ACTION ALERT

Protect Social Security Staffing

Congress must act now to restore the workforce Americans depend on
to access the benefits they have earned.

59-Year	**10,000+**	**Record**	**Multiple**
STAFFING LOW	EMPLOYEES LOST	CLAIM BACKLOGS	OFFICE CLOSURES

Social Security's service delivery crisis is not a program solvency issue — it is a staffing and resource issue.

The Agency has lost thousands of employees, reaching a 59-year staffing low. Record backlogs, field office closures, and deteriorating service are the direct result of chronic underfunding and accelerated workforce reductions.

The path forward requires Congress to appropriate adequate funding dedicated to hiring, training, and retaining the workforce necessary to deliver the benefits Americans have earned — and to exercise oversight over an Agency increasingly turning to AI, automated adjudication, and occupancy data as substitutes for the human workforce the public needs.

WORKFORCE CRISIS

Thousands of dedicated SSA employees have been lost, creating unsustainable workloads and service delays.

CHRONIC UNDERFUNDING

Years of inadequate appropriations have driven the agency to a historic staffing low not seen in six decades.

OFFICE CLOSURES

Field office closures and reassignments are cutting off local access for vulnerable Americans who need help most.

OVERSIGHT NEEDED

Congress must provide oversight as the Agency replaces human workers with AI and automated adjudication systems.

Your Voice Matters. Here's What We're Asking Congress to Do:

- Fund aggressive hiring to fill the 7,000+ positions lost — particularly in field offices and teleservice centers.
- Require safeguards in USE IT Act implementation so BIBO occupancy data isn't used to close offices communities depend on.
- Mandate oversight of SSA's AI deployments before automated adjudication expands to disability determinations.
- Restore telework and workplace flexibility — a federal arbitrator has already ordered it.
- Protect data transparency and IG independence so Congress gets the real numbers on wait times and service quality.

TAKE ACTION NOW

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