

**AFGE Local 2809**  
**Wilkes Barre Direct Operations Center, Wilkes Barre, Pennsylvania**  
*representing employees of the Social Security Administration*

**As of 5-19-23 the WBD OC employed 1060 bargaining unit employees. Local 2809 has organized over 47% of its bargaining unit employees for a current total of 500 members.**

**The WBD OC houses several components of the SSA workforce including:**

- Customer Service Branch (CSB) – primary function is to provide service to the public thru the National 800 Number, Online inquiries, etc.
- Benefit Records Branch (BRB) – processes Annual Wage Reports, Continuing Disability Reviews, Representative Payee reports, and Medicare Extra Help applications, etc.
- Workload Support Unit (WSU) – processes internet Title 2 Retirement and Title 2 and 16 Disability claims
- Processing Center (PC) – processes payment actions, remittances, and other record changing actions
- Support Branches: Mail room, Scanner Room, IT infrastructure and Help Desk

To date, in FY 2023, 57 new CSRs were hired and trained.

***Since the new fiscal year started on October 1, 2022, 57 new CSRs were hired and trained or are in training, but 41 CSRs have since left the agency. 15 of those who left the agency were new hires (still in training or in their 1 year probationary timeframe), and 21 of those were seasoned employees at the top of their career ladder.***

In FY 2022, WBD OC employees in the ***Customer Service Branch*** answered 3,820,004 calls. They also responded to 680,148 Internet Customer Response System (ICRS) inquiries. ***Currently, wait times for callers is 30 minutes and up to 1 hour or more for high volume days/hours.***

In FY 2022, ***Benefit Record Technicians*** processed 13.6 million Annual Wage Reports (AWR). They also processed 1 million Continuing Disability Reviews to insure proper payment of benefits and over 442,000 Medicare Subsidy applications and exceptions. The Medicare Subsidy Appeals Unit (SAU) processed 5,073 Case Reviews and held over 2,134 Phone Hearings

In FY 2022, ***Workload Support Unit*** employees processed 297,260 internet Retirement (RIB) claims, and 16, 248 internet Disability (DIB) claims. ***Current backlogs are over 300 RIB claims and over 300 T2 DIB and over 200 T16 DIB claims per WSU employee. This is just in our facility!***

These numbers show the large amount of daily interaction the employees, just within our facility, have with our public. Employees from the WBD OC, as well as all across SSA nationwide are overwhelmed, overworked, underpaid, and underappreciated.

Your attention to this crisis, and in finding solutions to these problems, is critical to our continued service to the American public.