



AFGE Social Security Workers United

The American Federation of Government Employees SSA General Committee and the 42,500 employees it represents asks Congress:

1

Participate in SSA's 90th Anniversary Events

Congress should participate in the Social Security Administration's 90th birthday celebrations across the country. These events will celebrate SSA's anniversary and advocate for keeping the program strong for current and future generations. We invite Congress to have AFGE members at SSA speak at or attend their planned events.

2

Hold Congressional Hearing on SSA Operations

Hold hearings and invite AFGE members at SSA as witnesses to examine the true state of declining service quality, staffing, and employee morale in SSA operations.

3

Demand Transparency on Performance Metrics

Require transparency regarding performance metrics and the methods used to obtain data, especially concerning:

- National 800-number wait times
- Field office wait times for lobby service, appointments and benefit delivery
- Internet claims processing capabilities with severely reduced staff (every internet claim still needs a worker to process it to completion)
- Technology plans that replace workers and deny the public choice in how SSA serves them

Demand that SSA resumes the routine submission of the following unedited and unredacted reports to the House Oversight Committee:

- Weekly performance reports
- Reports from the Field Office optimizer tool; which shows how many staff there are in offices and ratios to customers, wait times for every service, as well as underperforming offices.

4

Hold SSA Leadership Accountable

Hold SSA leadership accountable for degrading employee morale, staffing levels, and service quality that has left SSA unable to adequately and timely serve the American people in your districts/state. Audit all SSA contracts and plans to contract out federal jobs at SSA that will ultimately cost more, degrade public trust and service, expose personal data to harm, and lose institutional knowledge and expertise.

5

Support Adequate Staffing and Funding

Support comprehensive staffing assessments and appropriate funding levels to rebuild SSA's workforce to sustainable levels. This should restore public trust through:

- Customer choice of service
- Community-based access
- Timely benefit and service delivery
- Customer satisfaction

AFGE at SSA recommends Congress require SSA to hire 20,000 to 30,000 more workers in field offices, teleservice centers, and support staff to begin digging SSA out of historical backlogs and long service delays your constituents are facing in communities.