

The Social Security Administration's Major Management and Performance Challenges During Fiscal Year 2022

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Office of Audit Report Summary

Objective

To assess and summarize 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 2022 (October 1, 2021 to September 30, 2022), we focused on the following management and performance challenges:

- **Manage Human Capital.** SSA must adequately plan to ensure it has the staff it needs to meet its mission now and in the future. [Read more.](#)
- **Improve Service Delivery.** SSA needs to address growing workloads and the expected retirement of experienced employees as it pursues its mission to deliver quality service to the public. [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 Administration of the Disability Programs.** To better serve its customers, SSA needs to address increasing pending initial disability claims, reconsiderations, and continuing disability reviews; identify and reduce barriers to the disability program; reduce hearings processing times; and develop better strategies to help disabled beneficiaries return to work. [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.](#)
- **Respond to the Coronavirus Disease 2019 Pandemic.** SSA must ensure safety of both employees and visitors while it resumes in-person services and mitigates backlogs and declines in workloads caused by the pandemic. [Read more.](#)