

FY 2022 Actual Performance¹

Workload and Outcome Measures	FY 2022 Actual (52 Weeks)	FY 2022 Actual (53 Weeks)
Retirement and Survivor Claims		
Retirement and Survivor Claims Completed (thousands) ²	6,474	6,593
Disability Claims		
Initial Disability Claims Receipts (thousands)	2,096	2,142
Initial Disability Claims Completed (thousands)	1,843	1,883
Initial Disability Claims Pending (thousands)	937	941
Average Processing Time for Initial Disability Claims (days)	184	184
Disability Reconsiderations		
Disability Reconsiderations Receipts (thousands)	532	542
Disability Reconsiderations Completed (thousands)	473	483
Disability Reconsiderations Pending (thousands)	234	234
Average Processing Time for Disability Reconsiderations (days)	183	183
Hearings		
Hearings Receipts (thousands)	349	357
Hearings Completed (thousands)	353	363
Hearings Pending (thousands)	347	344
Annual Average Processing Time for Hearings Decisions (days) ³	333	337
National 800 Number		
National 800 Number Calls Handled (millions) ^{4,5}	N/A	27
Average Speed of Answer (ASA) (minutes) ⁵	N/A	33
Agent Busy Rate (percent) ⁵	N/A	6%
Program Integrity		
Periodic Continuing Disability Reviews (CDR) Completed (thousands) ⁵	N/A	1,506
Full Medical CDRs (included above, thousands) ⁵	N/A	590
SSI Non-Medical Redeterminations Completed (thousands)	2,195	2,203
Selected Other Agency Workload Measures		
Social Security Numbers (SSN) Completed (millions)	16	16
Annual Earnings Items Completed (millions)	294	294
Social Security Statements Issued (millions) ⁶	19	19
Selected Production Workload Measures		
Disability Determination Services Production per Workyear	230	230
Office of Hearings Operations Production per Workyear ⁷	64	N/A

^{1/} FY 2022 is a 53-week year for management information purposes.

^{2/} Includes Medicare.

^{3/} Average processing time for hearings is an annual figure. End of year (September) actual processing time is 458 days for FY 2022.

^{4/} The National 800 Number Calls Handled measure does not include automated calls handled. Due to technical issues resulting from transitioning to a new telephone system, the total number of automated calls handled is not yet available for FY 2022.

^{5/} The data reported is not based on the typical 52 or 53-week management information year. It is instead based on the fiscal year beginning 10/1/2021 and ending 9/30/2022.

^{6/} The Social Security Statements Issued measure includes paper statements only. It does not include electronic statements issued. In FY 2022, [my Social Security](#) users accessed their Social Security Statements 55 million times. In FY 2022, we spent approximately \$10.6 million to send statements to people aged 60 and over who were not receiving Social Security benefits.

^{7/} This metric is unavailable through 53 weeks. We would not expect 53-week experience to deviate much - if at all - from the 52-week actual performance.