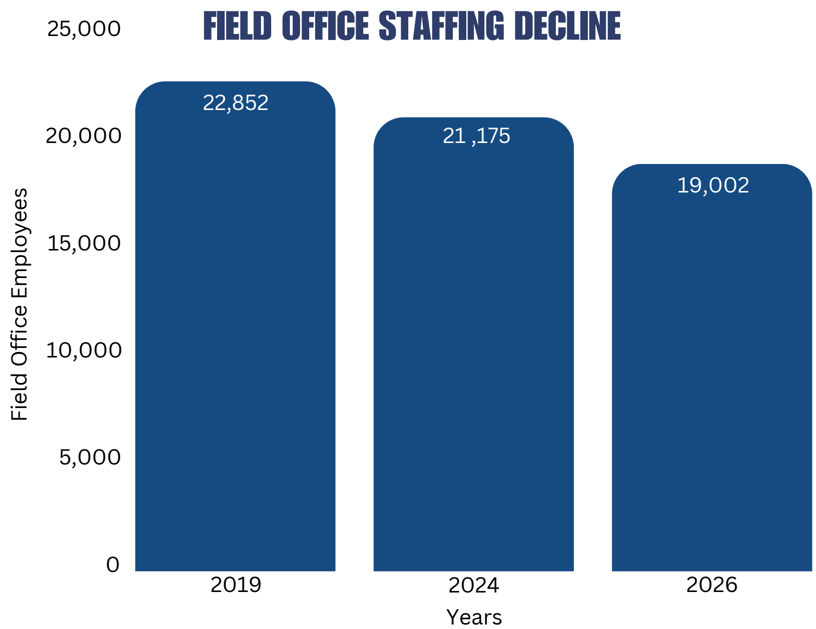
SOCIAL SECURITY'S FIELD OFFICE STAFFING CRISIS

The Agency's consistent underfunding, understaffing and neglect of current employees is leading to the ultimate depletion of Social Security's community-based offices.

KEY FINDINGS



17%
field office staffing loss in seven years (3,850 employees)

33.1%
of all field offices lost at least 25% of employees in seven years

IMPACT ON CONSTITUENTS

1 field office employee for every **4,100 beneficiaries.**

½ of all seniors must drive at least 33 minutes to reach a field office.

Severe service backlogs, long wait times, and closed offices.

9 GHOST OFFICES IDENTIFIED

- Decorah, IA
- Glasgow, MT
- Cody, WY
- Big Spring, TX
- Pierre, SD
- Cedar City, UT
- Havre, MT
- Ironwood, MI
- Sheridan, WY

ASKS OF CONGRESS

1. **Ensure administrative funding reaches 1.2% of benefit outlays,** with additional funding explicitly earmarked for frontline and support staffing based on unique community needs. SSA is currently funded at 0.86% of benefit outlays.
2. **Reject field office closures and consolidations.**
3. **Reject the use of AI to replace human decision-makers**—maintain human adjudicators and public contact representatives.

Due to understaffing, approximately 2,500 workers agency wide, including 1,500 field office employees and claims specialists, have been reassigned to the national 1-800 number, further taking away from community based services and adding to the backlogs. Funding needs to be restored to 1.2% of benefit outlays with dedicated hiring in these positions to reverse the effects of these reassignments and backlogs.