

FY 2025 Actual Performance

Workload and Outcome Measures	FY 2025 Actuals
Retirement and Survivor Claims	
Retirement and Survivor Claims Completed (thousands) ¹	7,284
Disability Claims	
Initial Disability Claims Receipts (thousands)	2,105
Initial Disability Claims Completed (thousands)	2,361
Initial Disability Claims Pending (thousands)	885
Average Processing Time for Initial Disability Claims (days)	226
Disability Reconsiderations	
Disability Reconsiderations Receipts (thousands)	648
Disability Reconsiderations Completed (thousands)	605
Disability Reconsiderations Pending (thousands)	370
Average Processing Time for Disability Reconsiderations (days)	241
Hearings	
Hearings Receipts (thousands)	414
Hearings Completed (thousands)	395
Hearings Pending (thousands)	281
Annual Average Processing Time for Hearings Decisions (days)	284
National 800 Number	
National 800 Number Calls Handled (millions) ²	68
Average Speed of Answer (ASA) (minutes)	15
Agent Busy Rate (percent)	5.9%
Program Integrity	
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,355
Full Medical CDRs (included above, thousands)	401
SSI Non-Medical Redeterminations Completed (thousands)	2,484
Selected Other Agency Workload Measures	
Social Security Numbers (SSN) Completed (millions)	17
Annual Earnings Items Completed (millions)	295
Social Security Statements Issued (millions) ³	10
Selected Production Workload Measures	
Disability Determination Services Production per Workyear ⁴	276
Office of Hearings Operations Production per Workyear	83

^{1/} Includes Medicare.

^{2/} National 800 Number Calls Handled figure includes nearly 35 million calls handled by automation in FY 2025. Actuals for FY 2025 include data for October 2024 through April 2025 which counts the total number of IVR responses rather than individual calls, which could include multiple transactions for a single call. As of May 2025, we refined the definition to count unique automated calls as only one call, even if multiple transactions are completed, which eliminates the potential for double-counting.

^{3/} The *Social Security Statements Issued* measure includes paper Statements only and does not include electronic statements issued. In FY 2025, nearly 50 million customers accessed their Social Security Statement online.

^{4/} DDS Production Per Workyear (PPWY) includes cases completed via Federal assistance.