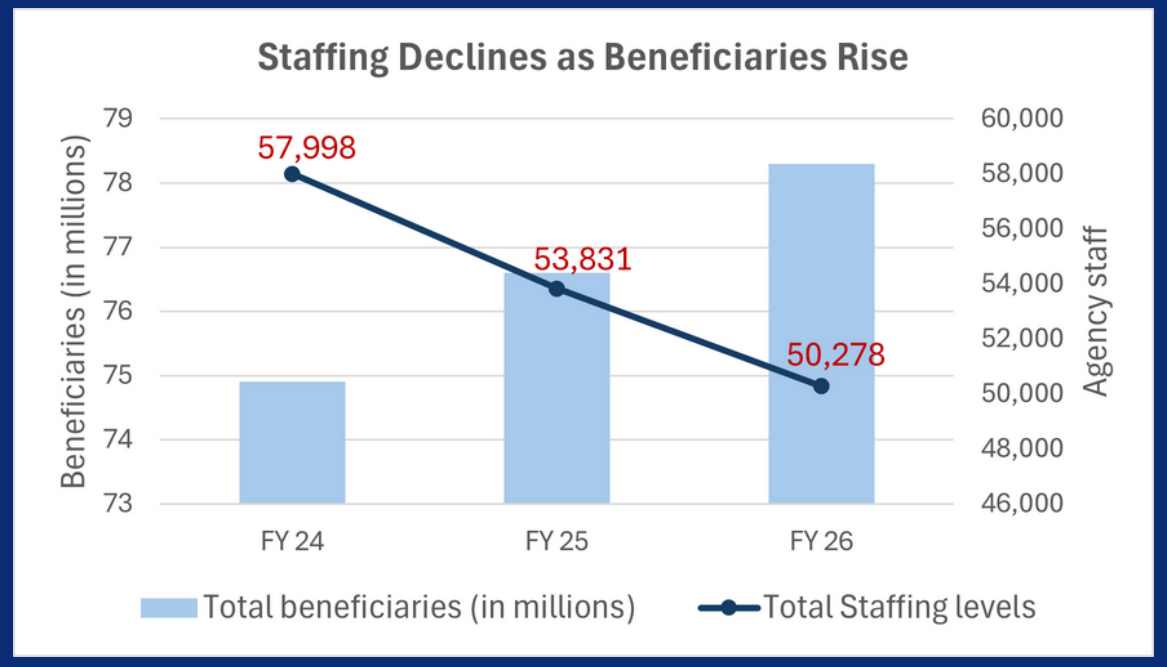


# The State of SSA:

## Depleted staff leads to uncertain future for SSA



Graph created from SSA budget documents

SSA is expected to lose 13.2% of its employees over the next two years while the number of beneficiaries is expected to grow by 3.4 million.

- As of July, SSA has already lost 6,700 employees to buyout offers. SSA claims 2000 of those lost were in field offices with 2,000+ field office employee reassignments to work the national 1-800 number.

Social Security Field Offices are expecting to lose 8.4% of employees to the National 1-800 number. The remaining employees, already managing full workloads, will have to absorb the work with an already full workload.

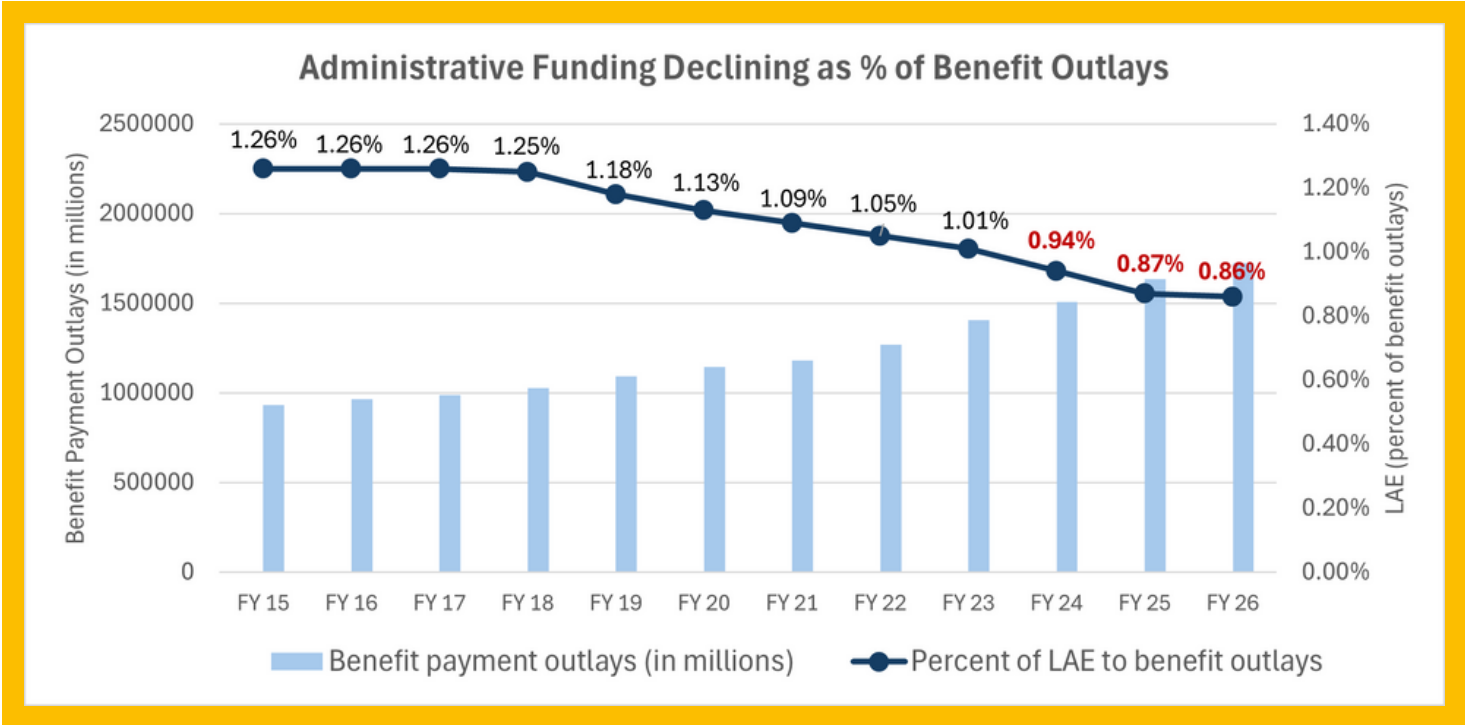
- A single staff member in a field office will now have to serve 3,012 beneficiaries due to reassignments.

### Field Office staffing losses to National 1-800 number (as of July 7, 2025)

|                     | FO Emp. FY24 | FO Emp. FY25 | FO Emp. FY25 after 1-800 Reassignments | Drop in FO Emp. FY24 vs. FY25 with 1-800 Reassignments | Projected FO Emp. Loss FY25 - FY26 before Reassignments | Projected 1-800# Emp. Loss FY25 - FY26 before Reassignments |
|---------------------|--------------|--------------|----------------------------------------|--------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------|
| Number of Employees | 26,839       | 25,595       | 24,595* - 21,595*                      | ~ 2,244 (8.7%) - 5,244 (20.5%)                         | 1090 (4.2%)                                             | 257 (6.4%)                                                  |

*\*Estimated based on Bisignano’s request to reassign 1,000 - 4,000 field office employees to help with the National 1-800 number. The situation is fluid. The Agency is not transparent on how many Teleservice Customer Service Reps they are reassigning.*

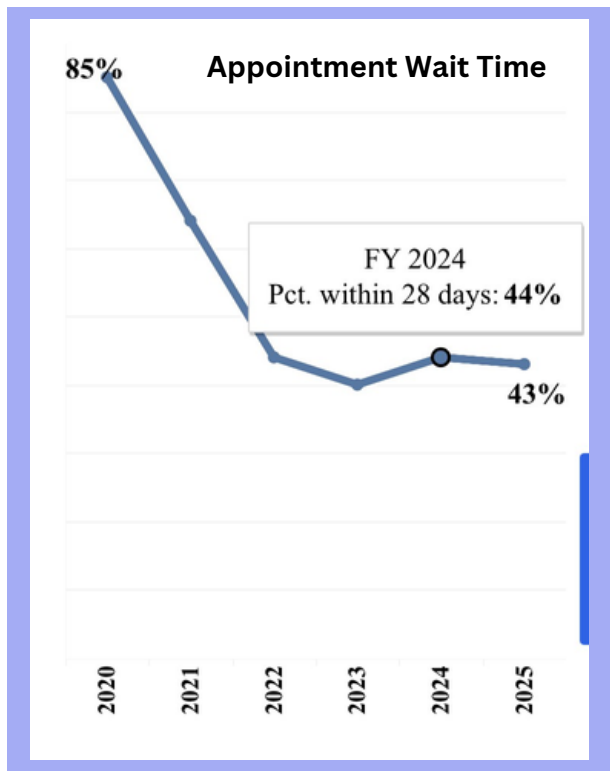
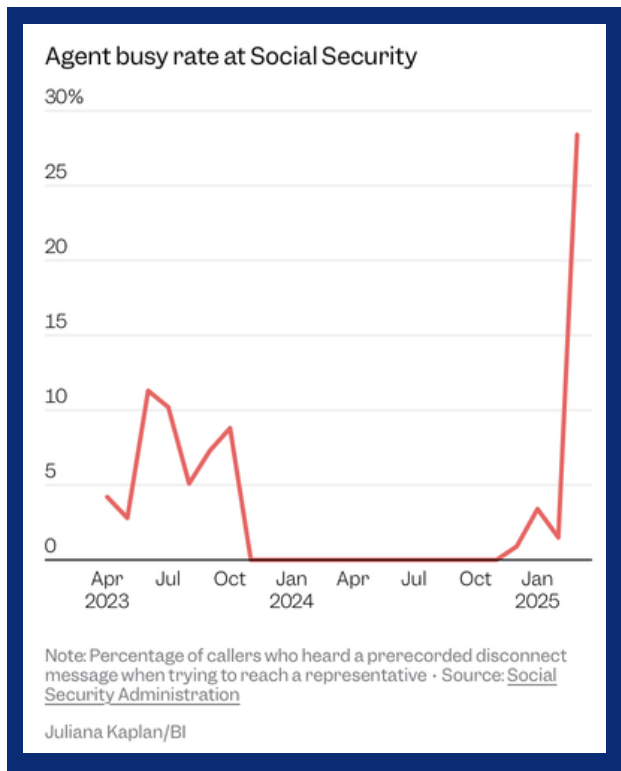
The rising number of beneficiaries and benefit payouts clearly increases the administrative load at SSA, yet administrative funding and staff continues to decline.



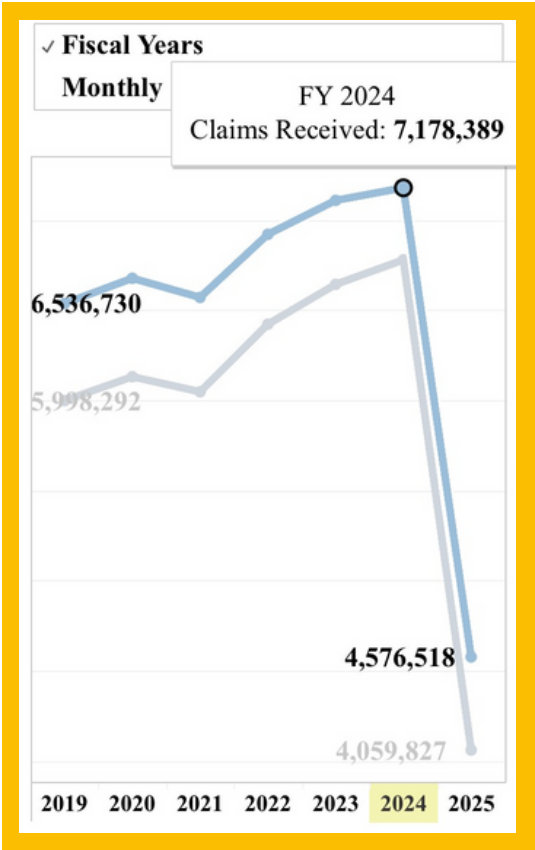
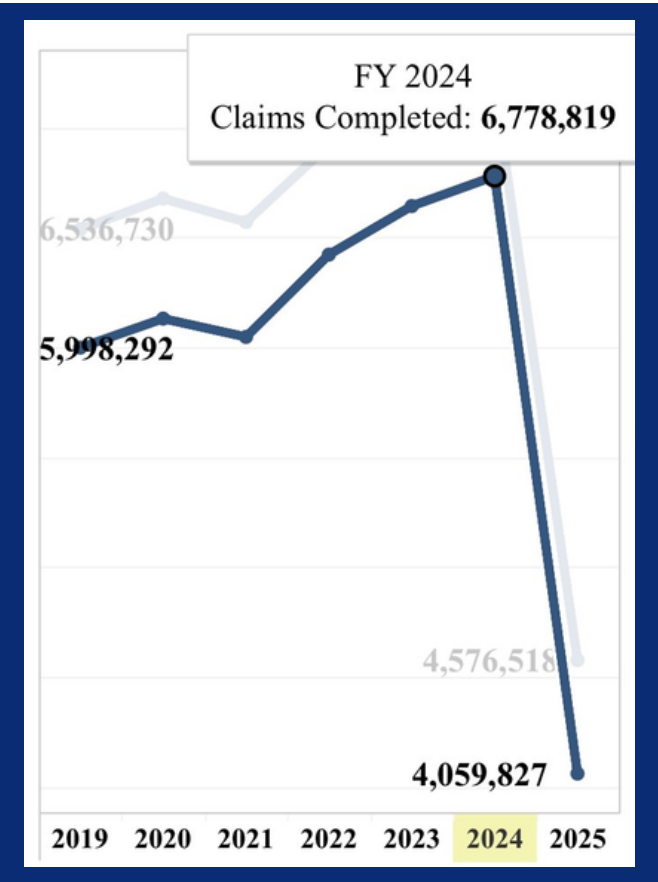
Graph created from 2017 - 2025 Limitation on Administrative Expenses.

## SSA Customer Service is Falling - Quickly

The percentage of callers who received a disconnect message skyrocketed to 28.4% when it had previously been below 5%. Timely appointment scheduling within 28 days (for Retirement, Survivor or Medicare) declined to 43%.



The number of benefit claims completed between FY 2024 and 2025 plummeted by 59.9%, and the number of pending benefit claims increased by 72.4%. Benefit claims received rose by 641,659 claims between 2019 and 2024. The number of claims received is still being calculated for FY25.



Graphs pulled from SSA.gov