

Progress to Implement the 21st Century Integrated Digital Experience Act (21st Century IDEA): 2023 Annual Report¹

Background

Section 3(d) of the [21st Century Integrated Digital Experience Act](#) (21st Century IDEA)¹ requires the head of each Federal executive branch agency to report annually to the Director of the Office of Management and Budget, and the public on the agency's progress to implement the requirements of the Act and modernize websites and digital services.

Modernization of Social Security Administration's Digital Services

We continue to leverage the 21st Century IDEA to streamline our digital footprint. Our customers have become more comfortable with remote service, and they expect convenient and safe options to access these services. We continue to implement new technology that enhances the customer experience and removes barriers to service to meet the needs and preferences of our customers, partners, and employees. Our modernization investments focus on delivering customer-centric digital capabilities with equitable human-centered design and advanced technologies. We will provide more options to conduct business electronically, reduce paper-producing processes, and convert paper-based information into digital formats by expanding digital channels.

In 2022, we continued to build upon the work we started in 2021 to expand secure self-service options for our customers. Our focus was on adapting our service model to meet the challenges of the COVID-19 public, ensuring public access even with limited in-person services at our field offices. In 2023, we have broadened our service offerings to meet the evolving digital needs of a post-pandemic world, enhancing convenience, accessibility, and efficiency for all customers, while also empowering our workforce with the training necessary to provide even better service.

Agency Efforts in 2023

The Social Security Administration (SSA) is committed to enhancing its digital presence and improving online services for millions of Americans. The following information highlights our recent efforts to modernize the services available through [my Social Security | SSA](#) and [Apply for Social Security Benefits | SSA](#) online platforms.

¹ Public Law 115-336, 132 Stat. 5025-5028. Previous reports: [2019](#), [2020](#), [2021](#), [2022](#)

Digital Identity (DI)

Nearly 85 million Americans have registered for a secure account to access the Social Security Administration's (SSA) secure online services. In 2023, we continued to enhance identity proofing, reduce costs, and improve control over data acceptance which resulted in improved efficiency, enhanced accessibility, and navigation for users signing into their accounts. In addition, we are strengthening our digital identity processes to comply with the *Creating Advanced Streamlined Electronic Services for Constituents Act of 2019*.

Internet Social Security Number (SSN) Replacement Card (iSSNRC)

We continue to collaborate with the states to expand our internet SSN replacement card application, allowing eligible US citizens to request a replacement social security card online. By the end of FY23, SSA customers in forty-seven states and the District of Columbia can request a replacement Social Security card entirely online using iSSNRC. In FY23, SSA issued about 2.3 million no-change replacement cards via iSSNRC.

Expanded ability to change name online due to marriage in nine states

By the end of FY23, SSA customers in nine states can change the last name on their Social Security card after they get married using the online internet Social Security Number Replacement Card (iSSNRC) application process. In FY23, we updated and issued a little over 14k SSN replacement cards using this method in iSSNRC.

Online Social Security Number Application Process (oSSNAP)

oSSNAP enables customers to request a Social Security Card online and complete their application by submitting the required documents to their local field office or Social Security Card Center (SSCC) within 45 calendar days. This process streamlines both the online services and customer experience. In FY 2023, oSSNAP enhanced its functionality to allow customers to self-schedule appointments through the Enterprise Scheduling System (ESS). Since its launch on April 23, 2022, oSSNAP has processed 7.6 million successful submissions.

Online Scheduling with the Enterprise Scheduling System (ESS)

ESS allows customers to self-schedule enumeration appointments online after completion of the Online Social Security Number Application Process (oSSNAP), an online platform for obtaining new or replacement Social Security number cards. In FY 2023, we successfully deployed the ESS to all 50 States plus the District of Columbia. The product also facilitates workload management for field office managers by auto-assigning appointments based on staff availability. In FY 2023, ESS scheduled over 230,000 enumeration appointments.

Strengthened the online submission of forms

SSA customers can upload select forms and evidence directly online from any internet-enabled device, instead of through mail or in-person, making it easier and faster to provide SSA with required documentation and complete benefit applications. Additionally, we are eliminating signature where not legally required. Where signature is still required, we are exploring an expansion of online electronic signatures, forms, and evidence available for upload.

Electronic Evidence Acquisition (EAA)

We made it easier for SSA customers to electronically submit documents required during disability determination processes. Cases that fully utilize these services are processed 40 percent faster than those that receive medical evidence traditionally through mail or fax.

Prepared for the Office of Management and Budget and the public per the requirements of section 3(d) of Public Law 115-336.

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