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# Congress of the United States

## House of Representatives

### COMMITTEE ON WAYS AND MEANS

WASHINGTON, DC 20515

#### SUBCOMMITTEE ON SOCIAL SECURITY

July 25, 2014

The Honorable Mr. Patrick P. O'Carroll, Jr.  
Inspector General  
Social Security Administration  
Office of the Inspector General  
Altmeyer Building, Suite 300  
6401 Security Boulevard  
Baltimore, Maryland 21235

Dear Mr. O'Carroll:

This letter is to request that your office conduct a full and immediate investigation into the Social Security Administration's (SSA) mismanagement and failed implementation of the Disability Case Processing System (DCPS), costing taxpayers close to \$300 million to date.

At a February 26, 2014 Subcommittee hearing, the Deputy Commissioner for Systems and Chief Information Officer highlighted the DCPS as an effort that has improved quality and will be based on "state-of-the-art technology." At no time during the hearing or since then did the agency inform the Subcommittee of their concerns about the implementation of DCPS, or the fact that they had commissioned an independent contractor to perform an assessment of the system.

That assessment found that "the program has invested \$288 million over 6 years, delivered limited functionality, and faced schedule delays as well as increasing stakeholder concerns."

Please have your investigation address the following:

- What did the Acting Commissioner know about the delays or deficiencies in the development or implementation of DCPS, and when did she know about them?
- Why wasn't the Office of Inspector General or the Congress notified about DCPS implementation challenges and is there any evidence that individuals in the agency willfully withheld information from the Congress and the American people?
- What information or evidence was the basis for Social Security seeking an independent consultant?

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- When was the independent consultant first contacted?
- How much was the independent consultant paid to tell the SSA that the project was in trouble?
- How many entities were involved in the project, who are they, what was their role, and compensation?
- What has been the role of the SSA staff, the DDS staff, and the vendors in program development and implementation?
- Who is responsible for the failed implementation of the system and have they been held accountable?
- Does the SSA plan to recover the loss of the hundreds of millions of taxpayer dollars?
- What specific action has the Acting Commissioner taken in response to the independent consultant's findings/recommendations?

Please provide me with your report no later than September 5, 2014. Should you have further questions, please contact Kim Hildred, Subcommittee Staff Director at (202) 225-9263 or via email at [Kim.Hildred@mail.house.gov](mailto:Kim.Hildred@mail.house.gov).

Sincerely,



SAM JOHNSON  
Chairman