



AFGE Social Security Workers United

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

Restore Community-Based Service, Hire Personnel, and End Forced Reassignments

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- **Immediately halt the forced reassignments of over 2,500 frontline and support staff** to answer the national 800-number calls. Employees have been pulled away from their trained specialties to answer phones without proper training.
 - These reassignments have created even more chaos in local offices. Without an efficient national triage or appointment waitlist system, there has been an influx of callbacks, full local calendars, and obscurity in handling delays.
- **Dedicate \$3 billion to hire 20,000 frontline workers and restore agency funding to 1.2% of benefit outlays.** This funding is crucial to recruit and retain the staff needed for a mission ready workforce.

Restore Workplace Benefits and Address the Living Wage Crisis at SSA

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- **Support competitive pay and retention incentives.** Currently, 54% of frontline workers and 97% of teleservice center workers do not earn a living wage.
- **Restore telework and TSC flexible schedules,** which serve as zero-cost tools to improve recruitment, employee retention, and overall productivity.
- **Restore full leave-approving authority back to the local managers** to ensure flexible, responsive office operations.
- **Fully restore contractually negotiated official time levels** to guarantee fair representation and workplace stewardship.

Increase Oversight, Data Transparency, and Congressional Hearings

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- **Mandate that technology and AI strictly serve as efficiency tools, not replacements for a well-trained, vetted human workforce** skilled in oversight and stewardship.
- **Require transparency regarding field office service delays** and the Office of the Inspector General (OIG) concerns surrounding the 800-number's performance.
- **Require SSA to publish customer service satisfaction** data by service types, along with key performance metrics on SSA.gov.
- **Continue to hold congressional hearings** and invite AFGE members to testify as witnesses.