

SSA Accomplishments

July 2025

Completed All SSFA Payments Five Months Early

Through automation, strategic workload management, and targeted overtime, SSA completed over 3.1 million SSFA payments five months ahead of the original timeline. This milestone benefits approximately 2.8 million individuals previously affected by the Windfall Elimination Provision (WEP) and Government Pension Offset (GPO), including firefighters, police officers, teachers, and other critical public servants. To date, the agency has made over \$17 billion in payments due to the SSFA.

Enhanced Phone Service

SSA is continuing to upgrade its telephone technology nationwide following the successful implementation of a modern technology platform on its 800 Number last year. To date, the agency has deployed the platform to 841 field offices, representing 70 percent of SSA field offices nationwide. The agency anticipates completing the full rollout by the end of the summer. Once complete, all callers will benefit from enhanced service features, improving call quality, reliability, and timeliness.

The telephone upgrades have already begun to improve service on the 800 Number, where approximately 90 percent of calls handled are now served via convenient callbacks or using automated self-service options. As a result, the agency has reduced the ASA on the 800 Number from 20 minutes in June 2024 to 13 minutes in June 2025. This is a 35 percent reduction year-over-year and over a 50 percent reduction compared to last year's annual average.

Building on these gains, the agency is beginning to use new functionality within the telephone platform that allows routing any 800 Number call directly to field offices using the platform. During a 2-week implementation period, up to 4 percent of field office staff who have been onboarded to the new platform will be dedicated to handling 800 Number calls, increasing the number of available agents on the 800 Number by 25 percent. The field offices selected to handle 800 Number calls are the offices already benefiting from the upgraded telephone technology, which is able to answer about 30 percent of calls without employee intervention. The agency will continue to monitor all workload measures in the participating offices to ensure no disruptions in service. The agency expects that successful implementation of this initiative will accelerate the improvement in the 800 Number ASA so far this year. Beyond enhancing service on the 800 Number, this initiative supports the agency's broader customer service strategy by enabling more flexible, real-time allocation of staff to meet the most pressing service demands.

Reduced In-Office Wait Times Through Scheduled Appointments

SSA has increased the share of field office visitors with scheduled appointments from 6 percent last year to 30 percent this year. This effectively means that five times more people now visit field offices with appointments and wait just 6 minutes, compared to 28

minutes for visitors without appointments. Moreover, the agency has reduced the wait time for all customers by about 10 percent year-over-year.

Decreased Initial Disability Claims Backlog

The initial disability claims backlog has been reduced by nearly 39,000 cases in two months, now standing at about 950,000 pending cases—down from a record 1.2 million last summer. This represents a 25 percent reduction. Average processing time has improved to 222 days, five days faster than before Commissioner Bisignano’s tenure. Hundreds of employees have been trained as federal disability examiners to support state Disability Determination Services in managing backlogs.

Achieved Historic Low in Disability Hearings Backlog

SSA has reached a historic low of about 276,000 disability hearings pending, with average wait times reduced by approximately 60 days since June 2024. The agency is prioritizing long-waiting claimants and scheduling more hearings per administrative law judge than at any point in fiscal years 2024 or 2025.

Upgraded *my* Social Security

Starting mid-July, SSA’s online portal will be accessible 24/7 without scheduled downtime, eliminating the previous weekly maintenance window of approximately 29 hours. This upgrade ensures customers can manage their accounts anytime, enhancing convenience and accessibility.