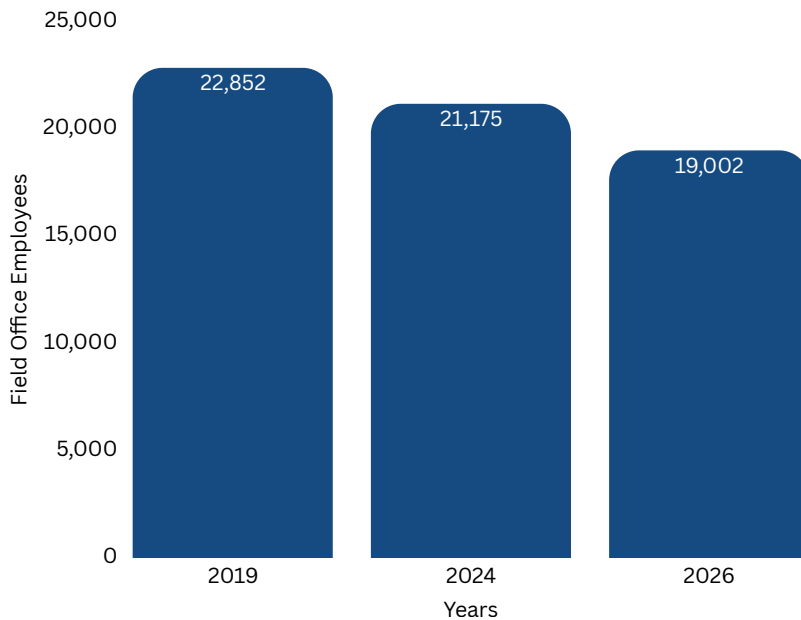


# SOCIAL SECURITY'S FIELD OFFICE STAFFING CRISIS

The Agency's consistent underfunding, understaffing and neglect of current employees is leading to the ultimate depletion of Social Security's community-based offices.

## KEY FINDINGS

### FIELD OFFICE STAFFING DECLINE



**17%**  
field office  
staffing loss in  
seven years  
(3,850 employees)

**33.1%**  
of all field offices  
lost at least 25%  
of employees in  
seven years

### IMPACT ON CONSTITUENTS



**1 field office employee** for every **4,100 beneficiaries**.



**½ of all seniors must drive at least 33 minutes** to reach a field office.



Severe service backlogs, long wait times, and closed offices.

### 9 GHOST OFFICES IDENTIFIED



Decorah, IA



Glasgow, MT



Cody, WY



Big Spring, TX



Pierre, SD



Cedar City, UT



Havre, MT



Ironwood, MI



Sheridan, WY

## ASKS OF CONGRESS



1. **Ensure administrative funding reaches 1.2% of benefit outlays**, with additional funding explicitly earmarked for frontline and support staffing based on unique community needs. SSA is currently funded at 0.86% of benefit outlays.
2. **Reject field office closures and consolidations.**
3. **Reject the use of AI to replace human decision-makers**—maintain human adjudicators and public contact representatives.