FY 2024 Actual Performance

| Disability Claims 2,31' Initial Disability Claims Receipts (thousands) 2,22' Initial Disability Claims Completed (thousands) 1,17' Average Processing Time for Initial Disability Claims (days) 23 Disability Reconsiderations 23 Disability Reconsiderations Completed (thousands) 560 Disability Reconsiderations Completed (thousands) 33: Average Processing Time for Disability Reconsiderations (days) 23 Hearings 33: Average Processing Time for Disability Reconsiderations (days) 23 Hearings Receipts (thousands) 36: Hearings Receipts (thousands) 36: Hearings Completed (thousands) 42: Hearings Pending (thousands) 26: Antional 800 Number 34: National 800 Number 32: National 800 Number 32: Average Speed of Answer (ASA) (minutes) 22: Agent Busy Rate (percent) 0.99 Program Integrity 33: Periodic Continuing Disability Reviews (CDR) Completed (thousands) 34: SSI Non-Medical Redeterminations Completed (thousands) 25: Selected Other Agency W | Workload and Outcome Measures | FY 2024 Actuals |
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| Disability Claims 2,31' Initial Disability Claims Receipts (thousands) 2,22' Initial Disability Claims Completed (thousands) 1,17' Average Processing Time for Initial Disability Claims (days) 23 Disability Reconsiderations 23 Disability Reconsiderations Completed (thousands) 560 Disability Reconsiderations Completed (thousands) 33: Average Processing Time for Disability Reconsiderations (days) 23 Hearings 33: Average Processing Time for Disability Reconsiderations (days) 23 Hearings Receipts (thousands) 36: Hearings Receipts (thousands) 36: Hearings Completed (thousands) 42: Hearings Pending (thousands) 26: Antional 800 Number 34: National 800 Number 32: National 800 Number 32: Average Speed of Answer (ASA) (minutes) 22: Agent Busy Rate (percent) 0.99 Program Integrity 33: Periodic Continuing Disability Reviews (CDR) Completed (thousands) 34: SSI Non-Medical Redeterminations Completed (thousands) 25: Selected Other Agency W | Retirement and Survivor Claims | |
| Initial Disability Claims Receipts (thousands)2,31'Initial Disability Claims Completed (thousands)2,22'Initial Disability Claims Pending (thousands)11,17'Average Processing Time for Initial Disability Claims (days)23Disability Reconsiderations56'Disability Reconsiderations Completed (thousands)51'Disability Reconsiderations Completed (thousands)33'Average Processing Time for Disability Reconsiderations (days)23Hearings33'Average Processing Time for Disability Reconsiderations (days)23Hearings Completed (thousands)36'Hearings Receipts (thousands)36'Hearings Pending (thousands)36'Hearings Pending (thousands)36'Hearings Pending (thousands)36'Mational 800 Number26'National 800 Number31'National 800 Number Calls Handled (millions) ³ 33'Average Speed of Answer (ASA) (minutes)22'Agent Busy Rate (percent)0.99'Program Integrity22'Periodic Continuing Disability Reviews (CDR) Completed (thousands)38'SSI Non-Medical Redeterminations Completed (thousands)38'Social Security Numbers (SSN) Completed (millions)14'Social Security Numbers (SSN) Completed (millions)19'Social Security Statements Issued (millions) ⁴ 14'Selected Orbor Agency Workload Measures29'Social Security Statements Issued (millions) ⁴ 14'Selected Production Workload Measures24'< | Retirement and Survivor Claims Completed (thousands) ¹ | 6,818 |
| Initial Disability Claims Completed (thousands)2,22'Initial Disability Claims Pending (thousands)11,17'Average Processing Time for Initial Disability Claims (days)23Disability Reconsiderations23Disability Reconsiderations Receipts (thousands)56Disability Reconsiderations Pending (thousands)51-Disability Reconsiderations Pending (thousands)33Average Processing Time for Disability Reconsiderations (days)23Hearings36Hearings Completed (thousands)36Hearings Completed (thousands)36Hearings Completed (thousands)42Hearings Completed (thousands)26Annual Average Processing Time for Hearings Decisions (days) 234National 800 Number22National 800 Number23Program Integrity24Periodic Continuing Disability Reviews (CDR) Completed (thousands)38SSI Non-Medical Redeterminations Completed (thousands)38SSI Non-Medical Redeterminations Completed (thousands)38Social Security Numbers (SSN) Completed (millions)14Social Security Statements Issued (millions) 429Social Security Statements Issued (millions) 429Social Security Statements Issued (millions) 414Selected Production Workload Measures29Social Security Statements Issued (millions) 414Selected Production Workload Measures29Social Security Statements Issued (millions) 414Selected Production Workload Measures24< | Disability Claims | |
| Initial Disability Claims Pending (thousands)1,174Average Processing Time for Initial Disability Claims (days)23Disability Reconsiderations23Disability Reconsiderations Receipts (thousands)566Disability Reconsiderations Completed (thousands)514Disability Reconsiderations Pending (thousands)333Average Processing Time for Disability Reconsiderations (days)23Hearings23Hearings Completed (thousands)366Hearings Completed (thousands)366Hearings Completed (thousands)266Annual Average Processing Time for Hearings Decisions (days)266Annual Average Processing Time for Hearings Decisions (days)23National 800 Number266National 800 Number266National 800 Number21National 800 Number21National 800 Number Calls Handled (millions)33Average Speed of Answer (ASA) (minutes)21Agent Busy Rate (percent)0.99Program Integrity38Full Medical CDRs (included above, thousands)2,550Selected Other Agency Workload Measures38Social Security Numbers (SSN) Completed (millions)11Annual Earnings Items Completed (millions)11Selected Production Workload Measures29Social Security Statements Issued (millions)11Selected Production Workload Measures24Disability Determination Services Production per Workyear24 | Initial Disability Claims Receipts (thousands) | 2,317 |
| Average Processing Time for Initial Disability Claims (days) 23 Disability Reconsiderations 560 Disability Reconsiderations Receipts (thousands) 510 Disability Reconsiderations Completed (thousands) 333 Average Processing Time for Disability Reconsiderations (days) 23 Hearings 336 Hearings 336 Hearings Receipts (thousands) 366 Hearings Completed (thousands) 422 Hearings Pending (thousands) 422 Hearings Pending (thousands) 426 Annual Average Processing Time for Hearings Decisions (days) ² 342 National 800 Number 266 National 800 Number 337 National 800 Number 337 National 800 Number 337 Periodic Continuing Disability Reviews (CDR) Completed (thousands) 337 Average Speed of Answer (ASA) (minutes) 348 SSI Non-Medical CDRs (included above, thousands) 348 SSI Non-Medical Redeterminations Completed (thousands) 349 Periodic Continuing Disability Reviews (CDR) Completed (thousands) 349 SSI Non-Medical Redeterminations Completed (millions) 349 <t< td=""><td>Initial Disability Claims Completed (thousands)</td><td>2,229</td></t<> | Initial Disability Claims Completed (thousands) | 2,229 |
| Disability ReconsiderationsDisability Reconsiderations Receipts (thousands)560Disability Reconsiderations Completed (thousands)511Disability Reconsiderations Pending (thousands)333Average Processing Time for Disability Reconsiderations (days)23Hearings360Hearings Receipts (thousands)360Hearings Completed (thousands)360Hearings Pending (thousands)360Average Processing Time for Hearings Decisions (days)360Annual Average Processing Time for Hearings Decisions (days)360Annual Average Processing Time for Hearings Decisions (days)360Annual Average Processing Time for Hearings Decisions (days)370National 800 Number371National 800 Number372National 800 Number Calls Handled (millions)371Periodic Continuing Disability Reviews (CDR) Completed (thousands)373Periodic Continuing Disability Reviews (CDR) Completed (thousands)378SSI Non-Medical Redeterminations Completed (thousands)378SSI Non-Medical Redeterminations Completed (thousands)378Social Security Numbers (SSN) Completed (millions)379Annual Earnings Items Completed (millions)379Social Security Statements Issued (mil | | 1,178 |
| Disability Reconsiderations Receipts (thousands)560Disability Reconsiderations Completed (thousands)511Disability Reconsiderations Pending (thousands)332Average Processing Time for Disability Reconsiderations (days)233Hearings233Hearings Receipts (thousands)366Hearings Completed (thousands)422Hearings Completed (thousands)422Hearings Pending (thousands)266Annual Average Processing Time for Hearings Decisions (days)234National 800 Number242National 800 Number332National 800 Number Calls Handled (millions)333Average Speed of Answer (ASA) (minutes)234Agent Busy Rate (percent)0.99Program Integrity38SSI Non-Medical Redeterminations Completed (thousands)348SSI Non-Medical Redeterminations Completed (thousands)348Social Security Numbers (SSN) Completed (millions)349Annual Earnings Items Completed (millions)349Social Security Statements Issued (millions)349Social Security Statements Issued (millions)349Social Security Statements Issued (millions)349Social Security Statements Issued (millions)349Statements Issued (millions)349Statements Issued (millions)349Statements Issued (millions)349Statements Issued (millions)349Statements Issued (millions)349Hearings Items Completed (millions)349Statements Issued (millio | Average Processing Time for Initial Disability Claims (days) | 231 |
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| Average Processing Time for Disability Reconsiderations (days) 23 Hearings 36 Hearings Receipts (thousands) 36 Hearings Completed (thousands) 42 Hearings Pending (thousands) 26 Annual Average Processing Time for Hearings Decisions (days) ² 34 National 800 Number 32 National 800 Number 32 National 800 Number Calls Handled (millions) ³ 32 Average Speed of Answer (ASA) (minutes) 22 Agent Busy Rate (percent) 0.9% Program Integrity 0.9% Periodic Continuing Disability Reviews (CDR) Completed (thousands) 1,34 Full Medical CDRs (included above, thousands) 38 SSI Non-Medical Redeterminations Completed (thousands) 2,556 Selected Other Agency Workload Measures 29 Social Security Numbers (SSN) Completed (millions) 11 Annual Earnings Items Completed (millions) ⁴ 14 Selected Production Workload Measures 299 Social Security Statements Issued (millions) ⁴ 14 Selected Production Workload Measures 299 Social Security Statements Issued (millions) ⁴ 14 | Disability Reconsiderations Completed (thousands) | 514 |
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| Hearings Pending (thousands) 26. Annual Average Processing Time for Hearings Decisions (days) 2 34. National 800 Number 34. National 800 Number Calls Handled (millions) 3 3. Average Speed of Answer (ASA) (minutes) 2. Agent Busy Rate (percent) 0.99 Program Integrity 0.99 Program Integrity 38 SSI Non-Medical CDRs (included above, thousands) 38 SSI Non-Medical Redeterminations Completed (thousands) 2,556 Selected Other Agency Workload Measures 299 Social Security Numbers (SSN) Completed (millions) 119 Annual Earnings Items Completed (millions) 114 Selected Production Workload Measures 299 Social Security Statements Issued (millions) 4 14 Selected Production Workload Measures 240 Disability Determination Services Production per Workyear 240 | Hearings Receipts (thousands) | 363 |
| Annual Average Processing Time for Hearings Decisions (days) 2 342 National 800 Number 342 National 800 Number Calls Handled (millions) 3 32 Average Speed of Answer (ASA) (minutes) 22 Agent Busy Rate (percent) 0.9% Program Integrity 0.9% Periodic Continuing Disability Reviews (CDR) Completed (thousands) 1,342 Full Medical CDRs (included above, thousands) 38 SSI Non-Medical Redeterminations Completed (thousands) 2,550 Selected Other Agency Workload Measures 299 Social Security Numbers (SSN) Completed (millions) 114 Annual Earnings Items Completed (millions) 4 114 Selected Production Workload Measures 299 Social Security Statements Issued (millions) 4 144 Selected Production Workload Measures 299 Social Security Statements Issued (millions) 4 144 Selected Production Workload Measures 299 Social Security Statements Issued (millions) 4 144 Selected Production Workload Measures 240 Disability Determination Services Production per Workyear 240 | Hearings Completed (thousands) | 423 |
| National 800 NumberNational 800 Number Calls Handled (millions) 3National 800 Number Calls Handled (millions) 3Average Speed of Answer (ASA) (minutes)Agent Busy Rate (percent)O.9%Program IntegrityPeriodic Continuing Disability Reviews (CDR) Completed (thousands)Full Medical CDRs (included above, thousands)SSI Non-Medical Redeterminations Completed (thousands)Selected Other Agency Workload MeasuresSocial Security Numbers (SSN) Completed (millions)Annual Earnings Items Completed (millions) 4Social Security Statements Issued (millions) 4Social Security Statements Issued (millions) 4Social Security Determination Services Production per Workyear240 | Hearings Pending (thousands) | 262 |
| National 800 Number Calls Handled (millions) 332Average Speed of Answer (ASA) (minutes)23Agent Busy Rate (percent)0.9%Program Integrity0.9%Periodic Continuing Disability Reviews (CDR) Completed (thousands)1,342Full Medical CDRs (included above, thousands)38SSI Non-Medical Redeterminations Completed (thousands)2,550Selected Other Agency Workload Measures119Social Security Numbers (SSN) Completed (millions)119Annual Earnings Items Completed (millions)299Social Security Statements Issued (millions) 414Selected Production Workload Measures299Disability Determination Services Production per Workyear240 | Annual Average Processing Time for Hearings Decisions (days) ² | 342 |
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| Agent Busy Rate (percent)0.9%Program Integrity0.9%Periodic Continuing Disability Reviews (CDR) Completed (thousands)1,342Full Medical CDRs (included above, thousands)38SSI Non-Medical Redeterminations Completed (thousands)2,550Selected Other Agency Workload Measures0.9%Social Security Numbers (SSN) Completed (millions)119Annual Earnings Items Completed (millions)299Social Security Statements Issued (millions)14Selected Production Workload Measures299Disability Determination Services Production per Workyear240 | National 800 Number Calls Handled (millions) ³ | 32 |
| Program IntegrityPeriodic Continuing Disability Reviews (CDR) Completed (thousands)1,342Full Medical CDRs (included above, thousands)38SSI Non-Medical Redeterminations Completed (thousands)2,550Selected Other Agency Workload Measures2Social Security Numbers (SSN) Completed (millions)19Annual Earnings Items Completed (millions)299Social Security Statements Issued (millions)14Selected Production Workload Measures14Disability Determination Services Production per Workyear244 | Average Speed of Answer (ASA) (minutes) | 28 |
| Periodic Continuing Disability Reviews (CDR) Completed (thousands)1,342Full Medical CDRs (included above, thousands)38SSI Non-Medical Redeterminations Completed (thousands)2,550Selected Other Agency Workload Measures2Social Security Numbers (SSN) Completed (millions)19Annual Earnings Items Completed (millions)299Social Security Statements Issued (millions)14Selected Production Workload Measures14Disability Determination Services Production per Workyear240 | Agent Busy Rate (percent) | 0.9% |
| Full Medical CDRs (included above, thousands)38SSI Non-Medical Redeterminations Completed (thousands)2,550Selected Other Agency Workload Measures2Social Security Numbers (SSN) Completed (millions)19Annual Earnings Items Completed (millions)299Social Security Statements Issued (millions)14Selected Production Workload Measures14Disability Determination Services Production per Workyear244 | Program Integrity | |
| SSI Non-Medical Redeterminations Completed (thousands)2,550Selected Other Agency Workload Measures200Social Security Numbers (SSN) Completed (millions)19Annual Earnings Items Completed (millions)299Social Security Statements Issued (millions)14Selected Production Workload Measures14Disability Determination Services Production per Workyear240 | Periodic Continuing Disability Reviews (CDR) Completed (thousands) | 1,342 |
| Selected Other Agency Workload MeasuresSocial Security Numbers (SSN) Completed (millions)Annual Earnings Items Completed (millions)Social Security Statements Issued (millions)Social Security Statements Issued (millions)Selected Production Workload MeasuresDisability Determination Services Production per Workyear240 | Full Medical CDRs (included above, thousands) | 381 |
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| Annual Earnings Items Completed (millions) 299 Social Security Statements Issued (millions) ⁴ 14 Selected Production Workload Measures 14 Disability Determination Services Production per Workyear 240 | Selected Other Agency Workload Measures | |
| Social Security Statements Issued (millions) ⁴ 14 Selected Production Workload Measures 14 Disability Determination Services Production per Workyear 240 | Social Security Numbers (SSN) Completed (millions) | 19 |
| Selected Production Workload MeasuresDisability Determination Services Production per Workyear240 | Annual Earnings Items Completed (millions) | 299 |
| Disability Determination Services Production per Workyear 240 | Social Security Statements Issued (millions) ⁴ | 14 |
| • | Selected Production Workload Measures | |
| Office of Hearings Operations Production per Workyear 79 | Disability Determination Services Production per Workyear | 246 |
| | Office of Hearings Operations Production per Workyear | 79 |

^{1/} Includes Medicare.

^{2/} 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.

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

^{4/} 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.