

## FY 2024 Actual Performance

Workload and Outcome Measures	FY 2024 Actuals
<b>Retirement and Survivor Claims</b>	
Retirement and Survivor Claims Completed (thousands) <sup>1</sup>	6,818
<b>Disability Claims</b>	
Initial Disability Claims Receipts (thousands)	2,317
Initial Disability Claims Completed (thousands)	2,229
Initial Disability Claims Pending (thousands)	1,178
Average Processing Time for Initial Disability Claims (days)	231
<b>Disability Reconsiderations</b>	
Disability Reconsiderations Receipts (thousands)	566
Disability Reconsiderations Completed (thousands)	514
Disability Reconsiderations Pending (thousands)	332
Average Processing Time for Disability Reconsiderations (days)	231
<b>Hearings</b>	
Hearings Receipts (thousands)	363
Hearings Completed (thousands)	423
Hearings Pending (thousands)	262
Annual Average Processing Time for Hearings Decisions (days) <sup>2</sup>	342
<b>National 800 Number</b>	
National 800 Number Calls Handled (millions) <sup>3</sup>	32
Average Speed of Answer (ASA) (minutes)	28
Agent Busy Rate (percent)	0.9%
<b>Program Integrity</b>	
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,342
Full Medical CDRs (included above, thousands)	381
SSI Non-Medical Redeterminations Completed (thousands)	2,550
<b>Selected Other Agency Workload Measures</b>	
Social Security Numbers (SSN) Completed (millions)	19
Annual Earnings Items Completed (millions)	299
Social Security Statements Issued (millions) <sup>4</sup>	14
<b>Selected Production Workload Measures</b>	
Disability Determination Services Production per Workyear	246
Office of Hearings Operations Production per Workyear	79

<sup>1/</sup> Includes Medicare.

<sup>2/</sup> Average processing time for hearings is an annual figure. The end of year monthly (September) processing time for hearings is 307 days for FY 2024.

<sup>3/</sup> The National 800 Number Calls Handled includes 3.5 million calls handled by automation.

<sup>4/</sup> The Social Security Statements Issued measure includes paper statements only. In FY 2024, *my Social Security* users accessed their Social Security Statements 40 million times. In FY 2024, we spent approximately \$9.9 million to send statements to people aged 60 and over who were not receiving Social Security benefits.