

Social Security Administration Contingency Plan – Fiscal Year 2020-2023

Status of Service Activities During a Funding Lapse

To promote service to the public and fiscal responsibility, we will implement the following plans:

Operations Frontline Activities	
Continued Activities	Discontinued Activities
<ul style="list-style-type: none"> ▪ Application for benefits (including appointments; limited data exchanges and record corrections, including claims-related earnings, for mandatory benefits) ▪ Request for appeals (reconsiderations, hearings, Appeals Council) ▪ Post-entitlement actions (changes of address, Supplemental Security Income living arrangement changes, non-citizen verification/changes, direct deposit, death inputs, processing of remittances for overpayments and administrative fees, etc.) ▪ Non-receipts and critical payments ▪ Payee changes ▪ Direct contact reinstatement of benefits ▪ Issuance of original and replacement Social Security cards ▪ Prisoner activities—beneficiary-initiated reinstatement of benefits only ▪ Program integrity workloads (redeterminations and continuing disability reviews (CDR)) due to the extended availability of appropriations (<i>DCBFM will notify components at the time of a lapse as to the availability of funds</i>) ▪ Critical information technology (IT) support for daily processing activities ▪ IT multi-factor authentication (MFA) acceleration work supported by the extended availability of the Technology Modernization Fund.¹ 	<ul style="list-style-type: none"> ▪ Benefit verifications ▪ Earnings record corrections and updates ▪ Payee accountings ▪ Prisoner activities--suspension ▪ Requests from third parties for queries ▪ Freedom of Information Act (FOIA) requests ▪ IT enhancement activities, public relations, and training ▪ Replacement Medicare cards ▪ Overpayments processing

¹ MFA acceleration work is led by the Office of Systems/Chief Information Officer.

State Disability Determination Services Activities	
Continued Activities	Discontinued Activities
<ul style="list-style-type: none">▪ Initial claims, including terminally ill, compassionate allowances, quick disability determinations, dire need, and wounded warriors▪ Reconsiderations▪ Critical IT support for daily processing activities▪ Program integrity workloads (redeterminations and CDRs) due to the extended availability of appropriations. <i>(DCBFM will notify components at the time of a lapse as to the availability of funds)</i>▪ Assistance requests for hearings	<ul style="list-style-type: none">▪ End-of-line quality assurance reviews, IT enhancements activities, public relations, and training

Hearings and Appeals Activities	
Continued Activities	Discontinued Activities
<ul style="list-style-type: none"> ▪ Hearing cases ▪ Deciding cases ▪ Drafting relevant notices for claimants ▪ Preparing electronic records for claimants and representatives ▪ Identifying missing evidence and developing the record ▪ Exhibiting case files for administrative law judges ▪ Decision writing ▪ Screening cases for on-the-record decisions ▪ Scheduling hearings ▪ Providing critical IT support for daily hearings ▪ Hearing appeals ▪ Deciding appeals ▪ Docketing and tracking new cases ▪ Adding new medical and vocational experts to blanket purchase agreements ▪ Conducting quality assurance review activities related to allowances 	<ul style="list-style-type: none"> ▪ Conducting quality assurance review activities other than those related to allowances ▪ Processing bias complaints from claimants and representatives ▪ Responding to congressional inquiries regarding support for casework on constituent hearings and appeals ▪ Conducting all activities dependent on Operations support, including enrollment of appointed representatives for eFolder access ▪ Responding to FOIA requests and public inquiries ▪ Providing training and IT support or enhancements for hearing offices