

Stella, misuse expert and policy go-to person

"I spend hours and hours training field office staff to use eRPS Misuse system"



Work Location: The Center for Program Support, Boston, MA

Role: Regional Coordinator for Representative Payee

With SSA: 29 years
FO experience: 21 years
RO experience: 8 years

Top Tasks

- Oversees misuse for her region
- Trains Field Office (FO) staff; develops guides and various supporting documents to aid processing misuse
- Provides policy guidance
- Provides Management Information (MI) to executives

Needs

- Improvements to Misuse system to eliminate continuous training
- Greater automation of misuse assignments and tracking to be able to work on things that matter
- A clear Misuse workflow to avoid recurrent questions on what to do next

- Was a part of evaluation team during RPS implementation in early 1990s
- Holds an incredible amount of working knowledge

Challenges/Concerns

- Concerned with policy being open to interpretation, "Policy is incomplete. It inhibits technical standards"
- Concerned with regions losing control as reviews are being conducted by a non-SSA entity (Protection & Advocacy grantees)
- Concerned with turnover and having to continuously train staff Misuse
- Concerned with inaccurate MI data and ultimate lack of accountability in processing misuse timely and efficiently

Interacts with

- Field Offices to provide training & assistance with complex questions
- Area Directors Office to assign work to FO
- OIG with requests for assistance and questions

Job Knowledge



Misuse Knowledge



Job Support



Workload



Age 63

BS in Math Claims Rep, FO

Technical Expert, FO

Supervisor, FO

Rep Payee Coordinator, RO

Retirement

Eddie, Designated Misuse Resource

“I clicked the wrong button in eRPS Misuse once and someone didn’t get their money for 8 months”



Work Location: Grand Rapids, Michigan Field Office

Role: Technical Expert

With SSA: 10 years
9 months in current role

Top Tasks

- Conduct all Misuse investigations and document them in eRPS
- Track misuse cases up until recovery
- Answer Title II and Title XVI claims questions from claims reps
- Train new hires

Needs

- Clear guidelines for processing misuse of benefits in Policy
- Solid workflow embedded in the Misuse application
- Automation and performance improvements to Misuse system
- An efficient way to track misuse cases through each phase of the process

- Passionate about protecting beneficiaries and their rights
- Creative with efficient approaches to work

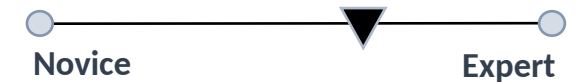
Challenges/Concerns

- “eRPS Misuse is so difficult to use that I am the only person in the office who knows how, so I am forced to deal with 100% of the Misuse cases that come through”
- Concerned with delegating payee reviews to Protection & Advocacy grantees and, as a result, losing expertise in carrying out misuse investigations by FO
- Skeptical about spending valuable time on processing “frivolous” allegations
- Concerned with the ease of alleging misuse
- Concerned with challenges locating and assigning cases and overall misuse case monitoring

Interacts with

- Regional Rep Payee coordinator to obtain approvals and with questions
- OIG with requests for assistance or to follow up
- Public in office or by phone

Job Knowledge



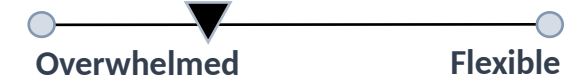
Misuse Knowledge



Job Support



Workload



Age 48

MS in Business

Claims Rep, FO

Technical Expert, FO

Retirement

Marina, office newbie (assumption persona)

“If someone comes in about Misuse, I’ll just write it down”



Work Location: Colorado Springs Field Office

Role: Customer Service Representative

With SSA: 2 years

Age 26

Top Tasks

- Take and/or direct calls for all workloads as well as meet with public in person
- Document misuse allegations reported in office or over the phone

Needs

- Obtain sufficient information to identify payee and beneficiary
- Document allegation’s details
- Interview a reporter to obtain facts

- Marina is fairly new to the job but she is learning

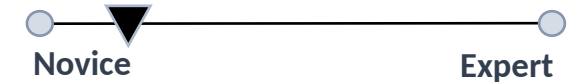
Challenges/Concerns

- Does not have sufficient training or experience with misuse of benefits
- Unable to research POMS while interviewing a reporter
- Intimidated by Misuse application and documents details of the allegation in a separate document
- Unsure what specific questions to ask when documenting misuse
- Misuse allegations are not too frequent, making it difficult to get more experience

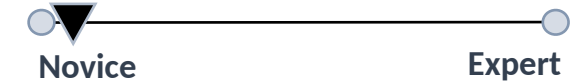
Interacts with

- Public in office or by phone
- Technical Expert, her manager, for questions on policies

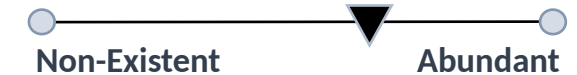
Job Knowledge



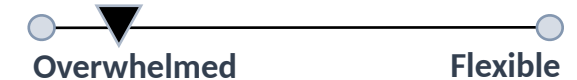
Misuse Knowledge



Job Support



Workload



BA in Psychology

CSR, FO

Retirement

Catherine, Rep Payee program expert

"We have to assign someone to go through cases one by one to see if it's a duplicate"



Work Location: Sedalia, Missouri, Field Office

Role: Misuse of Benefits Cadre

With SSA: 18 years

Top Tasks

- Investigate and document cases of misuse in Kansas City region
- Clean up Workload Management tool from duplicates and obsolete misuse cases
- Help setting up new organizational payees
- Maintain contact with organizational payees

Needs

- Application support with calculating misuse amounts
- Clear policy guidance for cases involving child support
- Automatic detection of duplicates
- Built-in guidance to make allegations better from FO

- Recently was able to focus on misuse workload exclusively; confirmed notable improvements in efficiency of processing misuse
- Offers practical advise on how to best facilitate allegation interview

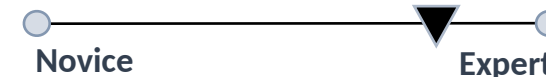
Challenges & Concerns

- Vagueness of incoming misuse allegations makes it challenging to recognize true concerns
- Conducting Quick Response Reviews can take an extraordinary amount of time to complete and only P&As can now do that
- In cases where SSA is not responsible for misuse (not negligent), beneficiaries may never see their benefits being repaid
- Lack of alerts informing about OIG's decisions delays administrative processing of cases by SSA

Interacts with

- Regional Office coordinator to Organizational payees during reviews, follow ups and training
- Protection and Advocacy if there are follow-up issues that need to be addressed

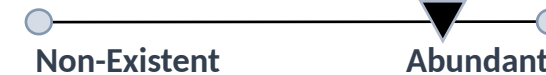
Job Knowledge



Misuse Knowledge



Job Support



Workload



Age 58

MS in Business

Claims Rep, FO

Misuse Cadre

Retirement