



SOCIAL SECURITY

SSA Authentication Challenges

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Social Security's Programs

- **Retirement, Survivor's and Disability Insurance**
 - **Basic Social Security Insurance Programs**
 - **Over 51 Million beneficiaries**
- **Supplemental Security Income**
 - **Aged, blind and disabled--limited income and resources**
 - **Almost 8 Million recipients**
- **Combined Benefits:**
 - **Almost 60 Million people**
 - **\$650 Billion per year**

Who Gets Benefits from Social Security?

51 million people

**7.4 million Disabled Workers,
1.8 million Dependents**

**4.6 million
Widows/ Widowers**

**1.9 million
Children of
Deceased Workers**

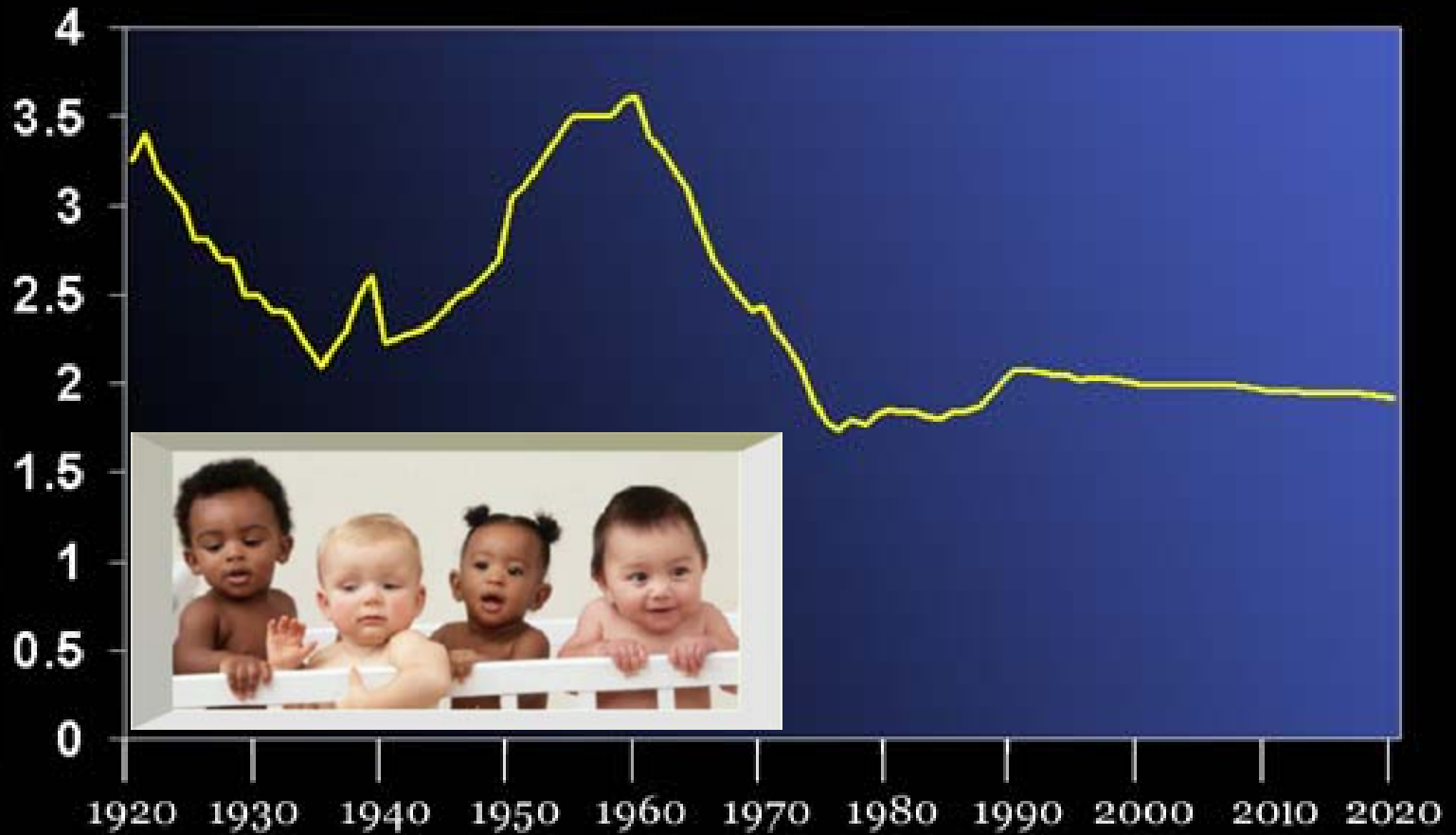
**32 million Retired Workers
2.9 million Dependents**



2/2009

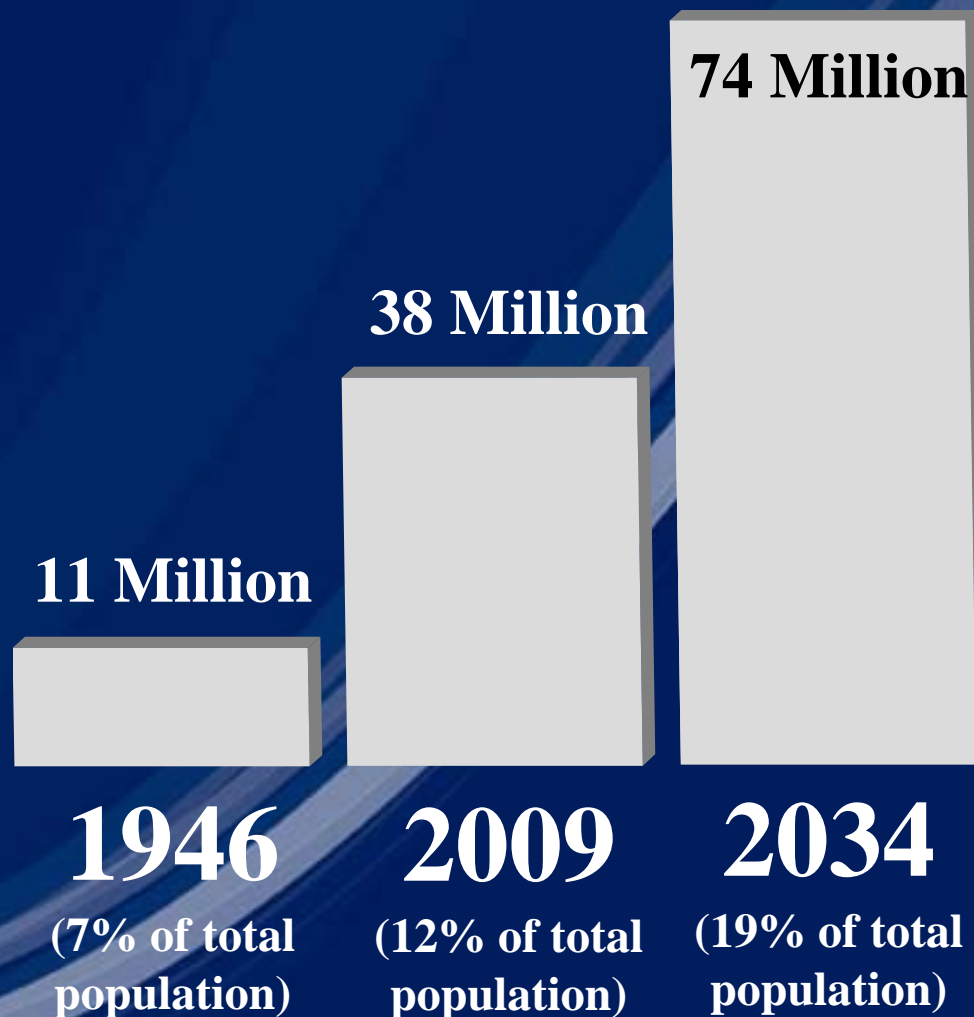
U.S. Birth Rate 1920-2020

Children Per Woman



America Is Getting Older

U.S. Population Age 65 & Older



Strategic Challenge



- **Baby Boom**
- **80 M will retire over the next 20 years**
- **More benefit claims**
- **More maintenance activities**
- **Need to move work to the Internet**

What We Do

- **17 M Social Security Numbers (SSNs)**
 - **(including 12 M replacements)**
- **270 M earnings items**
- **57 M Calls to 800#**
- **3.9 M Retirement, Survivors & Medicare Claims**
- **2.5 M Disability Claims**
- **1.2 M Medicare Subsidy applications**

Social Security's Online Services



- **Retirement & Disability Applications**
- **Apply for Extra Help**
- **Retirement/Survivors/Disability Planner**
- **Request a *Statement***
- **Change of Address**
- **Medicare Card Replacements**
- **Request a Benefit Verification Letter**
- **Start or Change Direct Deposit**

Top Rated Services

- **3 of the top ACSI-rated Government applications**
- **Retirement/Survivors/Disability Planner (89)**
- **iClaim (87)**
- **Medicare Part D Subsidy (87)**
- **Federal Average (74.1)**

Key Business Cases

- **Stronger benefit application with 2-way communication**
- **“My SSA” Portal for current and future beneficiaries**
- **Online replacement SSN cards**

Authentication Needs

- **Need stronger, interactive Internet services**
- **Higher levels of assurance**
- **Strong identity proofing at level 2 and 3**
 - **Government ID**
 - **Financial Account #**
 - **Address verification**
- **Balance security and usability**
- **Remote, real-time credentials and access, if possible**

Authentication Needs--continued

- **SSA will always need to issue credentials to serve our broad demographic**
 - **SSA data sources**
 - **Plans to access supplementary external data**
- **But we recognize the value of a federated approach**

Advantages of Federation

- **Cost-effective for tax payers**
- **Ready to use**
- **Deals with “infrequent use” issue**

Advantages of Federation--continued

- **Community of Interest**
 - **Shared citizens--SSA, IRS, HHS, VA**
 - **Certification Process**
 - **Secure Standards**
 - **Usability**
- **3 Models**
 - **Industry Credential**
 - **Hybrid**
 - **Gov Credential w/ community of interest**