



**SOCIAL SECURITY**  
Frank J. Bisignano, Commissioner

March 16, 2026

The Honorable Susan Collins  
Chair, Committee on Appropriations  
U.S. Senate  
Washington, DC 20510

Dear Committee Chair Collins:

We are pleased to share our fiscal year (FY) 2026 Operating Plan, as required by Section 516 of Division B of the Consolidated Appropriations Act, 2026 (Public Law 119-75).

Our Operating Plan provides proposed spending and expenditures for each of our accounts through the end of FY 2026 under the funding levels provided in the law. We include information regarding workload and performance measures, which incorporate current workload projections. The General Statement provides highlights of our Operating Plan.

I am sending similar letters to the House Committee on Appropriations and the House Appropriations Subcommittee on Labor, Health and Human Services, Education, and Related Agencies.

We are available to work with you or your staff to answer any questions about our Operating Plan. If you have questions or need additional information, please call me or have your staff contact Beth Chaney, Head of Budget, at (410) 965-8628.

Sincerely,

Frank J. Bisignano  
Commissioner

Enclosures

cc:

The Honorable Patty Murray  
The Honorable Shelley Moore Capito  
The Honorable Tammy Baldwin

## **SOCIAL SECURITY ADMINISTRATION - GENERAL STATEMENT**

The Consolidated Appropriations Act, 2026 provides \$14.843 billion for our administrative operations in fiscal year (FY) 2026—a \$544 million increase over last year. This includes a \$494 million increase for our cost-effective dedicated program integrity work. With these resources, we are accelerating our digital-first strategy, while continuing to invest in frontline service, enhancing quality, and ensuring we have the workforce needed to operate efficiently. Our mission is clear: serve Americans wherever and however they choose to access Social Security services.

We are putting customers first by prioritizing improvements to our digital platforms. The public's preference for online and phone interactions is unmistakable—our online transactions and National 800 Number call volume are growing by 20 percent annually, representing the majority of our customer engagement. That's why we are making it easier and safer for individuals to access and self-manage their benefits. We have already surpassed 100 million *my Social Security* accounts, and we are on track to reach 200 million by the end of 2027. To support this growth, we are launching a new mobile application and upgrading our National 800 Number with intelligent call routing, serving nearly 80 million callers each year. We are also investing in technology and frontline service to reduce the initial disability claims backlog by 70,000 cases and speeding up decision times by 46 days.

Improving call wait times is a top priority. By expanding digital options for callers to our National 800 Number and field offices, we are driving results. We will cut the average speed of answer from 9 minutes at the end of January 2026 to just 6 minutes by fiscal year end, and our answer rate will rise to 80 percent. Investments in technology, enhancements to our business processes, and workforce development have also reduced pending cases at our processing centers by nearly 20 percent, ensuring more accurate and timely payments

This year's funding enables us to roll out new tools and systems to elevate service delivery. We are launching the National Appointment Scheduling Calendar with self-service options, bringing technology to claims processing through Technology Assisted Adjudication, and modernizing our disability case processing systems. Advanced digital solutions are making our services higher quality and more user-friendly.

With dedicated program integrity funding, we are supporting cost-effective reviews, including Supplemental Security Income (SSI) redeterminations, medical continuing disability reviews (CDR), and cooperative disability investigations. Resuming the civil monetary penalty program through the Inspector General and prosecuting fraud by Special Assistant United States Attorneys further strengthen our anti-fraud posture. In FY 2026, we will process about 2.6 million SSI redeterminations and 600,000 medical CDRs, ensuring timely completion of all required reviews by the end of FY 2028 or sooner. These actions reinforce our commitment to protecting taxpayer resources.

Beyond these major initiatives, we are driving efficiency across the agency. By expanding secure online services and modernizing IT systems, we are automating routine tasks, improving

payment accuracy, and delivering a superior customer experience. Streamlining our structure and aligning workloads with employee expertise means better service. Upgraded systems for tracking and managing customer interactions across all channels empower our staff to respond faster and more accurately. We are modernizing Social Security Number card processing and improving payment accuracy through electronic data verification and automation, delivering faster, more reliable service. We are working with stakeholders to implement process, policy, and technology improvements to reduce SSI improper payments and boost operational efficiency. Continued investments in technology strengthen program integrity and expand data analytics for better governance. Collectively, these efforts cut operational costs, minimize backlogs, and allow us to reinvest savings into better service for the public.

As we move through FY 2026, our commitment is unwavering: timely, dependable, and accessible support for those we serve. We are leveraging technology, improving processes, and empowering our workforce to meet customer needs. We are dedicated to serving customers where they want to be served—online, by phone, or in person—ensuring easy access to our services. With these efforts, we will deliver premier service for every American.

**Social Security Administration (SSA) Fiscal Year (FY) 2026 Operating Plan**  
**Appropriated FY 2026 Funds and Carryover/Transfers**  
**of Unobligated Prior-Year Funds**  
 (\$ in millions)

<b><u>Budget Authority:</u></b>	<b><u>FY 2026 President's Budget</u></b>	<b><u>FY 2026 Available Funding</u></b>
<b><u>Payments to the Social Security Trust Funds (PTF)</u></b>		
Pension Reform.....	6.0	6.0
Unnegotiated Checks.....	9.0	9.0
Total Appropriation (P.L. 119-75).....	<u>15.0</u>	<u>15.0</u>
 <b><u>Supplemental Security Income (SSI)</u></b>		
FY 2026 Benefit Payments, Total.....	66,762.0	66,762.0
- FY 2026 First Quarter Advance (P.L. 119-4).....	22,100.0	22,100.0
- FY 2026 Appropriation .....	44,662.0	44,662.0
 Administrative Expenses, Total.....	 4,620.0	 4,624.3
- Administrative Expenses (Regular).....	2,946.1	2,899.7
- Program Integrity (Base) .....	250.3	228.7
- Additional Program Integrity.....	1,423.6	1,495.9
 Beneficiary Services.....	 75.0	 75.0
Research and Demonstration (R&D) Projects (FY 2026 / FY 2027 / FY 2028).....	91.0	91.0
Total Appropriations (P.L. 119-4 and P.L. 119-75).....	<u>71,548.0</u>	<u>71,552.3</u>
 Carryover of Unobligated FY 2025 Balances and Recoveries:		
- Benefits.....	0.0	0.0
- Administrative Expenses.....	64.9	0.0 1/
- Beneficiary Services.....	138.1	196.7
- R&D (No-Year).....	13.7	13.7
- R&D (FY 2024 / FY 2025 / FY 2026).....	0.0	7.8
- R&D (FY 2025 / FY 2026 / FY 2027).....	60.7	79.0
Total, Carryover of Unobligated FY 2025 Balances and Actual Recoveries ..... 2/	<u>277.5</u>	<u>297.2</u>
Total SSI Funds Available for FY 2026.....	<u>71,825.5</u>	<u>71,849.5</u>

1/ Any future SSI Administrative Expenses recoveries will be reallocated to SSI Federal Benefit Payments.

2/ The total does not include \$288.6 million in carryover in the FY 2026 President's Budget and \$285.5 million in carryover in FY 2026 available funding for State supplementary payments, which is not part of the annual appropriation.

	<b>FY 2026 President's Budget</b>	<b>FY 2026 Available Funding</b>
<b><u>Limitation on Administrative Expenses (LAE)</u></b>		
Regular LAE.....	12,225.0	12,272.3 3/
Program Integrity (Base) (through March 31, 2027).....	273.0	273.0
Additional Program Integrity (through March 31, 2027).....	2,124.0	2,124.0 4/
SSA Advisory Board.....	0.0 5/	2.7
SSI User Fees.....	170.0	170.0
Non-Attorney Certification User Fee.....	1.0	1.0
Total Appropriated (P.L. 119-75).....	<u>14,793.0</u>	<u>14,843.0</u>
<b><u>Other Available Funds:</u></b>		
Carryover/Recoveries from Unobligated Information Technology Systems Balances (No-Year).....	200.0	200.0
Carryover/Recoveries of Unobligated Other Balances (No-Year).....	2.9	89.8 6/
Carryover/Recoveries from Unobligated IT Modernization Balances (No-Year).....	0.0	3.6 7/
Additional Program Integrity - FY 2025 / FY 2026 (P.L. 119-4) (through March 31, 2026).....		
Carryover/Recoveries from Unobligated Additional Program Integrity Balances.....	50.5	114.1
American Recovery and Reinvestment Act (ARRA) (P.L. 111-5):		
Carryover/Recoveries from Unobligated ARRA Balances (No-Year) - NSC Replacement.....	0.0	0.0 8/
Medicare Access and CHIP Reauthorization Act (MACRA) (P.L. 114-10)		
Carryover/Recoveries from Unobligated MACRA Balances (No-Year).....	26.0	26.0
Medicare Improvement for Patients and Providers Act (MIPPA) (P.L. 110-275):		
Carryover/Recoveries from Unobligated MIPPA Balances (No-Year) - Low Income Subsidy.....	11.3	11.2
Postal Service Reform Act (P.L. 117-108)		
Carryover/Recoveries from Unobligated Balances (No-Year).....	11.1	11.6
<b><u>Office of the Inspector General, SSA</u></b>		
Federal Funds.....	31.4	31.4
Trust Funds.....	81.2	81.2
Total Appropriated (P.L. 119-75).....	<u>112.7</u>	<u>112.7</u>
IT Modernization (P.L. 119-75) (No-Year).....	2.0	2.0
Total OIG Funds.....	<u>114.7</u>	<u>114.7</u>
Carryover/Recoveries from Unobligated Balances:		
Program Integrity FY 2025 / FY 2026 (P.L. 119-4) (through March 31, 2026).....	0.0	0.0
IT Modernization (No-Year).....	0.0	0.8
Total, Carryover of Unobligated FY 2025 Balances and Actual Recoveries .....	<u>0.0</u>	<u>0.8</u>
Total OIG Funds Available for FY 2026.....	<u>114.7</u>	<u>115.5</u>
	<b>FY 2026 President's Budget</b>	<b>FY 2026 Current Estimate</b>
<b><u>Estimated Outlays:</u></b>		
<b>PTF</b> .....	15.0	15.0
<b>LAE</b> .....	14,959.0	14,951.0
<b>SSI</b> .....	71,636.1	72,456.2
<b>OIG</b> .....	112.0	115.000

3/ Includes funding for operation and maintenance of specific facilities delegated to SSA by the General Services Administration.

4/ Includes up to \$24.6 million for the Office of Inspector General for the cost of jointly operated co-operative disability investigation units.

5/ The FY 2026 President's Budget assumes SSA will provide administrative resources for the Advisory Board.

6/ Includes authority from prior years estimated to be carried over for the following purposes: \$85.5 million for operation and maintenance of specific facilities delegated to SSA by the General Services Administration, \$4.1 million for the renovation and modernization of the Arthur J. Altmeyer Building, and \$196.5 thousand for construction.

7/ Includes \$3.6 million in carryover from unobligated IT Modernization balances.

8/ Includes \$1.239 thousand in carryover from unobligated National Support Center ARRA balances.

Note: Numbers may not add due to rounding.

<b>Fiscal Year (FY) 2026 Congressional Operating Plan Performance Table</b>			
<b>Social Security Administration Workload and Outcome Measures</b>	<b>FY 2025 Enacted</b>	<b>FY 2025 Actual</b>	<b>FY 2026 Enacted</b>
<b>Retirement and Survivor Claims</b>			
Retirement and Survivor Claims Completed (thousands) <sup>1</sup>	6,880	7,284	6,702
<b>Disability Claims</b>			
Initial Disability Claims Receipts (thousands)	2,209	2,105	2,208
Initial Disability Claims Completed (thousands)	2,349	2,361	2,258
Initial Disability Claims Pending (thousands)	1,015	885	815
Average Processing Time for Initial Disability Claims (days)	225	226	180
<b>Disability Reconsiderations</b>			
Disability Reconsiderations Receipts (thousands)	634	648	655
Disability Reconsiderations Completed (thousands)	570	605	712
Disability Reconsiderations Pending (thousands)	394	370	309
Average Processing Time for Disability Reconsiderations (days)	248	241	230
<b>Hearings</b>			
Hearings Receipts (thousands)	400	414	495
Hearings Completed (thousands)	390	395	425
Hearings Pending (thousands)	272	281	349
Annual Average Processing Time for Hearings Decisions (days)	280	285	270
<b>National 800 Number</b>			
National 800 Number Calls Handled (millions) <sup>2</sup>	35	68	68
Average Speed of Answer (ASA) (minutes)	18	15	6
National 800 Number Service Level % < 10 minutes	NA	14%	33%
Agent Busy Rate (percent)	9.0%	5.9%	3.0%
<b>Program Integrity</b>			
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,200	1,355	1,400
Full Medical CDRs (included above, thousands)	400	401	600
SSI Non-Medical Redeterminations Completed (thousands)	2,482	2,484	2,600
<b>Selected Other Agency Workload Measures</b>			
Social Security Numbers (SSN) Completed (millions)	18	17	17
Annual Earnings Items Completed (millions)	300	295	300
Social Security Statements Issued (millions) <sup>3</sup>	11	10	15
<b>Selected Production Workload Measures</b>			
Disability Determination Services Production per Workyear <sup>4</sup>	267	276	312
Disability Determination Services Accuracy Rate	97.0%	97.8%	97.8%
Office of Hearings Operations Production per Workyear	83	83	100

<sup>1/</sup> Includes Medicare

<sup>2/</sup> Includes calls handled by automation. For FY 2025, we handled nearly 35 million automated calls. We project about 37 million automated calls handled in FY 2026.

<sup>3/</sup> 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. In FY 2026, we will send paper statements to people aged 60 and older who are not receiving Social Security benefits and who are not registered for a [my Social Security](#) account at a cost of approximately \$12 million.

<sup>4/</sup> DDS Production Per Workyear (PPWY) includes cases completed via Federal assistance.