan:** In compliance with OMB Memorandum M-18-16, *Appendix A to OMB Circular No. A-123, Management of Reporting and Data Integrity Risk*, OCFO developed a *Data Quality Plan* to ensure we have effective internal controls over the input and validation of data submitted to USAspending.gov. We leverage our existing *Federal Managers’ Financial Integrity Act* (FMFIA) program activities to identify critical risk points and corresponding mitigating controls. We also assess the design and operating effectiveness of our data quality controls to ensure they support *Digital Accountability and Transparency Act of 2014* reporting objectives. We consider the results of our assessment in our FMFIA annual assurance statement process.
- **Debt Management System:** In FY 2018, OCFO began leading a multi-year initiative to develop a modernized enterprise Debt Management System. We completed development of the initial technical architecture, foundational debt view (screens), and basic search functionality of the new Debt Management System. In FY 2019, we continued expanding the Debt Management System and began development of an Intranet Waiver application that provides technicians, via an intranet webpage, the capability to capture, document, and support processing waiver requests. Upon full development, our modernized Debt Management System will help the agency better collect, store, monitor, and report our program debt activity.
- **Enterprise Risk Management (ERM):** During FY 2019, OCFO continued to lead the maturity of the agency’s ERM program. OCFO began integrating our ERM program with the Strategic Objective Review process while updating the agency’s ERM risk profile, and established the agency’s ERM framework document. The establishment of the framework document will ensure we consistently maintain effective ERM practices, including executive-level governance, as we mature the program. In FY 2020, OCFO will continue to enhance the ERM program and further integrate ERM practices into the agency’s business processes.



- **Recovery of Program Funds:** Several years ago, OCFO established a collaborative partnership with other agency components and the Office of the Inspector General to block Routing and Transit Numbers for automated enrollments for direct deposit of benefits for certain financial institutions which involved a high potential for fraud. Due to a long-standing relationship with GreenDot (a multiple debit card provider), we learned of suspected fraudulent activity involving benefit payments. Through subsequent research, we identified that these payments resulted from iClaim transactions. We collaborated with the Department of the Treasury, GreenDot, and other agency components to verify iClaims that appeared fraudulent. This resulted in the return of \$1.8 million of Title II and Title XVI payments from GreenDot.
- **Revised Space Allocation Standards:** OCFO revised the agency's Space Allocation Standards (SAS) and associated Space Computation Worksheets (SCW). The SAS and SCW incorporate many of the space optimization elements we have been implementing over the last year, including standardized offices and workstations, focus rooms, and employee personal storage. These changes result in space savings and ultimately a reduction to our real estate portfolio in compliance with OMB's Reduce the Footprint mandate and the *Federal Assets Sale and Transfer Act*.