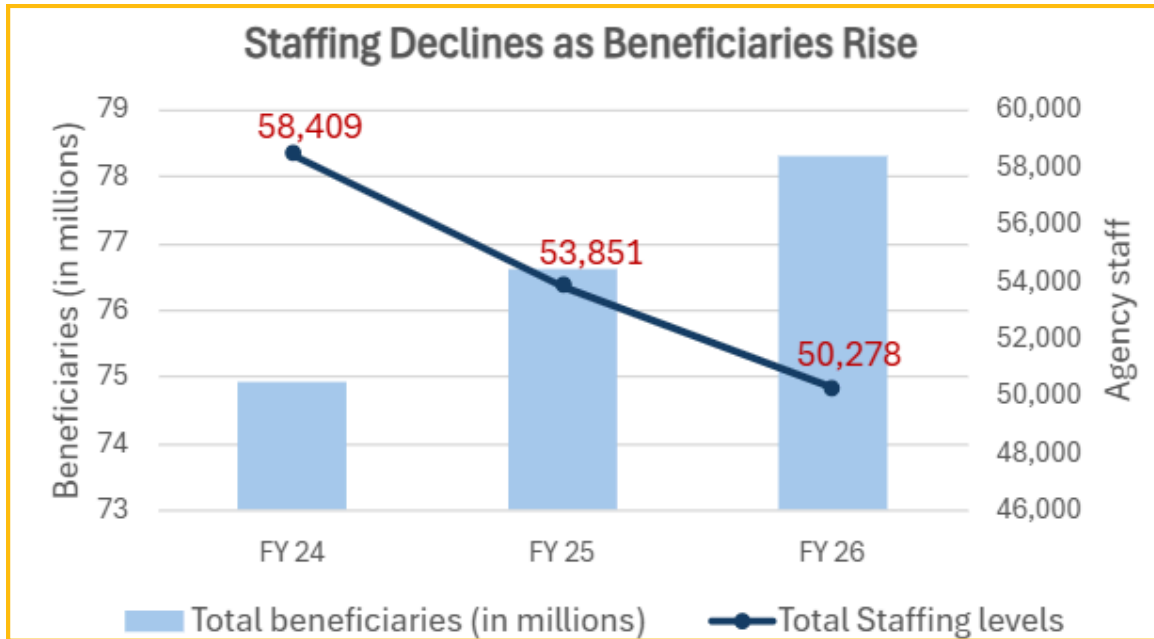
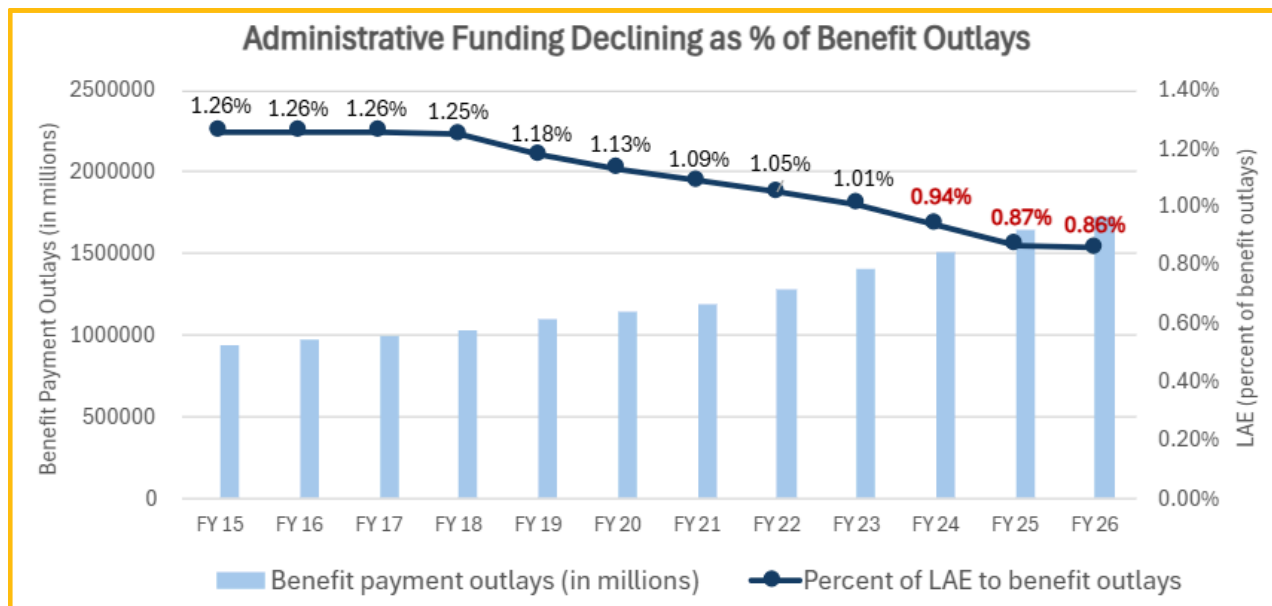


# SSA's Challenges to Serving SSA Beneficiaries

SSA's budget is underfunded and understaffed. **SSA is estimated to lose 14% of its employees from 2024 - 2026, leaving 50,278 employees to manage an increasing workload and number of SSA beneficiaries.**



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



*\*All data pulled from SSA FY26 LAE report.*



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.

# SSA's Challenges to Serving SSA Beneficiaries

Staffing shortages have negatively impacted SSA's workplace performance and productivity. Due to SSA funding and staffing cuts nationwide, service delivery metrics have suffered over the past decade, impacting SSA recipients who depend on receiving their benefits in a timely manner. Since 2017, **SSA's productivity has dramatically decreased due to lower staffing levels and other variables.**

	FY2017	FY2026
Disability claim initial processing time	111 days	220 days
Disability Reconsiderations time	101 days	248 days
Continuing disability reviews completed	2.3 million	1.4 million
Teleservice center calls completed	36 million	35 million
Average time to reach an 800# agent	13 minutes	59 - 111 minutes or call back

**NOTE:** SSA Administrative budget was at 1.2% benefits paid compared to FY 2026 at .86% benefits paid



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.