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# A MESSAGE FROM THE ACTING COMMISSIONER

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I am pleased to present the Social Security Administration's fiscal year (FY) 2021 *Agency Financial Report*, which details how we managed our resources and delivered services to the public.

Our mission is to deliver quality Social Security services to the public. We have focused our efforts around three overarching Strategic Goals:

- Deliver Services Effectively
- Improve the Way We Do Business
- Ensure Stewardship

We discuss our progress towards meeting these goals in the *Overview of Our Fiscal Year 2021 Goals and Results* section.

Last year, despite the challenges of operating under pandemic conditions, we made significant progress in addressing some key challenges. We continued to reduce the hearings backlog, which is now at its lowest level in over 20 years. We also lowered the number of customers experiencing a busy signal on our National 800 Number, increased the number of registered *my Social Security* users, continued growing the number of customers successfully using our online services, and established liaisons in our field offices to work with community-based groups to help us reach people who face barriers to our services.

As good stewards of our programs and as required by law, we must continue our quality reviews, cost-effective program integrity work, and payment accuracy efforts to ensure eligible individuals receive the benefits to which they are entitled by reducing both overpayments and underpayments. We will expand the use of data analytics and predictive modeling, and increase the number and scope of strategic partnerships, to effectively administer benefits and protect our programs from waste, fraud, and abuse.

I am pleased to share that for the 28<sup>th</sup> consecutive year, we received an unmodified opinion on our financial statements. Based on the results of our internal evaluations, I can provide reasonable assurance that the financial and performance information contained in this report is complete, reliable, and accurate. We also have no material weaknesses in our internal controls.

Respectfully,

A handwritten signature in black ink that reads "Kilolo Kijakazi". The signature is written in a cursive, flowing style.

Kilolo Kijakazi

Baltimore, Maryland  
November 10, 2021

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# TABLE OF CONTENTS

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<b>A MESSAGE FROM THE ACTING COMMISSIONER</b> .....	1
<b>MANAGEMENT’S DISCUSSION AND ANALYSIS</b> .....	5
<b>OVERVIEW OF THE SOCIAL SECURITY ADMINISTRATION</b> .....	7
Our Mission.....	7
Social Security Benefits America .....	7
Our Organization .....	9
<b>OVERVIEW OF OUR FISCAL YEAR 2021 GOALS AND RESULTS</b> .....	10
How We Manage Performance.....	10
Summary of Fiscal Year 2021 Performance .....	12
Looking Forward – Facing Our Challenges.....	20
<b>HIGHLIGHTS OF FINANCIAL POSITION</b> .....	21
Overview of Financial Data.....	21
Overview of Social Insurance Data .....	25
Limitations of the Financial Statements .....	29
Climate Change .....	29
<b>ANALYSIS OF SYSTEMS, CONTROLS, AND LEGAL COMPLIANCE</b> .....	30
Management Assurances .....	30
<b>FINANCIAL SECTION</b> .....	37
<b>A MESSAGE FROM THE CHIEF FINANCIAL OFFICER</b> .....	38
<b>FINANCIAL MANAGEMENT INITIATIVES ADVANCING OUR MISSION</b> .....	39
<b>FINANCIAL STATEMENTS AND ADDITIONAL INFORMATION</b> .....	43
Consolidated Balance Sheets.....	44
Consolidated Statements of Net Cost.....	45
Consolidated Statements of Changes in Net Position .....	46
Combined Statements of Budgetary Resources .....	47
Statements of Social Insurance .....	48
Statements of Changes in Social Insurance Amounts .....	49
Notes to the Basic Financial Statements .....	50
Other Information: Balance Sheet by Major Program .....	88
Other Information: Schedule of Net Cost .....	89
Other Information: Schedule of Changes in Net Position.....	90
Required Supplementary Information: Combining Schedule of Budgetary Resources .....	92
Required Supplementary Information: Social Insurance.....	93
<b>REPORT OF INDEPENDENT CERTIFIED PUBLIC ACCOUNTANTS</b> .....	107

<b>OTHER INFORMATION</b> .....	<b>125</b>
<b>INSPECTOR GENERAL STATEMENT ON THE SOCIAL SECURITY ADMINISTRATION'S MAJOR MANAGEMENT AND PERFORMANCE CHALLENGES</b> .....	<b>127</b>
<b>OTHER REPORTING REQUIREMENTS</b> .....	<b>148</b>
Summary of Financial Statement Audit and Management Assurances .....	<b>148</b>
Entitlement Reviews and Office of the Inspector General Anti-Fraud Activities .....	<b>149</b>
Civil Monetary Penalty Adjustment for Inflation.....	<b>152</b>
Biennial Review of User Fee Charges .....	<b>154</b>
Grant Programs .....	<b>154</b>
Debt Collection and Management.....	<b>155</b>
Payment Integrity.....	<b>160</b>
<b>APPENDIX</b> .....	<b>161</b>
<b>GLOSSARY OF ACRONYMS</b> .....	<b>162</b>
<b>SSA MANAGEMENT AND BOARD MEMBERS</b> .....	<b>166</b>

<p>To access this report online, please visit our Fiscal Year 2021 <i>Agency Financial Report</i> webpage  (<a href="http://www.socialsecurity.gov/finance">www.socialsecurity.gov/finance</a>).</p>
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# INTRODUCTION

Our *Agency Financial Report* (AFR) provides financial management and high-level performance information that enables the President, Congress, and the public to assess how well we accomplished our mission, achieved our goals, and managed the financial resources entrusted to us. We organize our AFR into the following major sections:



**Management's Discussion and Analysis:** The *Management's Discussion and Analysis* section provides an overview of our mission, organization, Strategic Goals and Objectives (as defined in our *Fiscal Years (FY) 2018-2022 Agency Strategic Plan*), Priority Goals, and FY 2021 performance measures. We highlight our progress toward accomplishing our Strategic Goals and Objectives and discuss our plans to achieve our mission. We provide a summary of the financial information contained in subsequent sections of the AFR. We also include analysis of our systems, controls, and legal compliance.



**Financial Section:** The *Financial Section* contains *A Message from the Chief Financial Officer* and a summary of financial management initiatives that advanced the agency's mission. We also include our audited financial statements, the accompanying notes to those statements, and required supplementary information, including the Combining Schedule of Budgetary Resources and information on Social Insurance. This section concludes with the *Report of Independent Certified Public Accountants* section.



**Other Information:** The *Other Information* section includes the *Fiscal Year 2021 Inspector General Statement on the Social Security Administration's Major Management and Performance Challenges*, as well as our Summary of Financial Statement Audit and Management Assurances tables. We also provide information on our entitlement reviews and Office of the Inspector General anti-fraud activities, civil monetary penalties, biennial review of user fee charges, grant programs, debt collection and management activities, and payment integrity.



**Appendix:** The *Appendix* includes a glossary of acronyms, a list of our agency's top management officials, the members of the Board of Trustees, and the members of the Social Security Advisory Board.

**For the 23<sup>rd</sup> year in a row, we received the Association of Government Accountants' Certificate of Excellence in Accountability Reporting (CEAR) award. Receiving the CEAR award for our FY 2020 AFR is a significant accomplishment for a Federal agency. In addition, we received a CEAR Best-in-Class award for exceptional reporting on our Coronavirus Disease 2019 pandemic response in our FY 2020 AFR.**

