

# SSA Social Insecurity Status

SSA workers are **understaffed and underpaid, creating low morale, lowering workplace performance, and increasing wait times for beneficiaries**. The Strategic Organizing Center (SOC) conducted an analysis of the wages of more than 36,000 frontline workers represented by AFGE at SSA. SOC's analysis found that **54% of frontline workers at SSA are paid less than a living wage**.

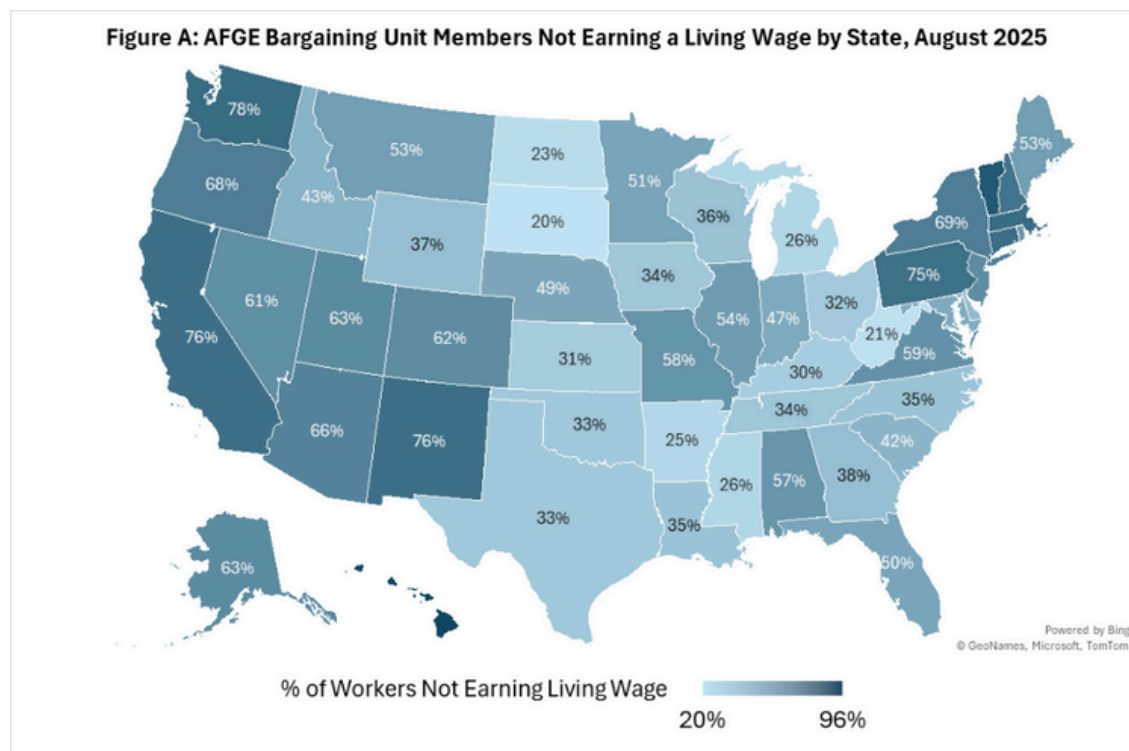


Table 1: AFGE Bargaining Unit Members Not Earning a Living Wage by Five Most Common Job Titles, August 2025		
Job Title	Total # of Workers	% of Workers Not Earning Living Wage
Social Insurance Specialist	19,178	32%
Contact Representative	8,246	97%
Legal Administrative Specialist	3,252	89%
Legal Assistant	1,459	97%
Claims Assistant	464	100%

One in five Social Security worker respondents reported having an additional job or side business to supplement their wages from their Social Security job.

SOC's analysis and survey found that many of the workers who support millions of Americans to survive are themselves regularly struggling to make ends meet under the crushing weight of increasing costs and low pay.



AFGE Council 220 represents 25,000 front-line Social Security workers in SSA field operations through 34 affiliate locales representing workers in 1,200 field offices and 21 tele-service centers nationwide.