

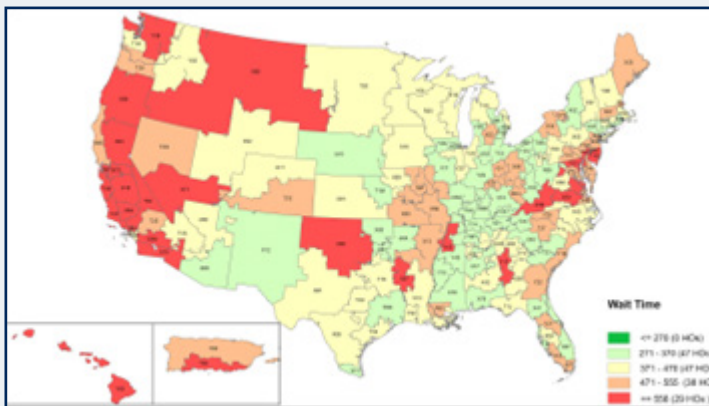
Social Security Administration (SSA)

Congressional Update

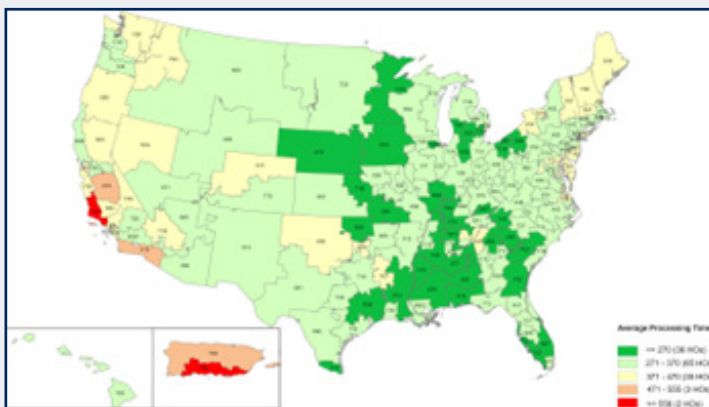


Faster Hearings Times Nationwide

One of our key goals is to get your constituents their disability hearings faster—within around 270 days. In September 2023, the average wait for a hearing was 458 days.



As seen in the chart above, none of our hearing offices were hitting the 270-day goal, shown in dark green. With strategic changes, we've reduced the average wait to 325 days as of June 2024, and a growing number of offices are meeting the 270-day goal.



Further, we've reduced the number of people who have a hearing request pending with us to fewer than 300,000 people – the lowest number in 30 years.

We track our progress in reaching our key goals every two weeks during SecurityStat, a key performance measurement tool that helps us set goals, choose actions, and track progress in meeting our goals. We update this data publicly every month. For larger versions of these maps and more, visit <https://www.ssa.gov/securitystat>.

CHANGES TO ACCESSING SSA'S ONLINE SERVICES

To increase security, SSA customers who use a username and password to access our online services will soon need to have an account with Login.gov or ID.me (our Credential Service Providers) to log in. We encourage these customers to log into their accounts now. When they log in, they will be able to easily transition to Login.gov, link their SSA and Login.gov accounts, and immediately access our services. For more information, visit <https://blog.ssa.gov/changes-are-coming-to-how-you-access-social-securitys-online-services/>

If your constituents would like to learn more about or need help with Login.gov, they should visit <https://login.gov/help/> or contact Login.gov customer service at 1-844-875-6446.

SSA staff are unable to assist with Login.gov questions. If you have questions about the access changes, please contact the Office of Legislation and Congressional Affairs at 202.358.6030

WANT MORE INFORMATION FROM SOCIAL SECURITY?

Check our other [publications](#)

SOCIAL SECURITY UPDATE

[SSA.gov/news/newsletter](https://ssa.gov/news/newsletter)

SOCIAL SECURITY

MATTERS BLOG

blog.ssa.gov

PRESS RELEASES

ssa.gov/news/press/releases



Securing today
and tomorrow



CASEWORK CORNER

We publish a biannual Congressional Inquiries Guide for congressional use only. We send caseworkers in district offices a copy upon entering Congress. You can request a copy at ssa.gov/legislation/congguide.html



HILL STAFF HELP

OLCA's fact sheets to help you answer inquiries from your boss or constituents are available at ssa.gov/legislation/resources.html



CONGRESSIONAL STATISTICS

Visit ssa.gov/policy/docs/factsheets/cong_stats for the number of Social Security and SSI beneficiaries in each state and district.

Social Security in the News

The media has noticed the changes we're making to improve your constituents' experiences with us, highlight the challenges we face making sure they get the service they deserve and paid for, and discuss some of the ways Congress can help. Check out some recent features in:

- *Government Executive* (available at <https://www.govexec.com/workforce/2024/06/omalleys-one-year-sprint-save-social-security/397450/>),
- AARP (available at <https://www.aarp.org/retirement/social-security/info-2024/martin-omalley-interview.html>), and
- National Public Radio (available at <https://www.npr.org/2024/06/26/nx-s1-5013951/social-security-commissioner-martin-omalley-agrees-ssi-program-is-outdated>)
- CNBC (available at <https://www.cnbc.com/video/2024/08/14/social-security-administration-commissioner-congress-needs-to-act-in-order-to-avoid-the-shortfall.html>)
- *Federal News Network* (available at: <https://federalnewsnetwork.com/federal-report/2024/02/new-social-security-telework-policy-just-might-be-the-blueprint-for-everybody/>)

Updates to Our Disability Evaluation Process

As of June 22, we review only 5 years of past work when we evaluate your constituents' disability claims and no longer consider past work that started and stopped in fewer than 30 calendar days. Prior to this change, we required disability applicants to provide 15 years of detailed information about their work history.

This new policy simplifies the disability application process for your constituents by focusing on their most recent relevant work activity while still providing the information we need to make accurate determinations. For more information, visit <https://www.ssa.gov/news/press/releases/2024/#6-2024-3>.

New Compassionate Allowance Conditions

On August 12th, after research, public input, and outreach, we added 9 new conditions and revised 2 conditions for our Compassionate Allowance (CAL) initiative. This initiative helps us quickly identify diseases and other medical conditions that, by definition, meet Social Security standards for disability benefits. To date this fiscal year, the state Disability Determination Services – the agencies that make disability determinations for us – are taking an average of about 35 days to make decisions on CAL cases. The 9 new conditions cover a broad range of impairments and bring the total number of CAL conditions to 287. For more information, please visit <https://www.ssa.gov/compassionateallowances/>.

Upcoming Policy Reforms

In July, the Office of Management and Budget released the Spring 2024 Unified Agenda, which provides information on upcoming agency actions. We are excited to be working on reforms to help improve service for your constituents, including changes to the recovery of overpayment debts to reduce burdens; making it easier to establish a Supplemental Security Income protective filing date; and finalizing implementation of the Payroll Information Exchange, which will reduce manual reporting errors that can lead to overpayments.

For the complete list of SSA's items on the Unified Agenda, please visit <https://www.reginfo.gov/public/do/eAgendaMain> and select "Social Security Administration" from the drop-down menu.

We also recently took action to update our policies to help those who receive Supplemental Security Income to:

- Exclude the value of food from benefit calculations;
- Expand the definition of a public assistance household; and
- Expand the rental subsidy exception nationwide.

For more information, please visit <https://www.ssa.gov/news/press/releases/2024/#3-2024-4>, <https://www.ssa.gov/news/press/releases/2024/#5-2024-3>, and <https://www.ssa.gov/news/press/releases/2024/#4-2024-1>

