



# OVERVIEW OF THE SOCIAL SECURITY ADMINISTRATION

## OUR MISSION

*Deliver quality Social Security services to the public.*

## SOCIAL SECURITY BENEFITS AMERICA

Few government agencies affects the lives of as many people as we do. In accordance with law and regulations, we administer three programs under the *Social Security Act*:

- **Old-Age and Survivors Insurance:** Established in 1935, the Old-Age and Survivors Insurance (OASI) program provides retirement and survivors benefits to qualified workers and their family members. In fiscal year (FY) 2019, we paid OASI benefits to an average of over 53 million beneficiaries each month, and paid about \$893 billion to OASI beneficiaries through the fiscal year.
- **Disability Insurance:** Established in 1956, the Disability Insurance (DI) program provides benefits for workers who become disabled and their families. In FY 2019, we paid DI benefits to an average of approximately 10 million beneficiaries each month, and paid about \$142 billion in DI benefits through the fiscal year.
- **Supplemental Security Income:** Established in 1972, the Supplemental Security Income (SSI) program provides financial support to aged, blind, and disabled adults and children who have limited income and resources. In FY 2019, we paid SSI benefits to a monthly average of approximately 8 million recipients (approximately 2.7 million of whom concurrently receive DI benefits), and paid about \$52 billion in SSI Federal benefits and State supplementary payments through the fiscal year.

In addition, we support national programs administered by other Federal and State agencies, as required by law, such as Medicare, *Employees Retirement Income Security Act of 1974*, *Coal Act*, Supplemental Nutrition Assistance Program (formerly Food Stamps), *Help America Vote Act*, State Children's Health Insurance Program, E-Verify, Medicaid, and Federal Benefits for Veterans.

## HOW SOCIAL SECURITY BENEFITED AMERICA IN FISCAL YEAR 2019

- We paid a combined total of over \$1 trillion in Social Security and SSI benefits;
- As of June 30, 2019, approximately 88 percent of the American population age 65 and over received Social Security benefits; and
- On average each month, about 1.1 million blind or disabled children under age 18 received SSI benefits.



## HOW WE SERVED AMERICA IN FISCAL YEAR 2019

- Completed over 17 million applications for new and replacement Social Security cards;
- Performed over 2.3 billion automated Social Security number verifications;
- Posted 288 million earnings items to workers' records;
- Handled over 33 million calls on our National 800 Number;
- Assisted 43.2 million visitors in field offices;
- Mailed nearly 255 million notices;
- Registered over 6.9 million users for *my Social Security*, a personalized online account;
- Processed over 184 million online transactions;
- Completed over 7 million claims for benefits;
- Completed nearly 794,000 hearing dispositions;
- Completed over 144,000 Appeals Council requests for review;
- Completed almost 17,000 disability cases in Federal court;
- Completed over 713,000 full medical continuing disability reviews (CDR);
- Performed nearly 2.67 million non-medical redeterminations of SSI eligibility;
- Conducted 22 computer matching agreements for data exchanges with various Federal partners, resulting in \$7.6 billion in annual savings; and
- Provided access to the Social Security Statement (Statement), mailing over 11 million paper Statements and allowing beneficiaries to access their Statements online more than 56 million times.



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## OUR ORGANIZATION

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Approximately 62,000 Federal employees and 15,000 State employees serve the public from a network of more than 1,500 offices across the country and around the world. Most of our employees serve the public directly or provide support to employees who do. Each day, approximately 173,000 people visit and 233,000 call one of our field offices nationwide for various reasons such as to file claims, ask questions, or update their information.

Our National 800 Number handles over 33 million calls each year. Callers can conduct various business transactions by speaking directly with a customer service representative or through our 24-hour automated services, which include requesting benefit verification letters, ordering replacement Medicare cards, and obtaining claim status updates.

The public can also do business with us online. Our suite of online services is available 24 hours a day. They provide a convenient, safe option for anyone interested in conducting business with us online, viewing his or her Social Security records, or looking for information about our programs and services. In FY 2019, the public conducted over 184 million transactions through our online services.

Our processing centers handle complex Social Security retirement, survivors, and disability claims, as well as provide support to our National 800 Number and field offices. State agencies make disability determinations for initial claims, reconsiderations, and CDRs. Administrative law judges in our hearings offices and administrative appeals judges in our Appeals Council decide appealed cases.

For more information about our organization and its functions, visit our [Organizational Structure webpage \(www.socialsecurity.gov/org/\)](http://www.socialsecurity.gov/org/).