



The American Federation of Government Employees General Committee including Council 220 congratulates Commissioner Bisignano on his confirmation to lead the Social Security Administration. While [news reports of his engagement with Acting Commissioner Dudek](#) during the confirmation process are concerning, we appreciate his commitment to "[run the agency in the right fashion](#)," as long as that means a course correction since January, and his stated objective "[to come in and motivate the workforce we have](#)."

We anticipate that Commissioner Bisignano will leverage his extensive technology expertise to modernize SSA's systems, creating opportunities to improve employee work/life balance while raising the level of public service. We support technology that allows for high-quality public service and creates more manageable workloads for employees. We also know that effective public service at SSA requires both technical knowledge and a great deal of compassion and human connection.

We fundamentally oppose the dismantling of Social Security. We oppose systems interruptions driven by mismanagement. We strongly oppose the indiscriminate reduction of frontline and support staff in offices already underserving communities. We strongly oppose field office and hearing office closures and consolidations. We will strongly oppose replacing SSA workers with Artificial Intelligence. And we deeply oppose steps taken to weaken employees' rights and create untenable working conditions.

The American people deserve a functioning, efficient and accurate Social Security Administration. We believe that by trusting and supporting employees, Commissioner Bisignano can be effective. We expect the Commissioner will honor our negotiated agreements and work to improve the working conditions of the workforce. We know that by working together and finding common ground we can address the very dire understaffing crisis, low employee morale, and the deteriorating work environment.

**Rich Couture**

AFGE General Committee Spokesperson

Representing 40,000 workers at SSA

**Jessica LaPointe**

AFGE Council 220 President

Representing 25,000 frontline workers in SSA Operations