



November 13, 2023

**Statement from AFGE Council 220 President Jessica LaPointe on
Social Security Agency Employee Productivity**

Statement issued in response to [accusations](#) by Senator Bill Cassidy (R-Louisiana):

Social Security employees are dedicated public servants. We take pride in those we serve and give our all every day –using effective and efficient hybrid work models – to deliver benefits to our nation’s most vulnerable. We are focused professionals who respect the dignity of every American.

Anyone who questions the work ethic and commitment of Social Security field operations staff clearly does not understand the skill and experience these jobs require. Delivering benefits in a timely and accurate manner requires focus and commitment. Despite facing extreme pressure, dwindling resources, failing technology and inadequate numbers of staff, I am awed every day at what my fellow employees are able to make happen for the American people.

Who we are: American Federation of Government Employees Council 220 represents 26,500 Social Security Employees in Field Offices, Teleservice Centers, and Workload Support Units.