



Securing today
and tomorrow

Improving Customer Service

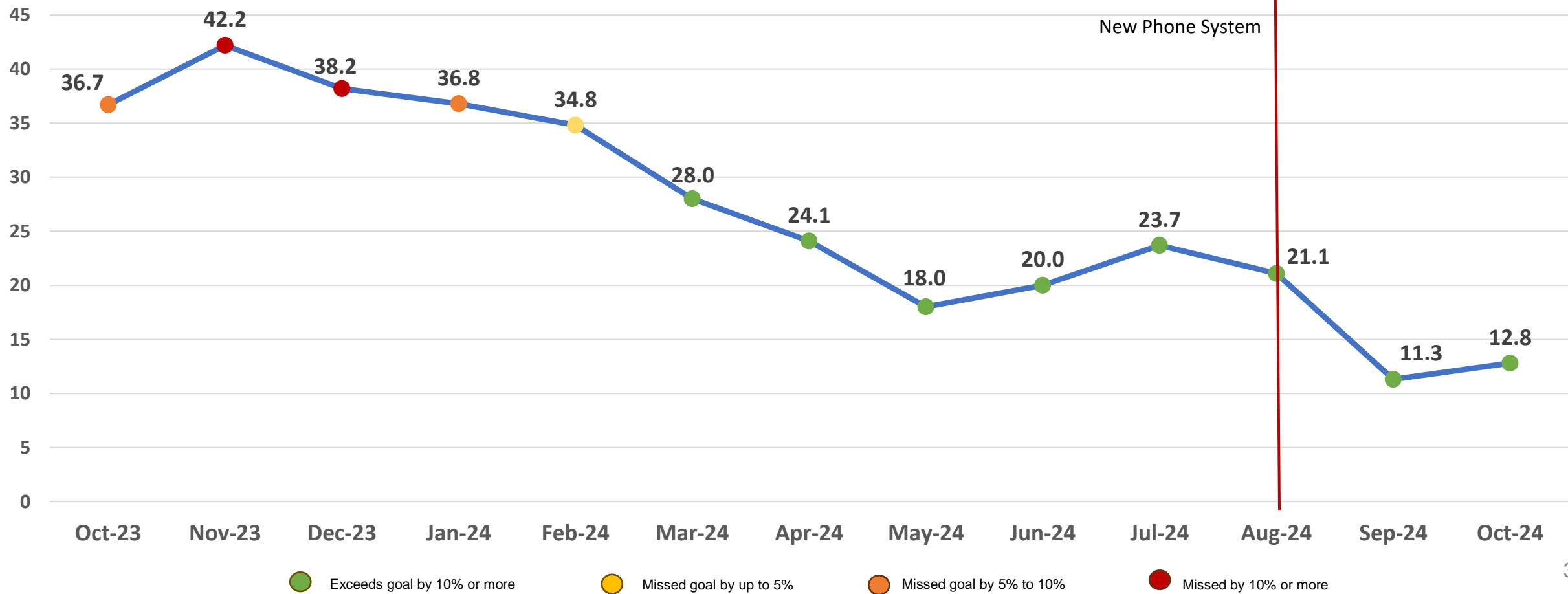
November 2024

Customer Service Crisis

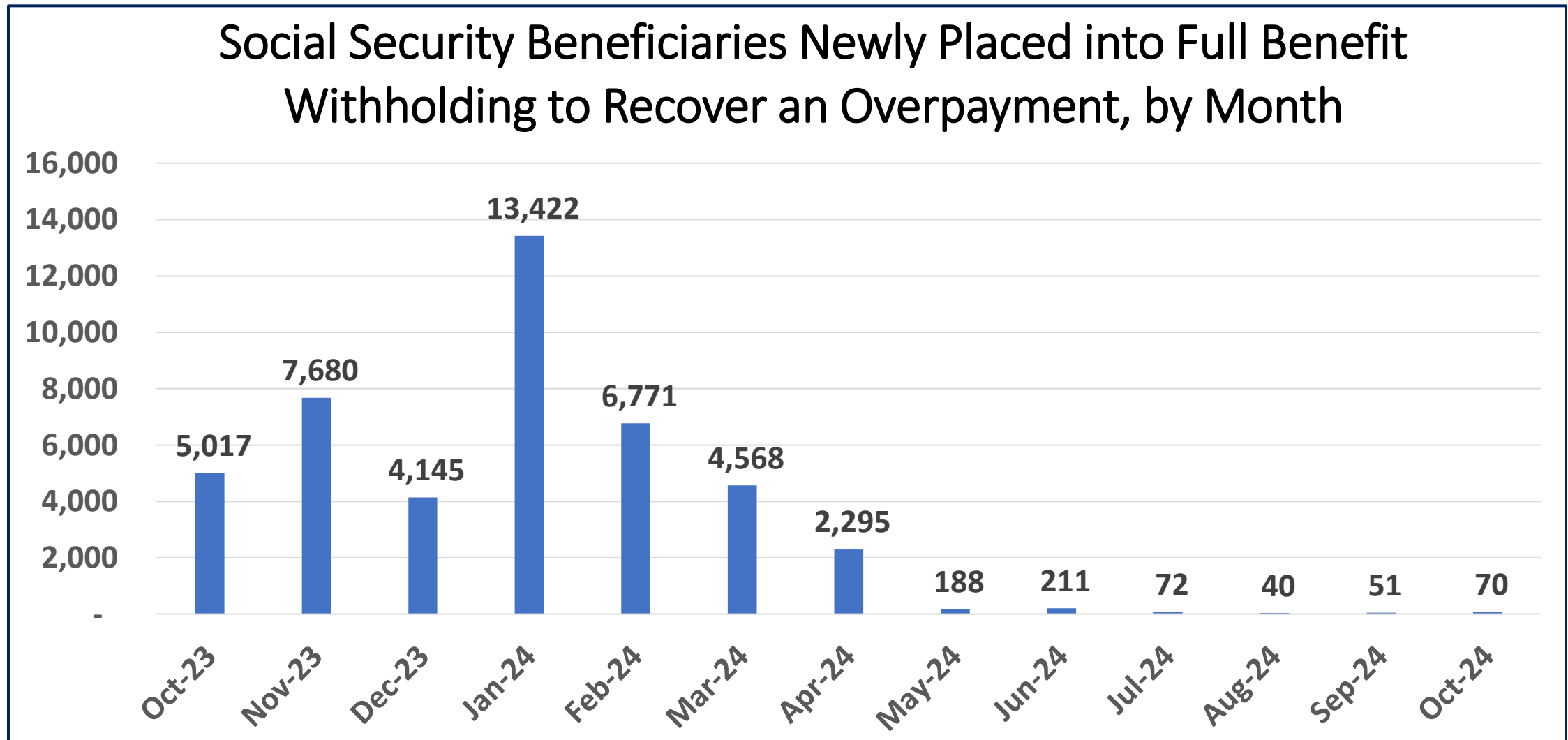
- 1-800# hold times of an hour or more
- Cruel-hearted clawbacks of overpayment mistakes
- Big delays in making timely disability determinations for applicants

1-800 Number Hold Times Have Improved

National 800 Number Average Speed of Answer
(minutes)



Full Benefit Withholding from Overpayments Has Dropped Significantly

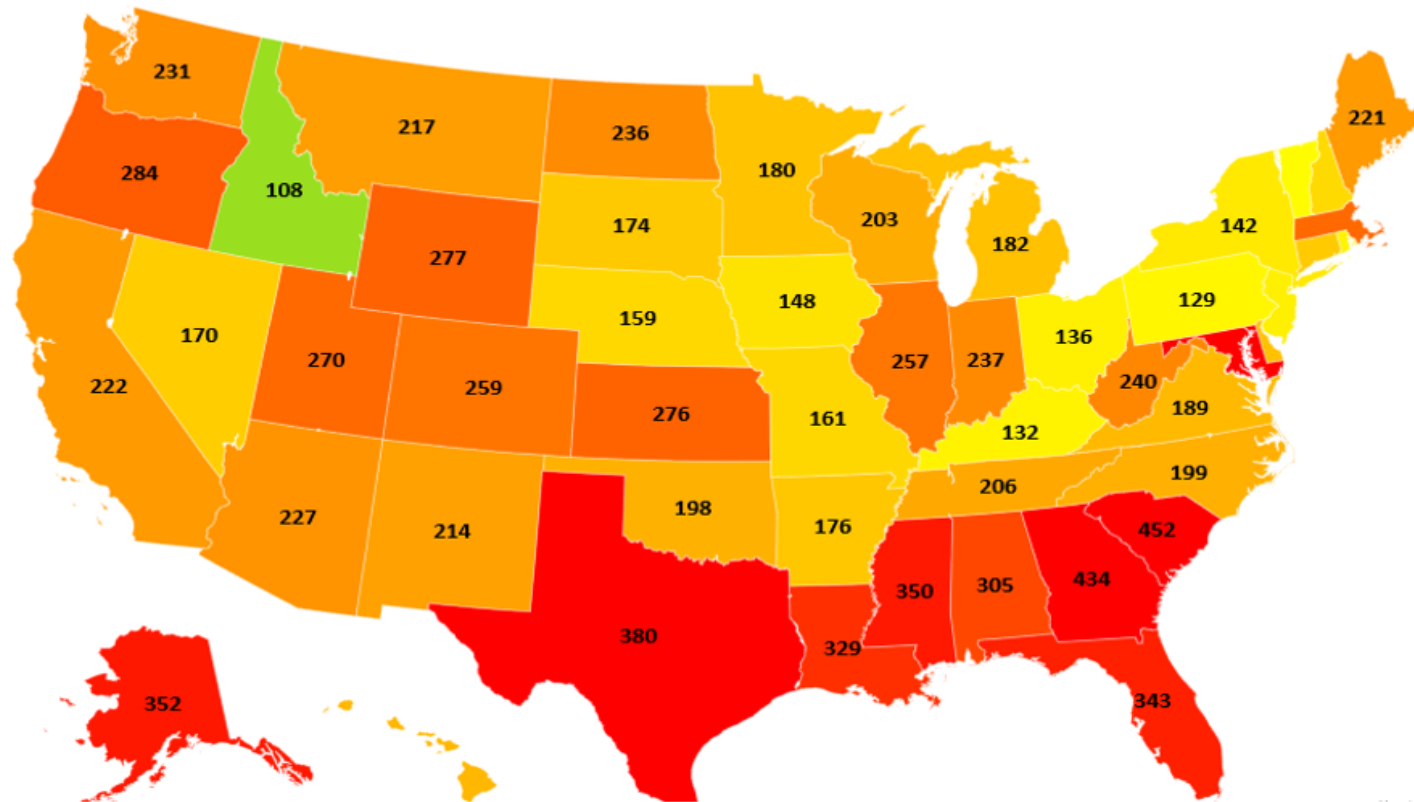


People Waiting a Long Time to Get SSA Disability Benefits

Overall Average Wait Times By State for SSA Initial Disability Decisions

Overall Average Wait Time  90 375

State/Territory	Overall Average Wait Time
NH	157
VT	123
MA	270
CT	172
RI	131
NJ	136
PR	123
DE	182
MD	381
DC	203
HI	192



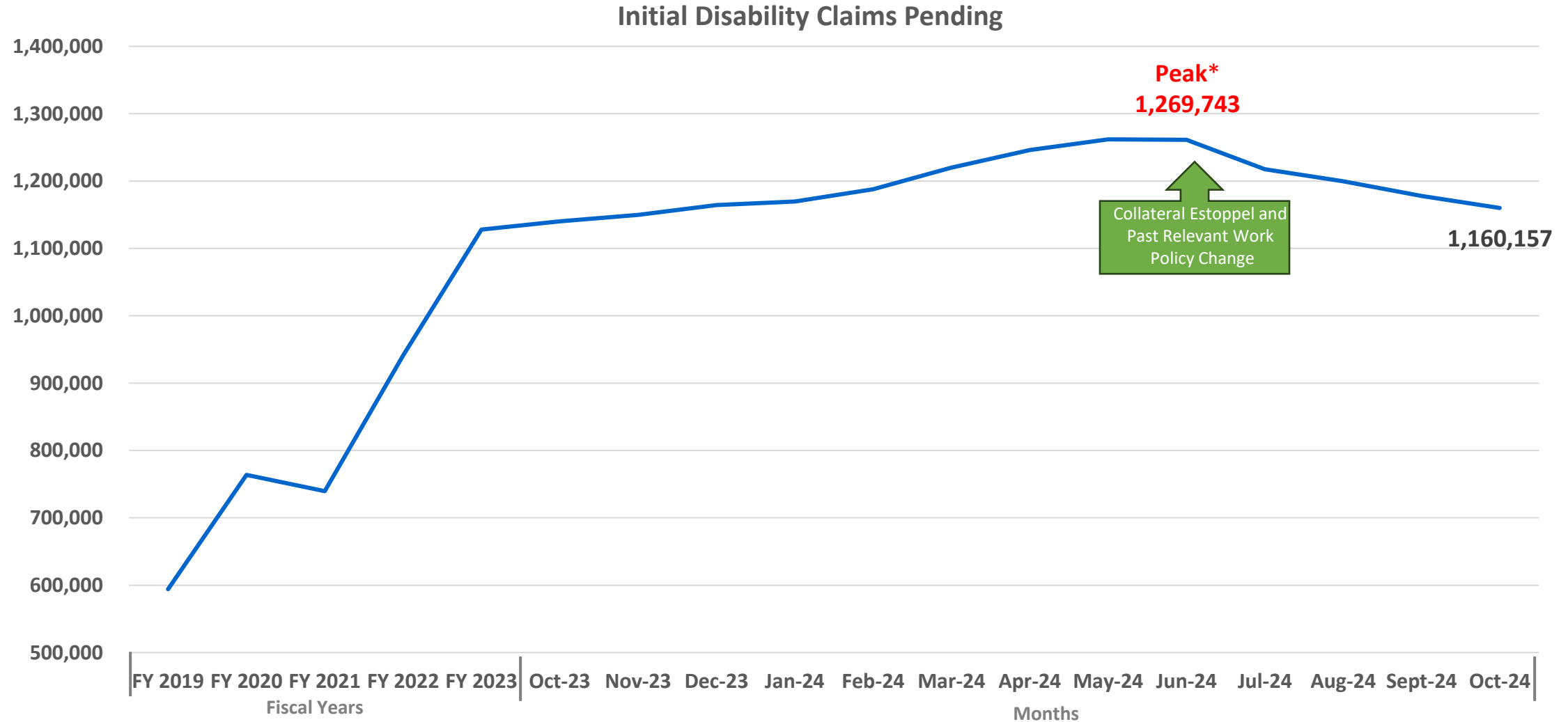
* Average wait times in days; updated as of Friday, October 25, 2024

** Map color gradation is based on SSA's historical overall average wait time of 120 days for initial disability claims

Data Source: Social Security Administration

We Have Driven Down the Initial Disability Claims Backlog for 19 Weeks Straight

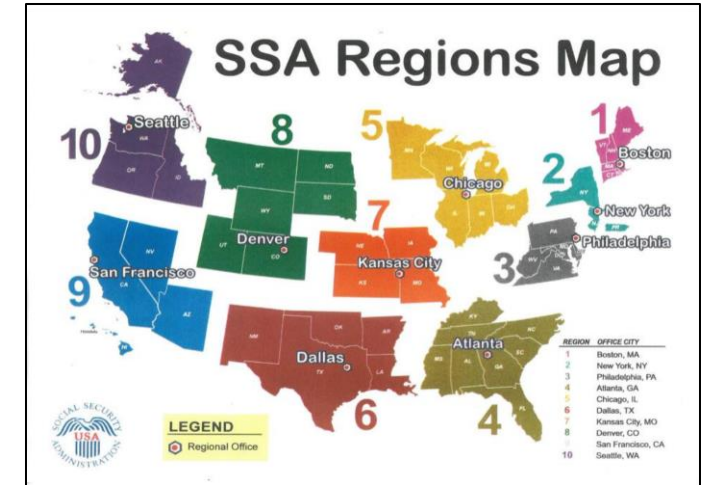
Data as of week ending October 25, 2024



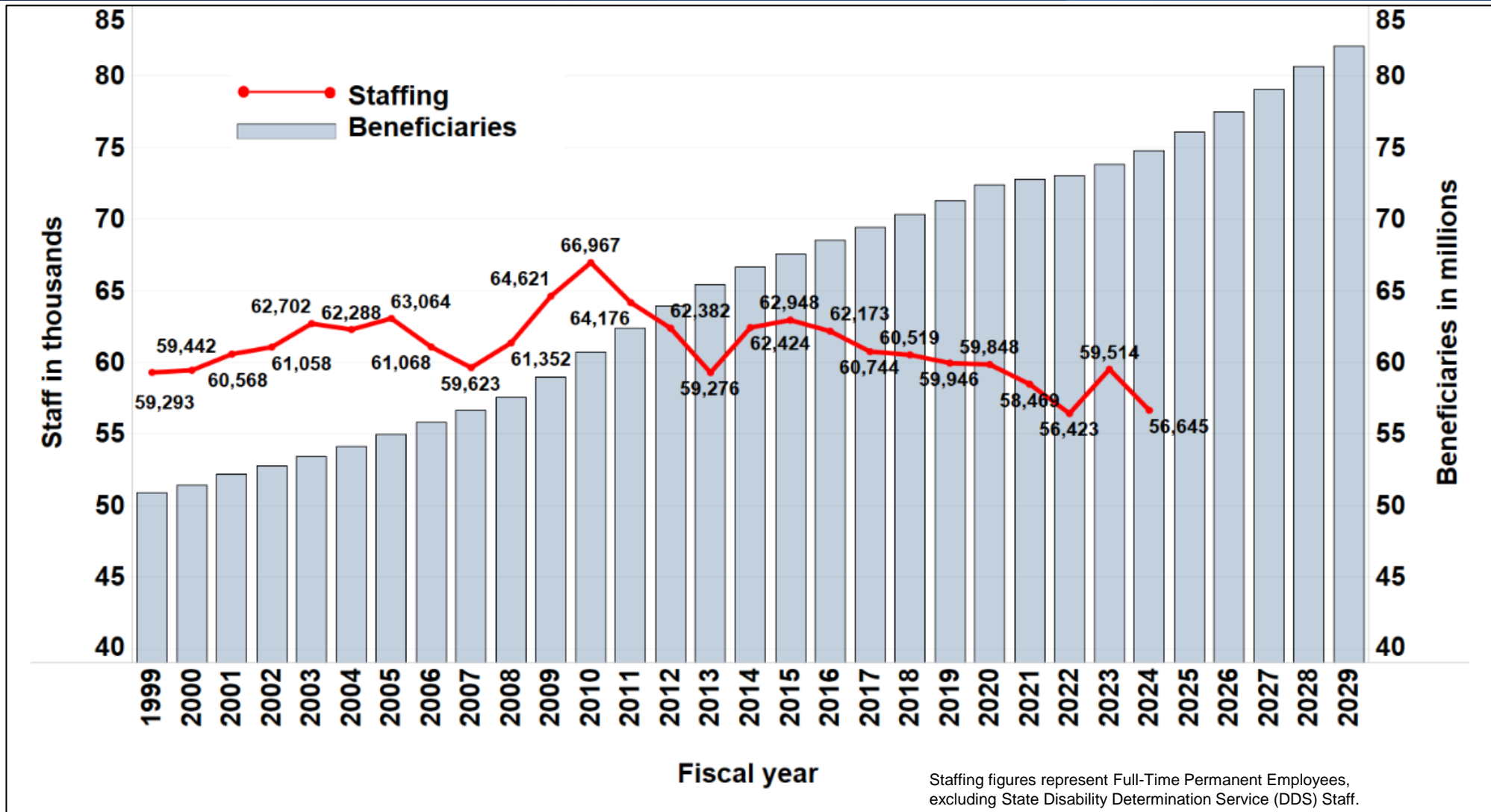
*Peak pending week ending June 14, 2024

Driving Change, Leading from the Front Lines

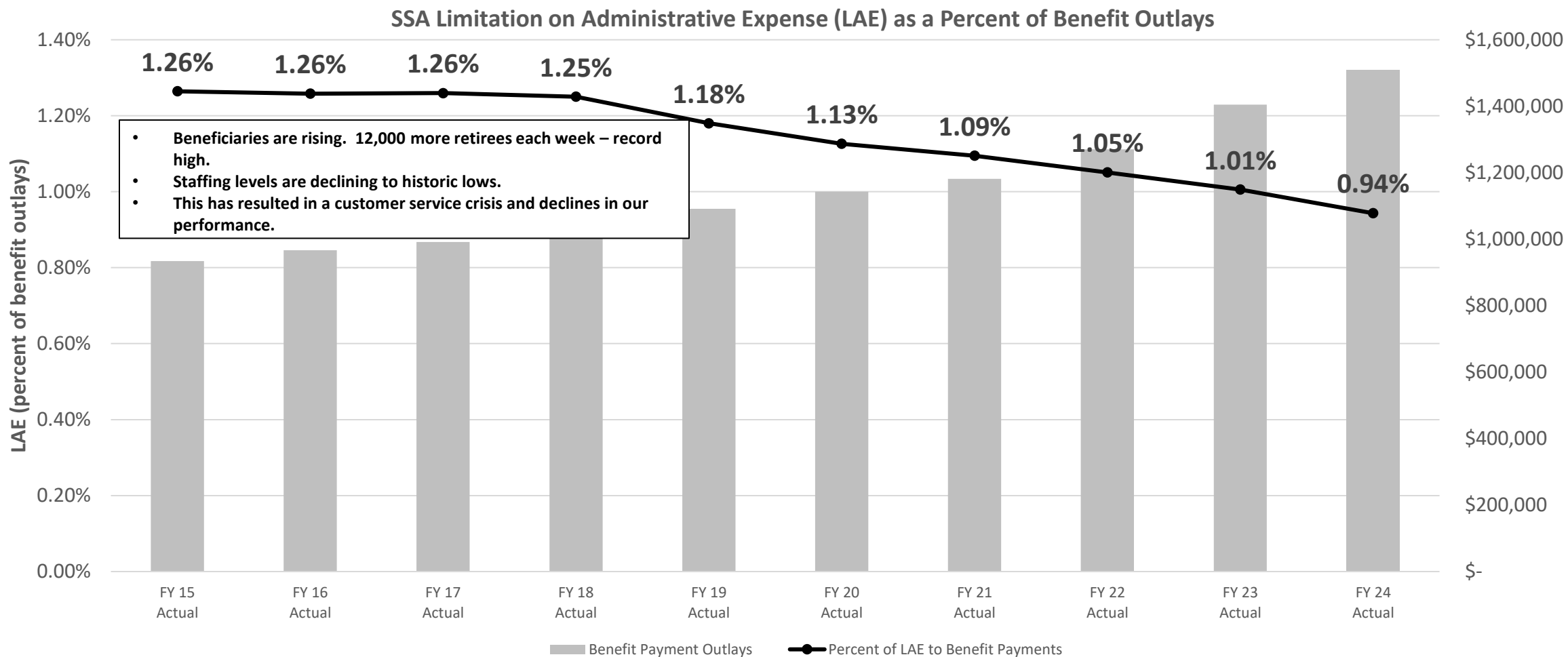
- New leaders in key positions
- New and Deeper Engagement with Frontline Workers
- New Action Plan with 27 Initiatives, 56 Quick Wins, and 111 Leading Actions to Improve Customer Service
- New cross-cutting Performance Management Regimen called, SecurityStat, to effectuate change



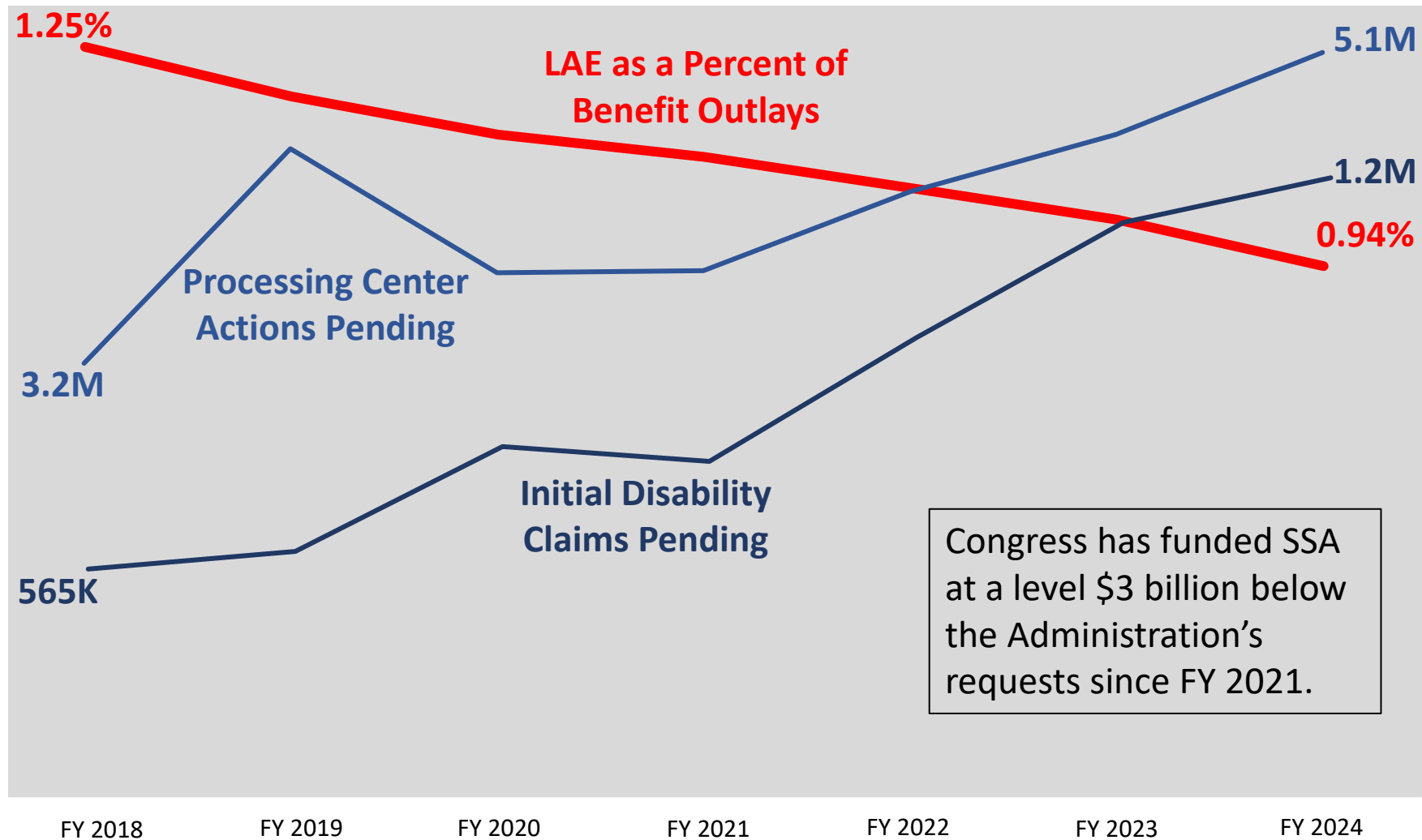
Serving More People with Fewer Staff



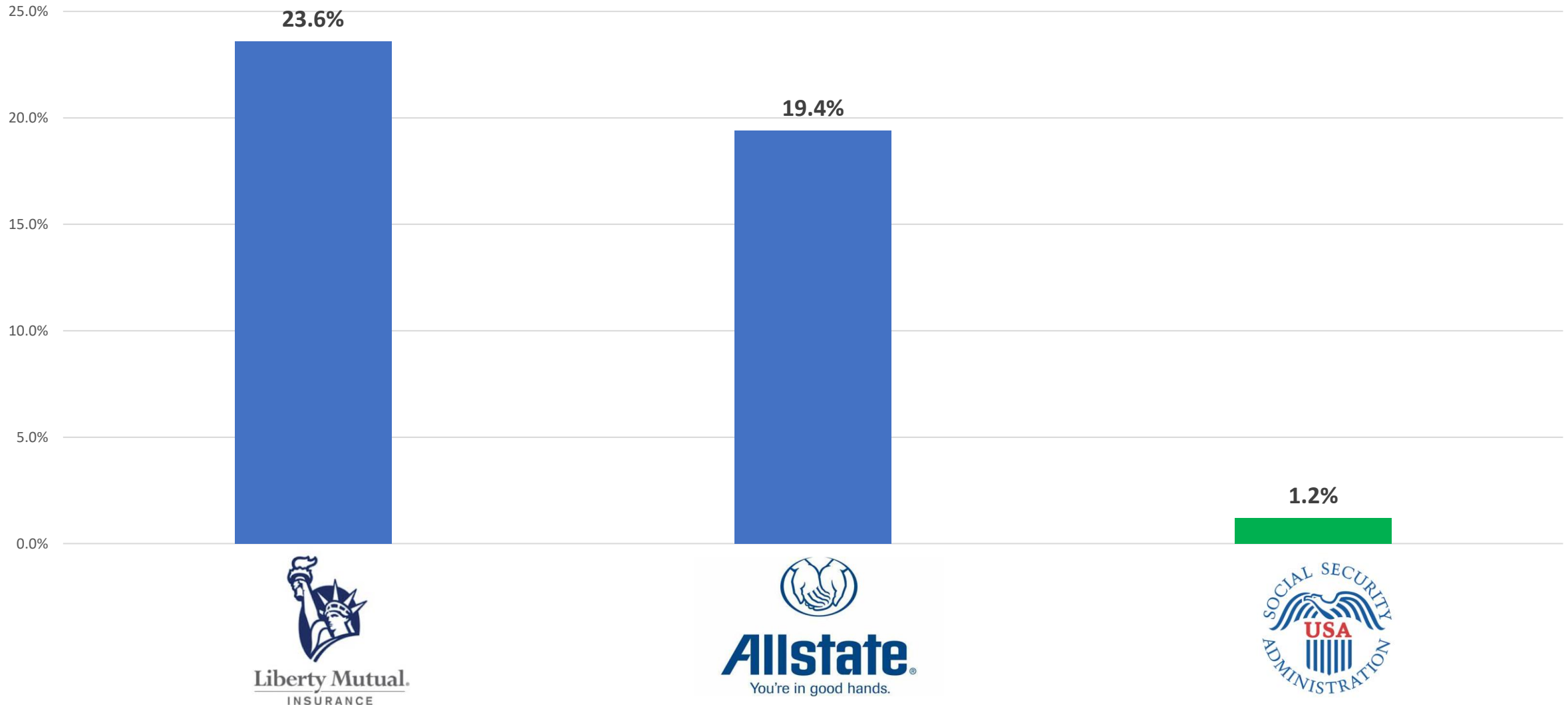
Administrative Funding Declining as Percent of Benefit Outlays



Initial Disability Claims and Processing Center Backlogs Grow as SSA Administrative Funding is Reduced



SSA is Still Far More Efficient than Private Insurance Companies in Admin Expenses



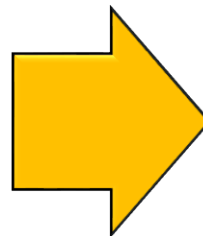
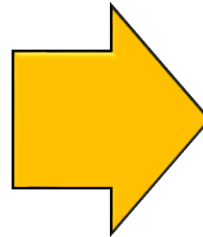
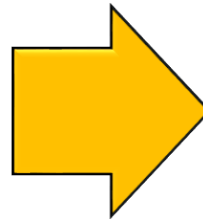
Customer Service Outcomes with Continuous Full Funding

Where we are now (FY 2025 FYTD October):

Wait Time on our 1-800 Number
13 minutes

Wait Time for an Initial Disability
/Reconsideration Decision
227 days/234 days

Wait Time for a Hearing Decision
280 days



Where we can go (long-term goals):

Wait Time on our 1-800 Number
5 minutes

Wait Time for an Initial Disability
/Reconsideration Decision
120 days/120 days

Wait Time for a Hearing Decision
270 days

President's Budget Improves Customer Service

