

FY 2021 Actual Performance

Workload and Outcome Measures	FY 2021 Actual
Retirement and Survivor Claims	
Retirement and Survivor Claims Completed (thousands) ¹	6,082
Disability Claims	
Initial Disability Claims Receipts (thousands)	2,009
Initial Disability Claims Completed (thousands)	2,011
Initial Disability Claims Pending (thousands)	740
Average Processing Time for Initial Disability Claims (days)	165
Disability Reconsiderations	
Disability Reconsiderations Receipts (thousands)	571
Disability Reconsiderations Completed (thousands)	516
Disability Reconsiderations Pending (thousands)	193
Average Processing Time for Disability Reconsiderations (days)	147
Hearings	
Hearings Receipts (thousands)	383
Hearings Completed (thousands)	451
Hearings Pending (thousands)	350
Annual Average Processing Time for Hearings Decisions (days) ²	326
National 800 Number	
National 800 Number Calls Handled (millions) ³	31
Average Speed of Answer (ASA) (minutes)	14
Agent Busy Rate (percent)	0.2%
Program Integrity	
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,616
Full Medical CDRs (included above, thousands)	511
SSI Non-Medical Redeterminations Completed (thousands)	2,367
Selected Other Agency Workload Measures	
Social Security Numbers (SSN) Completed (millions)	12
Annual Earnings Items Completed (millions)	277
Social Security Statements Issued (millions) ⁴	12
Selected Production Workload Measures	
Disability Determination Services Production per Workyear	239
Office of Hearings Operations Production per Workyear	78

^{1/} Includes Medicare

^{2/} Average processing time for hearings is an annual figure. End of year (September) actual processing time is 362 days for FY 2021.

^{3/} The National 800 Number Calls Handled measure does not include automated calls handled. Due to technical issues resulting from transitioning to a new telephone system, the total number of automated calls handled is not yet available for FY 2021. There were approximately 2.7 million automated calls handled through May 21, 2021 (which are not yet included in this table); data on automated calls handled from May 22nd through the end of the fiscal year is still pending.

^{4/} The Social Security Statements Issued measure includes paper statements only. It does not include electronic statements issued. In FY 2021, [my Social Security](#) users accessed their Social Security Statements 64 million times. In FY 2021, we spent approximately \$6.7 million to send statements to people aged 60 and over who were not receiving Social Security benefits.