

OVERVIEW OF THE SOCIAL SECURITY ADMINISTRATION

MISSION

Ensure equity and accessibility in delivering Social Security services by improving the customer experience and addressing systemic barriers to participation in our programs.

PROGRAMS

Few government agencies affect 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) 2022, we paid OASI benefits to an average of over 56 million beneficiaries each month and paid over \$1,075 billion to OASI beneficiaries through the fiscal year. Learn more about retirement benefits on our website at [SSA.gov/benefits/retirement](https://ssa.gov/benefits/retirement) and about survivors benefits at [SSA.gov/benefits/survivors](https://ssa.gov/benefits/survivors).
- **DISABILITY INSURANCE:** Established in 1956, the Disability Insurance (DI) program provides benefits for workers who become disabled and their families. In FY 2022, we paid DI benefits to an average of 9 million beneficiaries each month and paid over \$146 billion in DI benefits through the fiscal year. Read stories from DI beneficiaries on our website at [SSA.gov/disabilityfacts/stories.html](https://ssa.gov/disabilityfacts/stories.html), and learn more about DI benefits at [SSA.gov/benefits/disability](https://ssa.gov/benefits/disability).
- **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 2022, we paid SSI benefits to a monthly average of 7.6 million recipients (approximately 2.6 million of whom concurrently receive OASI or DI benefits) and paid almost \$59 billion in SSI Federal benefits and State supplementary payments through the fiscal year. Learn more about SSI benefits on our website at [SSA.gov/benefits/ssi](https://ssa.gov/benefits/ssi).

We also support national programs administered by other Federal and State agencies, as required by law, such as Medicare, the Supplemental Nutrition Assistance Program, State Children’s Health Insurance Program, E-Verify, Medicaid, and Federal Benefits for Veterans, and programs associated with the *Employee Retirement Income Security Act of 1974*, *Coal Industry Retiree Health Benefit Act*, and *Help America Vote Act*.



DID YOU KNOW? WE’RE WITH YOU FROM BIRTH THROUGH RETIREMENT

When people experience major life events—the birth of a child, a new job or job loss, marriage or the loss of a spouse, health problems, retirement—we are here to help. Create your own *my Social Security* account to review your earnings history, get personalized estimates of future benefits, opt to receive notices online, and manage your benefits once they begin ([SSA.gov/myaccount](https://ssa.gov/myaccount)).



HOW SOCIAL SECURITY BENEFITED AMERICA IN FISCAL YEAR 2022

- We paid a combined total of over \$1.2 trillion in Social Security and SSI benefits.
- Approximately 87 percent of the American population age 65 and over received Social Security benefits.
- On average each month, over one million blind or disabled children under age 18 received SSI benefits.

HOW WE SERVED AMERICA IN FISCAL YEAR 2022

- Processed nearly 376 million online transactions.
- Mailed an estimated 350 million notices.
- Registered over 10.5 million new accounts on the [my Social Security](#) portal, bringing the total accounts to over 72 million. The portal offers many secure and convenient online self-service options. Modernized our secure credentials process to improve access to the [my Social Security](#) portal.
- Launched the redesigned *Social Security Statement (Statement)* online via [my Social Security](#) and by mail. People accessed their *Statements* online over 55 million times and we mailed nearly 19 million paper *Statements*.
- Processed over 16 million applications for new and replacement Social Security Number cards. Expanded the Internet Social Security Number Replacement Card options to request a replacement card for name change due to marriage in certain States.
- Posted approximately 294 million annual earnings items to workers' records from paper and electronic W-2s submitted by both employers and self-employed individuals. Performed nearly 2.3 billion automated Social Security Number verifications for employers.
- Conducted 23 computer matching agreements for data exchanges with various Federal partners, resulting in \$11 billion in projected annual savings.
- Our agents handled nearly 27 million calls on our National 800 Number, amid staffing and technology challenges. These challenges resulted in an increase to our annual average speed of answer of nearly 33 minutes compared to nearly 14 minutes in FY 2021.
- Completed nearly 8.7 million retirement and disability claims for benefits; conducted over 590,000 full medical continuing disability reviews (CDR); and performed over 2.2 million non-medical redeterminations of SSI eligibility. Recruitment and retention challenges in the State disability determination services (DDS) decreased our ability to complete our disability workloads and resulted in a growing volume of pending initial and reconsideration claims.
- Completed nearly 363,000 hearing dispositions; reviewed nearly 89,000 cases in the Appeals Council; and defended over 13,000 disability cases in Federal court. Resumed in-person hearings and prioritized individuals who have waited the longest for a hearing.





ORGANIZATION

Over 57,000 Federal employees and 14,500 State employees serve the public from a network of more than 1,500 offices across the country and around the world. We administer our programs and services online, by phone, and in-person in our offices. Our customers can access our online services such as applying for retirement, disability, and Medicare benefits, checking the status of an application or appeal, or requesting a replacement Social Security card.

Our highest priority is to provide mission-critical services while ensuring the health and safety of the public and our employees. We have shown this by maximizing remote work during the height of the pandemic and implementing policy and process flexibilities. As we continue to expand our in-person services, we are working to return our performance closer to pre-pandemic levels. In April 2022, we resumed in-person services, including for people without appointments. Many of our customers embraced the convenience of online service, avoiding wait times in our field offices and allowing us to better assist those who need in-person support, including customers with critical situations, complex claims, or limited internet or phone access.

A diverse, engaged, and well-trained workforce is critical to meeting our service delivery goals. Serving our customers is at the core of all we do, and our employees are dedicated to providing equitable and accessible service to nearly every member of the public at some point in their lives, as they either directly serve the public or provide support to employees who do. We care about the well-being of our workforce and support them throughout their chosen career paths with employee engagement, training, and development. In FY 2022, we experienced our lowest staffing level in over 25 years. We strive to replace our employee losses and retain current staff.

State DDSs make disability determinations for initial claims, reconsiderations, and CDRs. The DDSs are also experiencing historically high attrition and difficulties hiring new staff, limiting our capacity to address a growing backlog of initial disability claims that has resulted in people waiting on average over six months in FY 2022 for an initial decision on their disability applications compared to about five and a half months in FY 2021.

Administrative law judges in our hearing offices and administrative appeals judges in our Appeals Council decide appealed cases. We are making progress toward eliminating the disability hearings backlog, which is at its lowest level in 21 years.

Our processing centers handle the most complex benefit payment decisions, issue benefit payments after appeals decisions, determine and collect debt, correct records, and perform program integrity work.

Our teleservice centers answer a broad range of Social Security and Medicare questions; schedule appointments for our field offices; provide status updates on current claims or appeals; and ensure the accuracy of our records.

For more information about our organization and its functions, visit our organizational structure [website](#).



DID YOU KNOW? YOU CAN ACCESS OUR SERVICES ONLINE

We are expanding our [online services](#) to give you the freedom to access your benefits online, check the status of an application or appeal, request a replacement Social Security card (in most areas), print a benefit verification letter, and more—from anywhere and from any of your devices!