



OVERVIEW OF THE SOCIAL SECURITY ADMINISTRATION

Mission

Ensure equity and accessibility in delivering Social Security services by improving the customer experience and addressing systemic barriers to participation in our programs.

Programs

Few government agencies affect the lives of as many people as we do. In accordance with law and regulations, we administer three programs under the *Social Security Act*:

- **Old-Age and Survivors Insurance:** Established in 1935, the Old-Age and Survivors Insurance (OASI) program provides retirement and survivors benefits to qualified workers and their family members. In fiscal year (FY) 2024, we paid OASI benefits to an average of approximately 59 million beneficiaries each month and incurred over \$1,301 billion in benefit payment expenses¹ to OASI beneficiaries through the fiscal year. Learn more about retirement benefits on our website at [SSA.gov/retirement](https://www.ssa.gov/retirement) and about survivors benefits at [SSA.gov/survivors](https://www.ssa.gov/survivors).
- **Disability Insurance:** Established in 1956, the Disability Insurance (DI) program provides benefits for workers who become disabled and their families. In FY 2024, we paid DI benefits to an average of over 8 million beneficiaries each month and incurred about \$157 billion in benefit payment expenses¹ to DI beneficiaries through the fiscal year. Learn more about DI benefits on our website at [SSA.gov/disability](https://www.ssa.gov/disability).
- **Supplemental Security Income:** Established in 1972, the Supplemental Security Income (SSI) program provides financial support to aged, blind, and disabled adults and children who have limited income and resources. In FY 2024, we paid SSI benefits to a monthly average of 7.4 million recipients (approximately 2.5 million of whom concurrently receive OASI or DI benefits) and incurred about \$56 billion in SSI Federal and State supplementary benefit payment expenses¹ through the fiscal year. Learn more about SSI benefits on our website at [SSA.gov/ssi](https://www.ssa.gov/ssi).

We also support national programs administered by other Federal and State agencies, as required by law, such as Medicare, Medicaid, the Supplemental Nutrition Assistance Program, State Children's Health Insurance Program, E-Verify, Federal Benefits for Veterans, as well as programs associated with the *Employee Retirement Income Security Act of 1974*, *Coal Industry Retiree Health Benefit Act*, and *Help America Vote Act*.

¹ Benefit payment expenses consist of benefits paid and the change in benefits accrued during FY 2024.



How Social Security Benefited America in Fiscal Year 2024

Our programs and services are vital to the public, and the scope of our work is enormous. For more than 89 years, Social Security has provided income security for retirees, individuals with disabilities, and families that lose a wage-earner.

- We paid a combined total of over \$1.5 trillion in Social Security and SSI benefits.
- Nearly 86 percent of persons aged 65 or older receive Social Security and that increases to more than 90 percent for those aged 75 and older.
- On average each month, about one million blind or disabled children under age 18 received SSI benefits.

How We Served America in Fiscal Year 2024

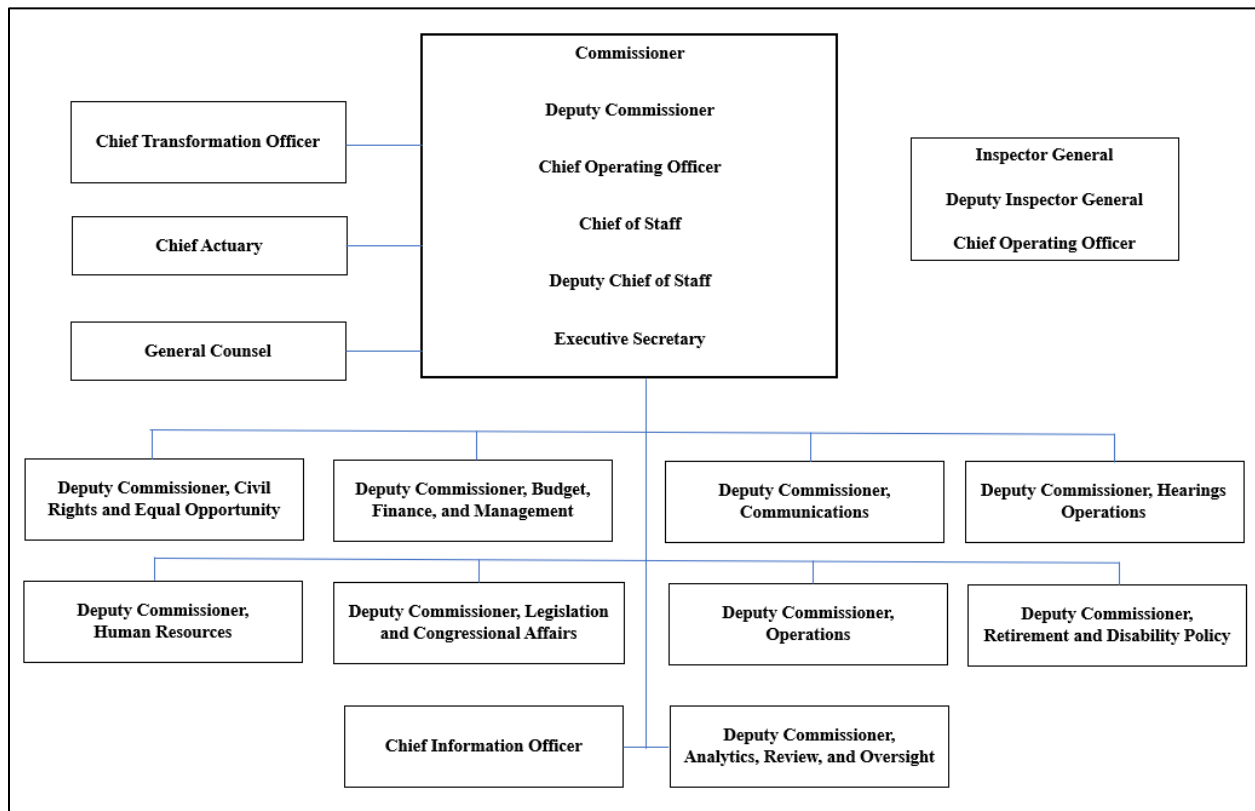
- Processed over 441 million online transactions.
- Mailed an estimated 330 million notices.
- Registered over 15.7 million new accounts on the [my Social Security](#) portal for a total of more than 89.3 million accounts. The portal offers many secure and convenient online self-service options.
- Provided *Social Security Statements (Statement)* to beneficiaries online via [my Social Security](#) more than 40 million times, and by mail with approximately 14 million paper *Statements*.
- Processed nearly 19 million applications for new and replacement Social Security Number (SSN) cards, in office and online through the Internet Social Security Number Replacement Card.
- Posted approximately 299 million annual earnings items to workers' records submitted by both employers and self-employed individuals.
- Performed nearly 2.5 billion automated SSN verifications for employers.
- Conducted 21 cost benefit analyses for incoming data exchanges with various Federal partners, resulting in \$11.5 billion in projected annual savings.
- Handled over 23 million calls in our field offices, our National 800 Number agents handled over 28 million calls, and our self-service options handled over 3.2 million calls, amid staffing and technology challenges. We reduced the annual average speed of answer to 27.6 minutes on our National 800 Number from 35.8 minutes in FY 2023.
- Completed over 9.5 million retirement, survivor, disability, and Medicare claims for benefits; conducted over 381,000 full medical continuing disability reviews (CDR); and performed nearly 2.6 million non-medical redeterminations of SSI eligibility.
- Completed nearly 423,000 hearing requests; reviewed nearly 74,000 cases in the Appeals Council; and defended nearly 14,000 disability cases in Federal court.



Organization

Serving the American public requires a vast network of facilities, technology, and skilled staff. Our Commissioner leads approximately 58,000 Federal employees and 14,000 State employees who serve our customers through a network of more than 1,500 offices across the country and around the world. We administer our programs and services online, by phone, by video, and in person in our offices. Our customers can access our online services, such as applying for retirement, disability, and Medicare benefits; checking the status of an application or appeal; or requesting a replacement Social Security card.

Social Security Administration Organizational Chart¹



Note:

1. For the full agency organization chart, please visit [SSA Org Chart](#).

The 14,000 State employees at disability determination services (DDS) make disability determinations for initial claims, reconsiderations, CDRs, and CDR appeals. Challenges with hiring and retaining staff have limited the DDSs’ capacity to improve disability workload performance.

Administrative law judges in our hearing offices and administrative appeals judges in our Appeals Council decide appealed cases.

Our processing centers handle the most complex benefit payment decisions, in addition to issuing benefit payments after appeals decisions, determining and collecting debt, correcting records, and performing program integrity work.



Our teleservice centers answer a broad range of Social Security and Medicare questions, schedule appointments for our field offices, provide status updates on current claims or appeals, and ensure the accuracy of our records.

For more information about our organization and its functions, including headquarters components and Social Security offices around the country, refer to the *Summary of Key Management Officials' Responsibilities* section in the *Appendix* or visit our organizational structure [webpage](#).



How Can We Help?

Did you know that Social Security provides financial protection for our nation's people, supporting Americans throughout all of life's journeys. In FY 2024, on average we served approximately 344,000 customers per day. For help finding your local Social Security office, visit our website at www.SSA.gov to use the office locator and to learn more about the online services we offer.