

If Telework Ends: America's Benefits are at Risk

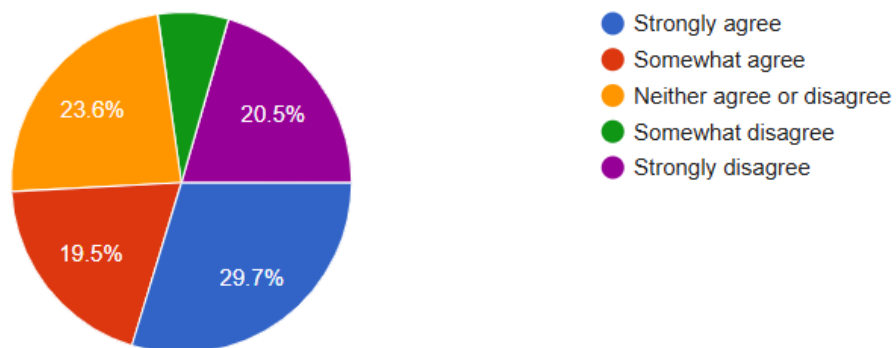
Without telework, employees are faced with many in-office distractions that disrupt tele-claims, adjudication and post-entitlement workload processing. This results in backlogs, stress and service delays.

AFGE/SSA member survey shows 49.2% of staff will leave SSA if the current telework program ended. With 50% attrition, and the subsequent snowball of attrition, the Agency has no idea if services will be able to be rendered on the 800 number. Tele-service center attrition is the highest in the agency with 22% compared to 10% agency wide.

It takes 2 to 3 years to train new hires. So, with 50% staffing reductions or worse from current levels due to the cancellation of telework:

- Field offices face risk of closure in communities.
- Congressional offices will be flooded with calls from retirees, survivors and disabled workers inquiring about status of their earned benefit applications as they encounter a non-responsive Social Security Administration.
- Local district economies will suffer as seniors and disabled Americans will lose their purchasing power, and local food banks and social services will be overpowered with demand.
- Crime rates in communities will increase as children will not be able to access needed SSI benefits.
- Hospitals will be overrun as seniors and disabled Americans will lose access to Medicare and their primary care doctors.
- Streets and shelters will be inundated with the homeless, disabled and senior citizens (the fastest growing homeless population in the United States).

I am making plans to retire or resign from SSA if SSA eliminates their telework program



Graph from AFGE/SSA member survey

- The Social Security Administration's workforce dipped to a 25-year low after teleworking was reduced post-Covid.