

Open Government and Open Data Ideas Collected through Fiscal Year 2018

New ideas can be submitted via the [Social Security Administration's Open Government Engagement Site](#)
or by emailing open.government@ssa.gov

TIP - Telephone Intake Program - Data Tracking phones (like VIP)

Our level 2 field office averages just under 24,000 phone calls a year, that is an astounding number, I have asked multiple times to create a telephone intake system so we could track when people call and from there we could document just like VIP. This would allow me to see who is call shopping and allow me to see why the called before it would help eliminate repeat calls asking for the exact same information. This would also help me to see why the called last time and cut my time on the phones per person.

Votes: 5 votes

5 up votes

0 down votes

Comments: 2 comments

1. Comment

So true! We receive almost as many phone calls as visitors but do not have a good way of tracking these contacts.

2. Comment

Something I would like to see are the numbers on how many people call and hang up or are disconnected without service. The wait-time figures from OIG say average wait time is 22 minutes, but I have yet to speak to a single claimant who waited less than 40, many of them hanging up after being told it would be an hour or more.

CSR / CS Youtube Channel

The Agency is very good at providing information to those who need it, but I believe the delivery of that information could be improved upon. SSA has a YouTube channel, and It has plenty of well-organized information, but what it's lacking is that certain personable, even possibly entertaining value of delivery (and shorter video times). I'm not saying celebrity endorsements, which are costly, but rather a simple YouTuber personality that is willing to engage the national community of SSA-minded Americans.

What SSA's YouTube channel does well: provide lots of information in an organized manner. What it doesn't do so well: provide that information in short, personable clips that quickly engage, and thoroughly inform the viewer what they need to know before inducing a sleep-induced information overload. I've spoken with management personnel about this idea, and they suggested simple local/community outreaches, which have their place (and accomplish the same thing, on a small scale), but are not as efficient as would be a centralized location of accurately, and personably provided answers, provided via video that could literally help millions of viewers 24/7.

The motivation behind this idea: to provide the public with all the same answers they'd get during business hours, but outside those business hours, and in a way that relates to them, and that they can understand easily, with interaction available as well. YouTube is perfect for this medium option, and the comments section can be used to engage the viewers, while the description section is perfect for posting links to the relevant policy (non-classified), or links to SSA.gov.

SSA needs to recognize the success of simple YouTube personalities. These personalities have, literally, millions of viewers, but more importantly, they're more trusted than even well-known, A-list celebrities! Check out this article, written by Forbes just last year, about how YouTubers are more trustworthy than celebs: <https://www.forbes.com/sites/under30network/2017/06/20/why-youtube-stars-influence-millennials-more-than-traditional-celebrities/#75af1ffd48c6>.

Remember, "if you build it, they will come." - This is very clear on YouTube.

Will SSA jump onboard the vessel of a solvent, relevant future, or will we linger behind the curve until it's no longer viable an option? Baby boomers will one day be surpassed by millennials. Is SSA investing now what it will need to engage them in their retirement, or disabled years?

Votes: 1 vote

1 up vote

0 down votes

Comments: 1 comment

1. Comment

If the Agency were to create 1-2, or even 3-5 minute How-To videos on general, most common questions, it would be a great launching point into other fields and areas that are the heaviest topics discussed in offices, and on the phones.

Create a disability data analysis and mapping working group

I work in one of the Disability Processing Branch (DPB) . Some of us worked on fraud cases. I think it would be useful to have DPS grade GS-12, who handle different disability workloads, to provide inputs regarding data analysis and help in the mapping . It would be beneficial to the agency to have a working group with these selected DPS along with managers and other analysts. They can provide insights and useful feedback. I do Non-responder CDR decisions and CDR Mailers as part of my daily workload. This can help with professional development and can promote diversity within the disability branches. Thanks.

Votes: 0 votes

0 up votes

0 down votes

Comments: 2 comments

1. Comment

I am working on CDR information and would like to talk with you about your ideas.

2. Comment

This is a good idea.

more statistics

More testimonials and benefits data collection.

Votes: 0 votes

0 up votes

0 down votes

Comments: 2 comments

1. Comment

Just updated! We've added several new data assets to our Enterprise Data Inventory. Data about the volume of Internet Social Security Number Replacement Card applications from fiscal year 2016 and onward can be found here: <https://www.ssa.gov/open/data/SSN-replacement-card-online-apps.html>. We also recently updated our dataset on our disability benefits review process, available here: <https://www.ssa.gov/open/data/Periodic-Continuing-Disability-Reviews.html>.

If you have feedback on our data, or have ideas about what kind of data would be useful to you, please continue to share your feedback through this forum. Thank you!

2. Comment

There are 2 new publications with important data.

Congressional Statistics, 2017: www.ssa.gov/policy/docs/factsheets/cong_stats/2017/index.html

Annual Statistical Supplement, 2017:
www.ssa.gov/policy/docs/statcomps/supplement/2017/index.html

Field Office Waiting Time

The elapsed time between the time that a member of the public arrives at a Social Security field office seeking help and the time that person is helped by a field office employee

Votes: 1 vote

1 up vote

0 down votes

Comments: 0 comments

SS should collect this data

1. Race/ethnic background of disability applicants and ultimate result of claim, whether granted or denied.
2. Number of cases for each ALJ which go to the Appeals Council and Federal Court, and ultimate result of those appeals.

Votes: 2 votes

1 up vote

1 down vote

Comments: 1 comment

1. Comment

Thank you for your interest in SSA data. SSA recently released a report that provides good information on the current situation with respect to collection. You can review it at:

Why Researchers Now Rely on Surveys for Race Data on OASDI and SSI Programs: A Comparison of Four Major Surveys - <https://www.ssa.gov/policy/docs/rsnotes/rsn2016-01.html>

Researchers may access the four surveys discussed in the report directly via their public-use micro datasets available on their respective websites.

Representative Payee Interfacing

There are instances that a claimant will be receiving T2 benefits for years and they go to file for SSI at a later date. When this is the case, especially for a child, the established payee may have been selected years ago on the MBR. Instead of having to due a "dummy representative payee application" it would be beneficial to add entitlements to in the ERPS system to show the existing payee on the new SSI record.

Votes: 0 votes

0 up votes

0 down votes

Comments: 0 comments

Employee Name Tags

Should have employees wear visible name tags or employee badges. Here is an example of why: While at the Duluth, MN office I had a dealing with a very rude man/employee. I asked to speak to his supervisor and he informed me the supervisor wasn't there at the moment. I asked his name because he wasn't wearing a name tag or employee identification badge and id call into the supervisor later, as I didn't have the time to wait for the supervisor to return. He replied, "I don't have to give it to you" and informed me that he doesn't have to wear name tags because they may get threatened sometime? Ok, I feel it would be very beneficial to the people on the opposite side of the counter to at least have a first name of the person serving them. I have never know any place of public employment to not have visible name tags/employee badges. All other local area government offices have this and even said it is an actual Civil Service rule. But it would make it more inter-personal dealings, rather than just a number. This shouldn't be a SS vs The People type experience when going into a local office and this will help diminish that culture, by having employees wear visible employee identification badges.

Votes: 1 vote

1 up vote

0 down votes

Comments: 0 comments

One App To Rule Them All! (FO based)

SSA has an abundance of applications/programs to perform it's duties. Constantly, and without reprieve, we are forced to enter the same detail(s) over, and over again, in an incessant, never-ending, monotonous daily grind. The Agency REALLY needs to focus it's resources on consolidating the apps/programs into one large program that has the functionality of them all in one centralized location.

Much like the new web-based screens to record SSI information, there should be a master program that can access MCS, MSSICS, MFQ, eRPS, PUPS, DATS/DIPS, etc., and be of such a nature that information isn't having to be entered, and re-entered each time we have to move to a different screen. This is just common sense. It would be PCOM with tabs of MCS, MSSICS, MFQ, etc.

Therefore, it would benefit the Agency with regards to efficiency, wait times, backlogs, and customer service/PR issues, and the public would get faster assistance with less waiting/interview times. I know the Agency is allocating money towards more IT-based ideas, so why not take this time to implement this idea now!

Votes: 2 votes

2 up votes

0 down votes

Comments: 1 comment

1. Comment

This idea was one of many of my ideas submitted on the original ssa1.ideascale.com website between 08/2013 - 10/2013.

Merge NADA and Lexis Nexis with SSI open the data stream

So far we have the

2/21 for non-home real property

2/20 Financial Account Verification

We need the Lexis Nexis to verify vehicles then LINK that to SSI, how many vehicles are there really?

Votes: 1 vote

1 up vote

0 down votes

Comments: 0 comments

ACCOUNTABILITY STARTS AT THE TOP

In 2014 SSA ranked number 6th in the "Best Place to Work In Federal Government" rankings. In 2015 we held on to our number 6th spot. In 2016 SSA fell to rank at number 9th and in 2017 we fell to a whopping 12th slot, this is 6 slots down from 2 years prior. There is an issue here. I am sure if we dig deep we would find there is a issue with leadership amongst employees. Leaders have many challenges and building a team is a huge one. However, a strong leader uses skills to do just that. To become a strong leader there has to be some accountability when it comes to team building. A person should not be given a job just to hold a title. They should be given the responsibility to lead because the agency trusted they could do just that. I am suggesting to ensure ongoing development in leaders the agency conduct yearly surveys on management teams. These surveys should be given to employees and employees should be encouraged to participate anonymously or not. An overall report should be done and copies of the results of the survey's (report) should be given to appointed persons in the Regions and at Headquarter and a copy of placed in the manager's 7B-File. The results should outline strengths and weaknesses of supervisors. If it does not cost the agency much an outside source should oversee the survey, however, this can be done in-house. These surveys just like the yearly "Customer Satisfaction Survey" can pinpoint areas of improvement for the agency and their managers. These surveys should reflect in manager's PACS reviews also. It also adds an additional responsibility for management to hold themselves accountable for how they treat and build their team. In the long run this can help the agency identify strengths and weaknesses in their leaders (individually), it will also save money in HPO and EEOC investigations and mitigate monetary settlements in lawsuits. Surveys are great tools and can be pretty inexpensive compared to the money the agency will save in lawsuits.

Votes: 11 votes

11 up votes

0 down votes

Comments: 2 comments

1. Comment

See Unlocking Federal Talent (<https://www.unlocktalent.gov/global-satisfaction>) for Federal Employee Viewpoint Survey (FEVS) data.

Comments on this comment

1. Comment

Thanks for the information. Very informative.

Recycled Paper / Going Green Part Deux

We use so much paper. Too much. Here are a few ideas to help a few trees:

- 1) Use recycled paper for all matters of printing/copying
- 2) Mandate double-sided printing (several employees refuse to duplex and yet print a SSID every time they look at one)
- 3) Set up an internal toner-recycling (would save money?)

I am sure others have ideas too; feel free to leave them in the comments!

Votes: 6 votes

6 up votes

0 down votes

Comments: 1 comment

1. Comment

on demand printers - avoid wasting paper d/t misplaced forms

Date of payment

Please consider changing the day that checks are deposited to dates rather than "Wednesday's"

Perhaps 1st, 7th, 14th and 21st

I don't know if anyone else using the Day of the week system as a monthly payday and it's very awkward

Votes: 2 votes

0 up votes

2 down votes

Comments: 0 comments

National Data Privacy Day

If you have not reviewed some practical tips for being privacy smart, you might want to check out the National Data Privacy Day's webpage at Stay Safe Online, <https://staysafeonline.org>.

Votes: 2 votes

1 up vote

1 down vote

Comments: 1 comment

1. Comment

Thank you for sharing, that is an excellent idea.

Social Security Number Replacement Card Applications Filed

It is a good idea to look at the expanding use of the SSA's online services. There is a new dataset showing the number of applications for online replacement of the Social Security Cards. See this link, <https://www.ssa.gov/open/data/SSN-replacement-card-online-apps.html>.

Votes: 2 votes

1 up vote

1 down vote

Comments: 0 comments

Is Anyone Looking At This?

This has been out there for awhile now, I don't see anyone participating. What is the purpose of this and who is it for?

Votes: 6 votes

5 up votes

1 down vote

Comments: 3 comments

1. Comment

again, I ask the same question, does anyone even care about any of this?

2. Comment

In response to your question regarding the purpose of this site, please refer to the homepage for the Open Data IdeaScale at: ssa.ideascale.com/a/ideas/recent/campaigns/26869. Here is what is on the homepage.

"Welcome to the Open Data engagement site of the Social Security Administration. The purpose of this site is to help organize and track ideas from the public. These conversations will help to determine our priorities in terms of specific data that we should be releasing and other efforts we should be employing to support open and transparent access to our data assets."

3. Comment

This site currently has:

- 95 Ideas
- 143 Comments
- 723 Votes

This information has been used to inform decisions. Here is what is on the Open Data Themes webpage.

"At Social Security, we foster and embrace an environment that values ideas from wherever and whoever that can help us make open data work better. That is why we reached out to our internal and external stakeholders to help us decide which specific data we should be making more available, and what else we should be doing to support open and transparent access to our data assets.

Through our Customer Feedback Process we received and continue to collect ideas on data at the Social Security Administration. We have also reached out to our data users to get their feedback. We received ideas on the data that would help you the most, and how you would like to use it. The list below represents the most common emerging themes about everyone's data availability needs. We wanted to share this collection with you now, and plan to periodically report the progress of these and future ideas we receive."

Please see www.ssa.gov/open/customer-feedback.html for more information

Loeys-Dietz-Syndrome to be added to Compassionate Allowances

Please add Loeys-Dietz-Syndrome to the list of conditions for Compassionate Allowances.

Votes: 1 vote

1 up vote

0 down vote

Comments: 1 comment

1. Comment

Here is a link to submit a condition for consideration.

www.ssa.gov/compassionateallowances/submit_potential_cal.html

Claimant Form Idea

The idea I am submitting is not original. This idea and suggestion is one that has been voiced by plenty of others through the years. It is regarding claimant forms/questionnaires that we at DDS send on the majority of initial adult claims. ADLs and work history primarily. These required forms are a great source of delay and cause much additional work than should be done to accomplish this task. The FTC/FTR process is extensive and one way to reduce the number of claims that have to go through that process is to require ADLs/Work history forms be completed up front with initial application. When applying initially and submitting info to the local Social Security field offices. Similar to how there is a required function report completed with child claim applications. I realize not every state does things the same way and that there are different requirements and policy constraints between the federal and state side. I also know that whenever I have suggested anything that has to do with forms in the past, I have been shot down rather quickly and firmly. If it is a money thing, the money saved by having ADLs/Work history be required up front would far outweigh any additional cost form changes would incur. If it is a time thing, the time saved overall would far outweigh any additional time spent by the local field offices. This isn't even a form change so much but rather just a tweak in the process that helps ensure DDS has more of what it needs to make a timely decision. There could be exceptions, of course, for claims that are labeled TERI or Dire Need or other such identified situations where up front form completion is not feasible. If not this exactly, even some variation of this idea, or loosening of federal form limitations, would greatly benefit Social Security and customer service overall for our claimants.

Votes: 3 votes

3 up votes

0 down votes

Comments: 0 comments

Revise SS-5 social security applications

alot of applicants do not read the 4 page instructions, attached to the ss-5 social security applications. question 9 ask for parents social security number, it shoud have in parentheseis we do not need parents social security numbers if you are over 18.This will avoid a lot of confusion and processing time. And adults calling their parents for their ssn's. Also avoid identity theft, by parents releasing their ssn's to their adult children.

Votes: 2 votes

2 up votes

0 down votes

Comments: 1 comment

1. Comment

Agree totally! I usually have a stack of forms ready to go with the crucial elements highlighted for completion. It helps save on unnecessary questions and confusion.

Origin of Benefits

It would be helpful for recipients of benefits to know the origin of their benefit. Specifically, what calculations are used for the benefit and what calculations are used for the deductions (e.g. Medicare).

Many responsible recipients of benefits take their future seriously and would like to do long term budget planning, gifts to minors, charities, etc., etc. Without knowing the exact calculations, it is difficult to do "What if " analysis and plan accordingly.

Will all the data that is published, it would seem to be relatively simple to provide the calculations that is the basis for one's future benefits.

Votes: 1 vote

0 up votes

1 down vote

Comments: 2 comments

1. Comment

Medicare is administered by the Department of Health and Human Services (DHHS). This link to Medicare.gov may be useful: www.medicare.gov/your-medicare-costs/part-b-costs/part-b-costs.html.

2. Comment

Another useful link to benefit estimators and calculators:
www.ssa.gov/OACT/anypia/index.html

SS Equation

I am trying to locate the specific equation to solve for social security solvency. There is a large amount of data available regarding the different models (high cost, low cost, intermediate cost) as well as many of the main variables (mortality, fertility, immigration), but nothing shows all of the factors coming together (including claim age, tax rate, taxable income, etc). The calculators/estimators for benefits are great, but there is nothing for the solvency of the program itself. Can someone please contact me to as I am trying to find who can provide this equation (or post it for all)?

Votes: 1 vote

1 up vote

0 down votes

Comments: 3 comments

1. Comment

A number of separate models (demographic/economic/etc) are used as part of developing projections for the Social Security Trust Funds. See this document for detailed presentations of the Office of Chief Actuary's work in developing estimates under current law:

https://www.ssa.gov/OACT/TR/2016/2016_LR_Model_Documentation.pdf. What may be of some assistance is looking at pages 269-270 of this document, which show the final result of all the projection methodologies: income and cost items that make up the Trust Funds. Also, pages 297-299 show how the various summarized values are computed, such as actuarial balance.

See <https://www.ssa.gov/OACT/TR/2016/index.html> for other relevant information, including the latest Trustees Report with deals with current-law projections.

Finally, our office has provided estimates of proposals by members of Congress and others that would make the Social Security programs fully solvent over 75 years or extend solvency past the current law Trust Fund reserve depletion date of 2033. This information can be found at: <https://www.ssa.gov/OACT/solvency/index.html>.

2. Comment

New information is available in the Trustees Report. Access information at the following link-

<https://www.ssa.gov/news/press/releases/#/post/7-2017-1>

3. Comment

I have located the 2017 information. Please see the links below:

<https://www.ssa.gov/OACT/TR/2017/index.html>

https://www.ssa.gov/OACT/TR/2017/2017_LR_Model_Documentation.pdf

UPDATE: Progress Report for Open Government Plan 4.0

We are excited to release our first progress report update since establishing our Open Government Plan 4.0. We have updates on the following items:

- our flagship project, the National Disability Forum;
- SSA's new Analytics Center for Excellence (ACE);
- our progress in identifying and releasing data assets;
- the implementation of a new FOIA Online tool; and
- the use of agency data to generate public facing .

geospatial maps

For more information regarding the updates, please visit <https://www.ssa.gov/open/plan-progress-2016.html>. If you have any feedback please share through this forum.

Votes: 0 votes

0 up votes

0 down votes

Comments: 1 comment

1. Comment

Please see the progress report for Open Government Plan 4.1.

www.ssa.gov/open/plan-progress-4.1.html

Just Released: APIs and New SSA Data

We continue to make more of our data available at <https://www.ssa.gov>, as well as [Data.gov](https://www.data.gov). Recent additions to our data inventory include: three new application programming interfaces to query Old Age, Survivors, and Disability Insurance data; results of the Retirement Applicant Survey; and SSI Recipients by State and County, 2015.

If you have feedback on our data, or have ideas about what kind of data would be useful to you, please continue to share your feedback through this forum.

Votes: 1 vote

1 up vote

0 down votes

Comments: 1 comment

1. Comment

In November 2017, SSA released new data and APIs related to Native American video conferencing services. You can find the links to the new information, as well as, the prior maps and APIs at:

www.ssa.gov/open/accessible.html

The most recent update to the field office and resident station information was March 2018.

Now Available – Geospatial Mapping @ SSA!

We recently launched our first public-facing geospatial map, the Old-Age, Survivors, and Disability Insurance (OASDI) Beneficiaries and Benefits by State 2014. The OASDI map provides a quick distribution of Social Security beneficiaries and benefit dollars by state, visualizing complex data and rendering it in a way that is easy to understand. This first map lays the groundwork for our publishing other public maps. The public can view this map on our Open Government Map Gallery at <https://www.ssa.gov/open/geospatial.html>, and GeoPlatform.gov, a Federal platform to display and promote Geographic Information Systems (GIS) applications and geospatial datasets that are also part of Data.gov. To access our Open Government Map Gallery, please visit: <http://www.ssa.gov/open/geospatial.html>. If you have feedback about our data, or have ideas about what kind of maps would be useful to you, let us at our Open Data Customer Feedback Process: <http://ssa-ideas.ideascale.com/>.

Votes: 2 votes

2 up votes

0 down votes

Comments: 2 comments

1. Comment

In addition to the OASDI map referenced above, you can find the National American Indians and Alaska Natives Map.

2. Comment

You can find all the Open Government geospatial maps at: www.ssa.gov/open/geospatial.html

MER fee dropdown in DGS

In my region, ODAR is responsible for requesting medical records rather than going through DDS. As this is the case it would be nice to have the fee schedules for requesting MER added as a drop down in the form rather than typing in the information especially when ordering from other states. Many do not know how to find the fee schedules online let alone word the information about the fee. The drop down could be identified by state only and based on that the form would know what fee schedule to insert into the letter requesting the records.

Votes: 2 votes

2 up votes

0 down votes

Comments: 0 comments

Updated SSA Data on API Language Services Available

Social Security has updated an existing data set:

- We have released updated data on Telephone Interpreter Services (TIS) in Asian and Pacific Islander (API) Language.

<https://www.ssa.gov/open/data/AAPI--quarterly-TIS.html>

If you have feedback on our data, or have ideas about what kind of data would be useful to you, please continue to share your feedback through this forum.

Votes: 0 votes

0 up votes

0 down votes

Comments: 1 comment

1. Comment

New information through March 2018 is now available at:
www.ssa.gov/open/data/AAPI.html

New SSA Data on Disability Determinations and Reviews

SSA has new data to share:

- Periodic Continuing Disability Reviews (CDRs) Processed (<https://www.ssa.gov/open/data/Periodic-Continuing-Disability-Reviews.html#dataCollectionDescription>) – One aspect of our efforts to effectively detect, deter, and mitigate fraud, waste, and abuse in our programs, is to work with state Disability Determination Services (DDS) to conduct regular Continuing Disability Reviews (CDRs). This dataset contains information on the total number of CDRs we conduct in a year. We use CDRs to ensure that only those beneficiaries who remain disabled continue to receive monthly benefits. This set includes processed CDR data for federal Fiscal Years 2013 onward.
- Targeted Denial Review (<https://www.ssa.gov/open/data/targeted-denial-review.html>) – This dataset contains information on the results of the review of denied disability claims adjudicated by the state Disability Determination Services (DDS). It includes annual national level data for federal Fiscal Years 2013 and 2014.
- Preeffectuation Review of Disability Determinations (<https://www.ssa.gov/open/data/preeffectuation-review-of-disability-determinations.html>) – This dataset contains information on our reviews of all Social Security Disability, Supplemental Security Income, and concurrent Supplemental Security Income and Social Security Disability favorable initial and reconsideration determinations made by the state DDS to identify allowances with a higher probability of containing substantive errors. This set includes PER data for federal Fiscal Years 2012 and 2013.

If you have feedback on our data, or have ideas about what kind of data would be useful to you, please share your feedback through this forum.

Votes: 1 vote

1 up vote

0 down votes

Comments: 0 comments

New SSA Report: Surveys for Race Data on OASDI and SSI Programs

SSA recently releases a report that provides good information on Surveys for Race Data on OASDI and SSI Programs: A Comparison of Four Major Surveys. You can review it at: <https://www.ssa.gov/policy/docs/rsnotes/rsn2016-01.html>.

Researchers may access the four surveys discussed in the report directly via their public-use micro datasets available on their respective websites.

Votes: 1 vote

1 up vote

0 down votes

Comments: 0 comments

Updated DDS Data Just Released

Social Security has updated an existing data set:

- “Data on Disability Determination Services Accuracy” has been updated to include data from FY 2015 (<https://ssa.gov/open/data/disability-determination-services-accuracy.html>)

If you have feedback on our data, or have ideas about what kind of data would be useful to you, please continue to share your feedback through this forum.

Votes: 0 votes

0 up votes

0 down votes

Comments: 1 comment

1. Comment

The data through 2017 has been added:
www.ssa.gov/open/data/disability-determination-services-accuracy.html

More SSA Data Available

Social Security has more open data to share:

NEW DATA

- “Field Office Telephone Service Monthly National Answer Rate and Busy Rate”. (<https://www.ssa.gov/open/data/FO-Answer-Busy-Rate.html>) This data was requested by a community member through this Open Data Customer Feedback Process

- “Data On Title XVI Blind/Disabled Average Processing Time (In Days) (Excludes Technical Denials)” (<https://www.ssa.gov/open/data/Disability-Processing-Time-Title-XVI.html>)

UPDATED DATA

- “Extra Help with Medicare Prescription Drug Plan Cost” has been updated to include data from FY 2015 (<http://www.ssa.gov/open/data/Data-about-Extra-Help-with-Medicare-Prescription-Drug-Plan-Cost.html>)

If you have feedback on our data, or have ideas about what kind of data would be useful to you, please share your feedback through this forum.

Votes: 0 votes

0 up votes

0 down votes

Comments: 0 comments

CSV Data Files Now Available

In November 2015, we posted a CSV version of our Enterprise Inventory to improve its accessibility to human readers. You can find it at: www.ssa.gov/data/data.csv. We made this change in response to a comment through this forum. We welcome your ideas on data you'd like us to release, or ways to make our data more accessible.

Votes: 0 votes

0 up votes

0 down votes

Comments: 0 comments

New Data Releases at SSA

A Community Member recently made a request for data he wanted our agency to release, and several of his requested data sets became available to the public. You can find those data sets, as well as other newly released data, at the links below:

- Social Security Administration 800 Number Network Average Speed to Answer: <http://www.socialsecurity.gov/open/data/800-number-average-speed-to-answer.html>
- Social Security Administration 800 Number Network Call Volume and Agent Busy Rate: <http://www.socialsecurity.gov/open/data/800-number-call-volume-and-agent-busy-rate.html>
- Equal Access to Justice Act Payments: <http://www.ssa.gov/open/data/EAJA.html>
- Processing Time for Initial Disability Cases Involving the Processing Centers: <http://www.socialsecurity.gov/open/data/program-service-centers.html>
- Video Hearing (VH) Opt-Out Numbers and Rates for Hearing Requests Received FYTD 2015 (through May): https://ssa.gov/appeals/DataSets/A01_VH_Opt-Out.html
- Retirement and Survivor Insurance Applications, including Medicare: <https://www.socialsecurity.gov/open/data/RSI.html>
- Percentage of Fast-Track Receipts: <https://www.socialsecurity.gov/disabilityresearch/publicusefiles.html>
- State of Georgia Appeals Council Request for Review Actions 2009-2014: <https://www.socialsecurity.gov/foia/State%20of%20Georgia%20Appeals%20Council%20Request%20for%20Review%20Actions%202009%20-%202014.pdf>

If there are specific data sets that you are interested in, or if there is any data you believe we should be releasing, please share your comments in this forum.

Votes: 0 votes

0 up votes

0 down votes

Comments: 0 comments

Social Security Advocate

I regularly use the ERE in the course of representing claimants in ALJ level claims.

As a representative utilizing this system, I believe it would be beneficial to have claimant's electronic files available at all levels of the claim. This would eliminate much phone and other traffic through the field offices, lessening their burden. At the very least, an ERE Bar Code should be sent to claimants at the commencement of their claims or to claimant's representatives. Of course, these can be requested once the claim has left the field office and gone on to the state agency for work up, but these steps and extra back and forth work could be eliminated if the opportunity to upload evidence electronically was automatically in place. Particularly if access to the claims at a lower level (Initial/Recon) is not a practical matter.

Lastly, and because I predominately work with concurrent claims, I really wish applications for SSI could be processed on line. Aside for obvious issues such as an increase in volume in filings, and relevant data capacity and system requirements, I believe this would eliminate many burdens currently placed on the field offices which could be streamlined and thus allowing them the capacity to provide more timely and adequate services to claimants and beneficiarys.

Votes: 2 votes

2 up votes

0 down votes

Comments: 0 comments

What I'd Like To See

Here are some data sets that I'd like to see released:

- 1) Productivity, backlog and allowance rates for each state DDS
- 2) Percent of claimants with attorney or other representation
- 3) EAJA fees paid
- 4) Appeals Council productivity and backlog
- 5) Percent of claimants who are rejecting video hearings
- 6) Number of attorney-advisor decisions issued
- 7) Number of on the record reversals issued by ALJs
- 8) Processing time data for each payment centers
- 9) Average speed of answer and agent busy rate for 800 number service
- 10) Average speed of answer and agent busy rate for field office telephone lines

Votes: 3 votes

3 up votes

0 down votes

Comments: 4 comments

1. Comment

We appreciate your participation in our Open Data Customer Feedback Process. Your input is valuable as we expand our agency's open data efforts. We thank you for your data set suggestions as we continue to identify data assets across the agency for public release, that provide insight into the work we do. We strive to make the information easy to find and accessible, while safeguarding the personal information entrusted to us.

Two of the data sets you requested are currently available in our open data offerings: Average speed of answer and agent busy rate for 800 number service. We have recently updated them with fiscal year 2015 data. You may find them at the links below.

o Social Security Administration 800 Number Network Average Speed to Answer
[Link: <http://www.socialsecurity.gov/open/data/800-number-average-speed-to-answer.html>]

o Social Security Administration 800 Number Network Call Volume and Agent Busy Rate
[Link: <http://www.socialsecurity.gov/open/data/800-number-call-volume-and-agent-busy-rate.html>]

You might also find our Freedom of Information (FOIA) Library page helpful. In our FOIA Library, you can find lists of Frequently Asked Questions, Frequently Requested SSA Statistics, Proactive Disclosures, and other information.

2. Comment

Thanks again for your requests for data. We recently released three more of the data sets you requested. You can find our new data set "Equal Access to Justice Act Payments" by visiting this link: <http://www.ssa.gov/open/data/EAJA.html>, the data set "Processing Time for Initial Disability Cases Involving the Processing Centers" by visiting this link: <http://www.socialsecurity.gov/open/data/program-service-centers.html>, and the data set "Video Hearing (VH) Opt-Out Numbers and Rates for Hearing Requests Received FYTD 2015 (through May)" by visiting this link: https://ssa.gov/appeals/DataSets/A01_VH_Opt-Out.html.

3. Comment

Social Security has released "Field Office Telephone Service Monthly National Answer Rate and Busy Rate" data in response to your request. That data is available at: <https://www.ssa.gov/open/data/FO-Answer-Busy-Rate.html>.

4. Comment

Social Security has released updated 2016 "Field Office Telephone Service Monthly National Answer Rate and Busy Rate" data in response to your request. That data is available at: <https://www.ssa.gov/open/data/FO-Answer-Busy-Rate.html>.

Service Rep

As a Service Rep. we always try to deliver Quality Service in a Timely manor to each person. There is one process that can hold many people up during the day. Rep/Payee applications. I have seen the

process go from 15 min. to 45 for one app. and well over an hour for 2 R/P apps. If somehow we could set up the request and application online, then we set up a time for the appl.to come in at a certain time and day for SSA to verify ALL info .This way SSA can do all the investigating that is needed before the R/P App. arrives, and we have the proof needed to approve or deny the request. Then once every 6 months the R/P must come in with updated info of the NH status to prove they are doing this deed in good cause.

Votes: 3 votes

3 up votes

0 down votes

Comments: 1 comment

1. Comment

Thanks for your suggestions. We're passing them on to our Electronic Services Team. They are developing long range plans to improve online services for representative payees. Those plans are dependent on a Representative Payee Modernization effort currently targeted for mid FY 2016 that will provide a modern database, web screens and other enhancements that lay the groundwork for future online services for payees.

JSON vs CSV data format

Often datasets are offered in JSON format which is useful for computer programmers but not so useful for researchers / analysts as JSON is not really human readable.

<https://json-csv.com> is a JSON to CSV converter which transforms JSON data into a format that can be opened in a spreadsheet. Researchers can then easily dice the data with the spreadsheet tools.

I thought I would share this with the community as it may be useful to some.

Votes: 0 votes

0 up votes

0 down votes

Comments: 1 comment

1. Comment

Greetings! You asked us to provide a JSON to CSV converter to make our Enterprise Data Inventory more accessible to human readers. Rather than linking to a converter, in November 2015, we added

a CSV version of our Enterprise Data Inventory to improve accessibility. Here is the link to help you find our new asset: www.ssa.gov/data/data.csv. Keep us posted if you have other ideas on data you'd like to be made available at SSA!

my ssa sharing

Let's make it possible to send/share beneficiary documents through their myssa account. Allow a myssa account holder to email or call to make a request for a document not readily available otherwise. As an example they can request a 2013 1099 statement or their original award notice from 2011. When the account holder logs back in next day it would be available for print. This potential service would further reduce calls into the N8N and visits to the FO. Call times to the N8N can also be reduced by saving the time it takes to fax the documents while caller holds the line.

Votes: 5 votes

5 up votes

0 down votes

Comments: 3 comments

1. Comment

Thank you for your idea. This summer, my Social Security users will be able to access a new feature: a secure Message Center. When a new message is added to the users secure Message Center, a notification is sent via email or text message to a my Social Security user. In the coming years, SSA will enhance the Message Center to allow users to view, save and print most of the letters they currently receive from SSA via Postal mail.

2. Comment

Thank you for your suggestion! Providing online access to 1099s is a great idea! As of February 2015, Social Security beneficiaries can access their SSA-1099 from our website, www.socialsecurity.gov, using a my Social Security account. With this new online service the public can now view, download, and print a copy of their SSA 1099, without waiting overnight.

Modernizing our communications has been very popular idea, and we have made a Message Center our Flagship Initiative in our Open Government Plan 3.0. When fully implemented, we should be able to securely communicate with the public through Message Center within my Social Security accounts. The public would also be able to access alerts and announcements, emails, and online notices. Message Center would also allow us to communicate with the public through video communications, click-to-talk, instant messaging features, and screen sharing within my Social Security and other parts of our Internet site. This is a multi-year project we hope to implement by the end of 2016. Customer choice will remain the centerpiece of our service delivery.

3. Comment

love the availability of the 2014 1099 statement for our callers to the N8N. thank you for implementing that service. Truly hope we can expand to differnet years of 1099's or shared ORS letters etc. It is exciting to think it may be possible as early as next year
Thank you

Hey! There's New Data: FY 14 Customer Service Satisfaction Data

On June 8th, 2015, we updated our Data on Customer Service Satisfaction with 2014 information. This dataset reflects the public's perception on the services we provide in-person in our offices, by telephone or on the internet. The feedback helps us identify strengths and weaknesses in our service delivery so we can make necessary improvements. Go check it out at: <http://www.ssa.gov/open/data/Overall-Customer-Service-Satisfaction.html>! Give us your comments on this data and other ideas right here!

Votes: 0 votes

0 up votes

0 down votes

Comments: 1 comment

1. Comment

The data has been updated through 2017:
www.ssa.gov/open/data/Overall-Customer-Service-Satisfaction.html

My Social Security for IDIB

All first party filers for benefits should be required to register for my Social Security to apply. An alternate portal could be provided for 3rd parties filing for others. The my Social Security account should also be used to check the status of claims and check for any correspondence sent to the claimant. This eliminates the need for multiple links for SSA business (one to file, one to check the status and then a my Social Security link) Once claimants register, they should be able to opt for online notices only if already entitled to benefits. They could print/reprint notices as they need to. This could save the Agency in postage costs.

Votes: 2 votes

2 up votes

0 down votes

Comments: 1 comment

1. Comment

The following link provides access to the latest information about my Social Security:
www.ssa.gov/myaccount/

Remove Language of check your application status in 5 days

This misleads the public into having the perception that online application for medicare and retirement could be processed in 5 days. Many actually call the field office, and the national 800 # after the 5 days thinking that their application should have been completed. This language needs to be removed, and language explaining more actual time lines needs to be added.

Votes: 5 votes

5 up votes

0 down votes

Comments: 1 comment

1. Comment

The language should include what to expect in five days. The timelines for the whole process may not be advantages, but at least making sure of the language for the first step is clear helps. I will tell people to check within time frames to make sure the application or paperwork has been added to the queue. This helps relieve some tension.

Video Hearings

The agency has several different methods of communicating with the public, including the Social Media Hub. A good way to inform the public that video hearings are very effective would be to have a media campaign showing them how video hearings are conducted. Sample video hearings can be shown to public via the internet, facebook, you tube etc, showing the public that just because we may hold your hearing via VTC does not mean that the ALJ will not see you. We can teach them how our process works and show them that they can still communicate with us and we will still provide them with good, efficient and quality service.

Votes: 3 votes

3 up votes

0 down votes

Comments: 0 comments

Durable medicare cards

I have replaced my Medicare card twice already and going on the third time. They should be made out of a more durable material where the lettering and card do not become worn out. A plastic not as thick as a credit card but strong. And if it had a bar code on it to make it easier for medical professionals to verify benefits.it will save time and money

Votes: 6 votes

5 up votes

1 down vote

Comments: 2 comments

1. Comment

Yes,I agree .We need a different format for mdicare and social security cards.I would suggest two ways.

plastic or either metal.There is no fee for filing for eitherone of thecars.Since the cost of material is most effective then a small charge should be applied when filinf for cards.plastic....3 dollars/metal 6.00 dollars because metal last the longer and more expenses and it 's a lot better than paper.

2. Comment

Legal Assistants or Legal Aid Workers

Request for website in colobrating effective communication between social security adjudicators in the following ways...submitting case brief/email log sheet/online meeting site as well.There is newsite name...citrix..online meeting....free trial offer after 30 days it's 49.95 month

Pay Status in CPMS

When processing a request for postponement from a claimant it is necessary to know the pay status and how many previous postponement requests has been granted. To simplify this process, a pay status should be added to CPMS for each claimant next to the critical case status.

Votes: 1 vote

1 up vote

0 down votes

Comments: 0 comments

Virtual Interactive Chat Experts

Provide online interactive virtual chat experts and live chat agents to assist online services for SSA. This would reduce the amount of phone traffic and walk in traffic to FO's. Individuals would receive assistance on how to file for benefits, reporting responsibilities, or receive assistance in updated current records through interactive chats. Services are currently used in the private sectors for sales and customer service needs.

Votes: 8 votes

7 up votes

1 down vote

Comments: 3 comments

1. Comment

Thank you for your idea. We have updated information on your idea. In Fall 2016, we will implement Click-to-Chat (CTC) as a new feature of my Social Security. Through Click-to-Chat, the public will connect with an SSA online technician to receive one-on-one service through their computer. SSA technicians will answer questions, assist with online transactions, or refer an inquiry to the proper service channel. Upon completion of the chat, a user can access a complete transcript of the chat session in their my Social Security Message Center. The ultimate goal of Click-to-Chat is to offer the same service an individual would receive over the phone and in person at a local office.

2. Comment

I am in dire need of my S.S. disability Benefits. I currently am living in Australia with my Aussie husband and we are looking after his elderly sick parents. I paid in S.S. for 37 years and all I want is a fair go!

3. Comment

Thanks for your comment! During our Open Data engagement we received several ideas from the public on easier ways to communicate with us. We are committed to strengthening our communications with the public and made a Message Center, our Open Government Flagship Initiative. When fully implemented we should be able to securely communicate with the public through Message Center within my Social Security accounts. The public would also be able to access alerts and announcements, emails, and online notices. Message Center would also allow us to communicate with the public through video communications, click-to-talk, instant messaging features, and screen sharing within my Social Security and other parts of our Internet site. This is a multi-year project we hope to implement by the end of 2016.

For more information about SSA's Message Center, and other Open Government initiatives at Social Security, visit <http://ssa.gov/open/story-2014-06-01-open-government-plan3.html>.

Creating MySSA Online Account Needs Link to Credit Report

On a daily basis thousands of people are unable to verify their identity when setting up the online account. The questions that Experian asks to verify "identity" is often old, and outdated. Having a copy of one's Experian Credit Report often is necessary. When a person attempts to create the account and fails they're locked out for 24hrs, and only have one more attempt at the quiz the following day. We need to have a hyper link to www.annualcreditreport.com with the words (if you haven't requested your report within the last 12 months) get your free copy by following the link. This should be placed within the error message that the NH will receive when failing the quiz. The NH will now be positioned to pass the verification quiz and setup the account.

Votes: 2 votes

1 up vote

1 down vote

Comments: 1 comment

1. Comment

I do not like the linking of Credit Bureau to MySSA Accounts, the business of credit Karma should never be sanctioned by SSA, furthermore SSA only soft queries as verification from a particular credit bureau now, only to allow access to MySSA account. ID thieves can maneuver more easier already, no more simplifications needed.

1099/w-4V Needs to be available in the Online account

It would be amazing if we could place the customers 1099 in there online account. However, if that can't be done lets put the two most requested forms during tax season in the "Help Center" of the online account. We need the link to the Voluntary withholding and a request for a replacement 1099 in the Help Center. Customers drive to the FO and call the national # because our web site is so busy many just can't find these form requests. At the least we need these links in the "Help Center" of My SSA Users accounts.

Votes: 6 votes

5 up votes

1 down vote

Comments: 2 comments

1. Comment

We intend to begin our pre-planning activities in the next few months. This will include a business process description of a service that would enable the public to view, download, and print a copy of their SSA-1099/1042S. It would also provide the public with the ability to opt-out of future mailed copies. The project will be considered for development in FY 2016.

2. Comment

We expanded our online services. Social Security beneficiaries can now access their SSA-1099 from our website, www.socialsecurity.gov, using a my Social Security account. With this new online service the public can now view, download, and print a copy of their SSA 1099. This replaces the old process to have a replacement paper statement mailed to you. For more information on our new online service, visit: <http://www.ssa.gov/myaccount/>.

Paper-based Faxing is decades old!

Working as a TSR at the Nation 800 # countless agents spend wasteful time trotting to the printer to print off a Beve letter, onward to the fax machine. This is a waste of time, resources. Tying up the lines, causing the public to wait. Folks it is 2014 and we are still doing this? High Costs in the following areas

Cost of materials – paper and toner for fax machines, MFPs and printers

Equipment costs – purchase or lease of standalone fax machines and fax board options for MFPs

Operating costs – maintenance of fax machines, MFPs, printers, and telephone lines

Telephone costs – stand alone, dedicated Analog fax telephone line monthly cost is \$30 to \$100 per month per fax line or more.

Productivity Issues

- Delays – faxes sit on fax machines until manually distributed to intended recipient
- Inefficiency – users hang around fax machines "waiting" for important faxes or print documents before they can fax them
- More users than fax numbers - too expensive to give everyone their own fax machine and fax line
- No integration – paper faxing is not integrated with email, financial software applications, or document and content management systems

Do I need to say more, we need to be more efficient, giving agents faxing abilities right from their desk tops!

Votes: 1 vote

1 up vote

0 down votes

Comments: 0 comments

Release Identity Theft/SSN Fraud data

The social security number has become the de-facto universal identifier which it was not originally meant to be.

This has caused all kinds of privacy and security problems as SSNs are used for all kinds of unintended purposes.

Perhaps its too late to "close the barn door", but by exposing aggregated, anonymized Identify Theft data, if anything, the practice can be discouraged and perhaps, it can be a resource used by organizations using SSN as universal identifiers, to minimize ID theft.

Votes: 3 votes

3 up votes

0 down votes

Comments: 0 comments

T16 Redeterminations

Currently Claims Representatives (CR) develop Redeterminations of Eligibility (RZ) when the form 8202 is not completed. These RZ interviews can be time consuming for the CR often taking up entire work days. The RZ is often frustrating for the number holder (NH) and or Payee who may not be able to visit the office or contact the CR during normal business hours. As a result, many contact the 800# requesting extensions or asking that we inform the local office that they called. Unable to grant the extension the Teleservice Representative (TSR) may forward the information to the FO. The problem is that the FO may not to repond to a message from the 800# and may suspend the benefit before reading the message. I think the TSR should be able to input the SSA 8202 when the caller contacts the 800# for assistance. If the caller does not report any changes, then the TSR should be able to complete the RZ and update the SSR. If the caller answers yes to any changes, then the TSR should refer the RZ via ePath to the FO for development. This could reduce the amount of time CR's spend on RZ's freeing them up to complete cases that may result in overpayment or underpayments.

Votes: 0 votes

0 up votes

0 down votes

Comments: 0 comments

Publish detailed SSA branch office metadata

Metadata like:

- * location (not just address but lat/long as well)
- * hours of operation
- * holidays observed in that location
- * services offered in that location
- * contact information
- * average/predicted wait times (see Wait Time idea)

I can see all kinds of uses for this data not only by civic hackers, but by big web companies too!

Votes: 6 votes

6 up votes

0 down votes

Comments: 2 comments

1. Comment

In case you missed it! Earlier this year, we published Field Office and Resident Station Address data. These machine-readable datasets contain address, telephone, and office hour information for our Social Security Field Offices and Resident Stations. They are currently available in CSV and XLSX formats. For more information about these datasets, please visit: <https://www.ssa.gov/open/data/FO-RS-Address-Open-Close-Time-App-Devs.html>. Thank you for submitting your idea on Open Data at Social Security!

2. Comment

Additions:

- A table consisting of the area (by Zip) that each Branch Office services
- Include in the details which DDS & ODAR services the Branch Office
- Currently you can get this in a round-about way by using the SSA Field Office locator (secure.ssa.gov/ICON/) then painstakingly searching through the ODAR Locator

(ssa.gov/appeals/ho_locator.html) but it's a pain & I think companies would leap at the opportunity to build their own locator using your data.

Publish Open Data using a standard platform

Right now, there is a burgeoning civic tech community that's taking advantage of the open data phenomenon to build new civic businesses and biz models.

The SSA can more readily tap this energy by using standards-based platform like Socrata or CKAN rather than building its own customized data portal.

Votes: 5 votes

5 up votes

0 down votes

Comments: 2 comments

1. Comment

SSA.gov/data is a great initiative. But by using standard platforms like CKAN or Socrata, it will make it even much better still.

- * It will enable API access (a must for developers)
- * It will allow casual users to consume the data better
- * It will allow SSA to meet and exceed Project Open Data requirements

2. Comment

Also by using a standard open data platform, you can have things like faceted search, better analytics and knowledge of downstream usage of the data, and it will provide a solid foundation for all the other ideas being suggested here.

Publish Wait Times at SSA offices

By publishing wait times as Open Data, the SSA can immediately increase customer satisfaction with this one innovation similar to what has been done by Connecticut DMV
<https://www.dmvselfservice.ct.gov/NemoService.aspx>.

It also allows the SSA to tap the energy of the Civic Tech community to build innovative solutions by commingling this specific Open Data with other datasets (e.g. mixing it with public transport/traffic data to do task-based door-to-door planning, Yelp showing waiting time on profiles, SMS wait times, etc)

Votes: 13 votes

12 up votes

1 down vote

Comments: 3 comments

1. Comment

In Fiscal Year (FY) 2015, we will start planning and analysis to provide real-time, field office wait-times and a map of office locations. This will involve significant changes and is expected to take two years to develop.

2. Comment

Maybe, SSA can even set the standard for publishing Govt Branch Office metadata that other agencies can follow.

Check out the General Transit Feed Specification story -

<http://beyondtransparency.org/chapters/part-2/pioneering-open-data-standards-the-gtfs-story/>

<http://sf.streetsblog.org/2010/01/05/how-google-and-portlands-trimet-set-the-standard-for-open-transit-data/>

3. Comment

For the current status of this initiative, please see Theme 3: Provide Online Real-Time, Field Office Wait-Times:

www.ssa.gov/open/customer-feedback.html

Pre hearing info.

On CHILD CASES, I wish we could add to the PH2E - Exh. list-CD to Rep or claimant, a form requesting school records like SSA 5665 or SSA - 5666 or other. This info, will save precious time prior hearing, including Medications, recent treatment, etc.

Votes: 0 votes

0 up votes

0 down votes

Comments: 0 comments

Instant Messaging as part of Customer Service

Most corporation are offering Instant Messaging as part of their customer service. It allows companies to provide a faster service than phone customer service and it will avoid employees from following up with unnecessary emails. The idea is that one SSA employee can be communicating with several individuals at the same time. Instant messaging is use by insurance, financial, cable tv companies, etc. Its is faster and more effective than phone customer service.

Votes: 8 votes

7 up votes

1 down vote

Comments: 3 comments

1. Comment

Thank you for your idea. We now have updated information on your idea. In Fall 2016, we will implement Click-to-Chat (CTC) as a new feature of my Social Security. Through Click-to-Chat, the public will connect with an SSA online technician to receive one-on-one service through their computer. SSA technicians will answer questions, assist with online transactions, or refer an inquiry to the proper service channel. Upon completion of the chat, a user can access a complete transcript of the chat session in their my Social Security Message Center. The ultimate goal of Click-to-Chat is to offer the same service an individual would receive over the phone and in person at a local office.

2. Comment

Liability. It sounds good but I am willing to bet that they will not do it because as involved as lawyers are in this field it would be easy to point to an employee's mistake and shout "they told me the wrong thing, I should have gotten xx months of back-pay"

3. Comment

Thanks for your comment! During our Open Data engagement we received several ideas from the public on easier ways to communicate with us. We are committed to strengthening our communications with the public and made a Message Center, our Open Government Flagship Initiative. When fully implemented we should be able to securely communicate with the public through Message Center within my Social Security accounts. The public would also be able to access alerts and announcements, emails, and online notices. Message Center would also allow us to communicate with the public through video communications, click-to-talk, instant messaging features, and screen sharing within my Social Security and other parts of our Internet site. This is a multi-year project we hope to implement by the end of 2016.

For more information about SSA's Message Center, and other Open Government initiatives at Social Security, visit <http://ssa.gov/open/story-2014-06-01-open-government-plan3.html>.

Detailed benefits calculator

"detailed" should calculate your estimated monthly benefit based on the month you choose. I could not get anything other than an estimate of retirement at age 62. Why download and enter all the data if you cannot run various date calculations? Called the phone line waited by 30+ minutes and got a less than pleasant and very less than helpful SSA employee. She claimed she could not run the calculation for me because she would "be here all day". I did get her to reveal that each month that you wait will add \$5-7 to the estimate. Why call it a "detailed Calculator" if you can't get the details?

Votes: 3 votes

3 up votes

0 down votes

Comments: 1 comment

1. Comment

Here is a link to benefits calculators and estimators:

www.ssa.gov/oact/any pia/index.html

Monthly wage reporting over the phone, automation & forms

I report my son's monthly wage via the automated phone service. I have had a on going problem when it comes to the part where they ask you to "say and spells your last name" after saying and spelling my last name I am asked to do it again and then again, sometimes even a 3rd time. Then after the 3rd time it says "check the information and call back later". It's very aggravating and it happens usually 8 out of 10 calls! I don't know why it doesn't understand the name and spelling, it's only two syllables. And it's very frustrating to repeat over & over and most of the time have to call back. The system use to work fine until I noticed they now have a male automated voice. SS also use to send out a wage reporting packet (12 mths) yearly forms to calculate & keep a record that I thought was very helpful! So my suggestion would be, make the automated system work more accurately and send out the 12 math forms again. Also my local office has been very rude regarding both of this matters.

Votes: 4 votes

4 up votes

0 down votes

Comments: 0 comments

The payment date of monthly benefits.

Monthly benefits are received on a particular day of a particular week. It would be more helpful if it was a particular date each month was used, such as the 17th rather than the "3rd Wednesday of the Month". I looked through 2014 and found that the 17th misses just two months for that week. On those weeks, deposits could be the following Monday. In 2015 it is three months. But then it should recycle for future years. It gets very difficult to spread these benefits over more than 30 days. And bills do not accomodate these fluctuations.

The same process can apply for "any Wednesday of the Month".

Votes: 4 votes

3 up votes

1 down vote

Comments: 1 comment

1. Comment

I printed one out. It is on the website. Just have to think in Social Securitynese.

Voluntary Tax Withholding - W-4V

I would like to be able to update my W-4V form on line rather than printing the form from the SS site and mailing it. It would be easier and less complicated if this was available on the SS website.

Votes: 17 votes

17 up votes

0 down votes

Comments: 8 comments

1. Comment

Most employers and financial institutions have this option - so should SS.

2. Comment

This internal action is low on the risk scale because VTW sends money from SSA benefits to the IRS, and cannot affect payment to any other individual or organization.

3. Comment

Field office employees have been requesting this as well. It would make things easier for all parties.

4. Comment

TSR's as well, this is another no brainer! I process 1/2 dozen w-4v's weekly. I usually direct them to print it off on the website and have them mail it to me, but this is a total waste of time for both the worker, and the beneficiary whose anxious to change or cancel withholding.

5. Comment

Please help! Does anyone know where I can find a blank w 4-v form to fill out?

Comments on this comment

1. Comment

Greetings! For more information on withholding income tax from your social security benefits, including a downloadable form, please visit:

[http://www.socialsecurity.gov/planners/taxwithold.html](http://www.socialsecurity.gov/planners/taxwithhold.html). Thank you.

2. Comment

IRS.gov its an IRS Form

6. Comment

Why why why do they even need to fill out a form? This is a simple POS input, it takes more time to mail a form then it does to do a 2second POS input.

BETTER SERVICE ON OVERPAYMENT ISSUES

I have been dealing for nearly a year on a huge overpayment issue (SSA says I owe over \$18,000!). It should not take this long to resolve the issue. Better information needs to be included in the overpayment section of the on-line info about the overpayment status. Further, the general SS phone number representatives can provide little information on the status and evidently there is nobody a person can speak to at the office where the overpayments are being adjudicated. The first set of documentation I submitted to appeal the overpayment was "lost" by the SS office and I received an unexpected letter advising me (six months after I submitted my proof I did not owe that much) I would not receive payments for 10 months until the overpayment was repaid. I was in a panic because I am 100% certain I do not owe the money SS says I owe. There must be a better way to handle this. At the very least, keep us better informed of where SS is in processing the appeal. So, in brief my suggestions are to shorten the time it takes to process overpayment issues; keep the customer better informed of the status; and create a phone number and office that a person can speak to about the overpayment issue. Finally, always remember that some of us rely heavily on the monthly SS payment and to be told it could be stopped for 10 months creates a great deal of stress and will result in financial harm.

Votes: 11 votes

11 up votes

0 down votes

Comments: 1 comment

1. Comment

Maybe allowing the letters sent by SSA to be on myaccount would help the answer on why a overpayment has been assessed. Many people fail to tell SSA they have a different mailing address or the letter is just lost. I could help people with looking for the correct work incentives to use, if possible.

Consistency

When you send an email suggesting I go to ss.gov site to review information, check first to assure the page is working. The information says the page is not working. The hours listed are 5 am to 1 am. Either this is a typo or maybe more normal hours for a website would make it work better. This is like the affordable health care web site. Confidence in government web communication is zero.

Votes: 6 votes

6 up votes

0 down votes

Comments: 0 comments

SS office , medicare and medicaid offices not commuicating

All three offices should be in contact with each other . I have medicare and Medicaid who supposed to pay my premiums monthly. I also have SSD. This month a double premium amount was taken out of my check. I called SS and they said to call FSSA again. I happened to be eligible for the extra help with premiums being pain by state, and they advised it wasn't my fault that they deducted it from my check when they wasn't supposed to. I have letter from FSSA showing this. I call back SS and they said no record that I qualify and another deduction is being taken out again next month. SS says they have no communication with state office of Medicaid nor Medicare office. Why is this? no one seems to know what's going on, and I've now been on hold with your office 40 minutes with a mobile phone. Each office tells me they don't communicate with the other, and now I'm supposed to be reimbursed for the deductions. I call your SS office about when to receive refund and they STILL have no verification Im eligible, even though letter is in front of me mailed out the 6th of this month says I am. Plus eligible for retro 2 months as well. They tell me to call Medicaid, then Medicaid tells me to call Medicare. I call Medicare and they refuse to even tell me anything about my Medicare premium costs. I suggest their "data exchange" I've heard them tell me needs updated. All three offices should work together. The

gentlemen at the SS office of Indiana, named Jason, was very rude and not helpful. In fact he didn't even access my records though he asked for my SS number. Thank you. I want reimbursed \$ 500.00 please.

Votes: 12 votes

12 up votes

0 down votes

Comments: 2 comments

1. Comment

It's very important for these 3 to communicate. Numerous reasons for sure!! I go through the same thing...money coming out then being refunded back...when 3 months of medicare comes out and shouldn't and that's the only income for the family, ouch!!! Perhaps, there could be way to have the option to submit papers/forms from one to the other on the websites for us to do ourselves??? If that made any sense

2. Comment

It certainly would be nice for the State Medicare QMB program to be better interfaced with our systems. Currently, at least in Wisconsin, there is a three month grace period before we start deducting premiums. Ostensibly, this is for the state to have time to locate a CLMT's whereabouts because the interruption seems often due to CLMT just missing a review.

PassPlan

I am a full time student and also on SSDI and Survivors Benefits. I am on the PassPlan which helps me with tuition and school supplies, etc. I have to submit receipts every month for gas, supplies, etc. The problem is there is only ONE person who handles all the cases for PassPlan in the state of Ohio. I would say that might be a little overwhelming. I have had all kinds of problems with disorganization on SSA end. I spend more time dealing with lost, misfiled paperwork than is necessary. Is there no room in the budget for at least TWO caseworkers ??

Votes: 2 votes

2 up votes

0 down votes

Comments: 0 comments

Do You Care About My Privacy?

Quote from "Your Social Security Number and Card" October 2013,

"You should treat your Social Security number as confidential information and avoid giving it out unnecessarily. You should keep your Social Security card in a safe place with your other important papers. Do not carry it with you unless you need to show it to an employer or service provider."

If this is what you believe, then stop putting SSNs on medicare cards and documentation mailed to us. Protect our privacy. Protect our elderly from scams.

Votes: 16 votes

16 up votes

0 down votes

Comments: 3 comments

1. Comment

Totally agree with you. I do not like giving people my SS#. and now everytime I go to Doctors they get it in big bold print

2. Comment

So true. SSN's need to be protected and SSA has to be the leader by demonstrating said protection.

3. Comment

Removal of the SSN from the Medicare cards. See:
www.cms.gov/Medicare/New-Medicare-Card/

Retraining and Relief for Customer Service

As others have written, it takes me 4-5 phone calls plus 3-4 visits to my local SSA to get a correct answer or to get something like a simple form to be filed correctly. I understand what a massive project social security is, and I can imagine how many cases and issues the folks working the SSA desks and phone lines must handle daily - they are overwhelmed! Being so overwhelmed, I too would get frustrated and probably have the same defeated attitude. However, it is insanity on the consumer end trying to get something accomplished like file a simple form. I think efforts should be kept up to allow the consumer to do whatever they can online. And I feel that greater responsibility should be taken by the leaders of these local SSA offices to keep training and encouraging their people working the front lines. Let the front lines workers see that they are making a difference - that progress is being made and the war against chaos is being won and this thing is manageable.

Votes: 19 votes

18 up votes

1 down vote

Comments: 5 comments

1. Comment

Thanks for your comment! During our Open Data engagement we received several ideas from the public on easier ways to communicate with us. We are committed to strengthening our communications with the public and made a Message Center, our Open Government Flagship Initiative. When fully implemented we should be able to securely communicate with the public through Message Center within my Social Security accounts. The public would also be able to access alerts and announcements, emails, and online notices. Message Center would also allow us to communicate with the public through video communications, click-to-talk, instant messaging features, and screen sharing within my Social Security and other parts of our Internet site. This is a multi-year project we hope to implement by the end of 2016.

For more information about SSA's Message Center, and other Open Government initiatives at Social Security, visit <http://ssa.gov/open/story-2014-06-01-open-government-plan3.html>.

2. Comment

Me too. Its happening to everyone. And not only do they not reimburse you money they have taken from you, they fail to tell you why and its their fault.

3. Comment

I have been dissatisfied with the service as well. Documentation I submitted to the local office was either lost or never sent to where it should have been sent. The representatives only answer the exact questions you ask and do no bother to tell you something you really ought to know but did not think to ask (such as the need for federal taxes to be taken out). I know they are busy but improvements must be made.

4. Comment

After visiting my local field office 3 times in this past month and receiving inaccurate information 2 of these 3 times (per post-visit discovery of SSA PMO documents and information posted online), I unsuccessfully searched for the name of the Spokane Field Office Director so that training improvements could be implemented on the specifics I encountered (I-94 documentation with a SSN application and expediting access to a social security number/ability to be paid for work prior to SSN receipt). There was no acknowledgement by the two workers who provided inaccurate information of the difficulties their responses were creating--this would certainly have eased the delivery of their inaccurate information. Instead, the focus of these workers was to present a inaccurate, non-specific rule/law as reason for their inability to help, with focus on their encountering this difficulty daily in their jobs. Employees reflect to clients the manner in which they are treated, so I suspect this is a systemic issue. If it had been possible for me to report the specifics directly, it was my hope improvements

could be implemented at a local level--a grass roots change. I also find it embarrassing that government employees do not feel comfortable saying "I don't know" and researching the issue for follow-up, especially as they interact with immigrants who, for many, the SSA office is a first line of exposure to our governmental and societal values, ones that should reveal that critical root of respect and compassion for all people. One of our experiences exemplified this; the other two did not.

5. Comment

To see the latest on our customer engagement tools, please visit the plan progress report 4.1: www.ssa.gov/open/plan-progress-4.1.html

See the Major Initiative: Customer Engagement Tools (CET).

Website problems

I live outside the country. The website does not allow for my full international phone number to be entered. It includes the country code which takes up the area code space... there is no area code!!

While we're at it increase the benefit amount!

Votes: 1 votes

0 up votes

1 down vote

Comments: 0 comments

Increase online access

I come online to see if forms I've submitted have been recieved (they haven't, over 3 months) allow submitting of forms ONLINE such as ssa-1696, CMS1763, ssa 561. It is 2014, why is the website run like it's 1996???

It would be much more efficient. The telephone services are a nightmare, and it costs me a good deal of time and money hand submitting things as if this were the 1940's. Nonsense!

Votes: 16 votes

16 up votes

0 down votes

Comments: 3 comments

1. Comment

I would agree, the SSA and Medicare web sites are atrocious. I would suggest that each agency sit down with lay people and give them tasks to perform (nothing extraordinarily complicated) and see how obtuse it is to get information.

The legal mumbo-jumbo should be minimized, particularly each time you login.

2. Comment

I paid my fee for my records a month ago to be mailed, I offered to pick up or wait which ever was easier for them. My rep just chuckled at me and said it would/could take a while and mailing was easier. Still no records!

3. Comment

I agree. I have had to send documents with receipt certified to have proof I submitted the documents. It would be easier to be able to email the documents or forms.

Customer Service Quality

From working 7.5 years in SSA as a Benefit Authorizer, Claims Authorizer, Leadership Development Program to a beneficiary of disability, the biggest issue involves getting adequate customer service from field offices that can be accountable for their work. Filing my disability claim, my children were protected. However, filing for child benefits on my record, I have made three telephone appointments and all three weren't effective. I came into the office and talking to Claims Representatives about my claim fell on deaf ears, literally. The CR were obviously stressed out and upon bringing evidence, I was told to save the evidence for the February 25 appointment which is actually a. Telephone appointment. Sitting by the phone waiting 45 minutes and then calling to be transferred and put on hold only to find that they call while you're on hold results in a reschedule of the appointment - 2 months later. The lack of accountability in the front end concerns me greatly. Is there adequate SSA staff meeting the needs of customer service daily? Does one have to call and make a manager to manager request or call their congressperson or house representative to be pushed up front because the field offices are overwhelmed in certain areas? I had to resort to scheduling a physical appointment in another city because their scheduling allows earlier than April appointments. Four months of waiting...and now another two months. What happened to the 6 month close out? Timely service? It took being a beneficiary to see the issues that have yet to improve.

Proposing that policy, website or an app be developed to enable the beneficiary to provide all the necessary children information AT the time of filing, not after approving the disability claim. The separation of disability claim from children claim creates more work for the front and back end staff of SSA. All this would have ensure customer service is provided AND enable the employees of SSA to perform their work smarter, not harder. Please develop a special workgroup made up of employees that work from the front end and back end and invite actual beneficiaries to join.

Votes: 6 votes

5 up votes

1 down vote

Comments: 0 comments

Online registration

I have been receiving SS benefits for almost a year. I cannot set up an account online. I have to answer questions each and I seem to give the wrong answers. However, they are always the same questions and I try different answers every time. I write down which answer I chose that time so I don't choose it again with the other answers. I have called in to get help and they tell me they cannot help me because I have to be able to answer the questions. They should be able to help me somehow

Votes: 3 votes

3 up votes

0 down votes

Comments: 1 comment

1. Comment

You may want to try accessing your account again. Here is the link to the current my Social Security: www.ssa.gov/myaccount/

Make sure you have all of the medical records before decision!

Have Disability Determination Services contact the claimant to verify medical records from all sources have been collected BEFORE the claim is sent to the medical pool to be reviewed!

How many denials have there been because the DDS worker did not get records and gave up looking/waiting for them? I swear to god I have talked to so many clients who had no idea what records had been collected and who received a denial letter and said "WELL THEY DIDN'T GET RECORDS FROM MY XXXX DOCTOR!" Ugh!

Send the claimant a letter stating "We have collected records from the following sources and dates XXXXXXXX and unless we hear from you within XXXXX business days we will assume you have submitted all evidence and a decision will be made based on these records."

I'm sure it would cut back on at least a good few of the appeals and hearings... Do it right, not over!

Votes: 14 votes

13 up votes

1 down vote

Comments: 8 comments

1. Comment

I guess I'm approved but have no Diagnosis etc, just money deposited into my account with the fear of 5 yrs down the road it was april fools so pay SSA back now! Scarry. Have been trying to get records through mail via insurance company, assisance companies, and me personally going down giving fees

2. Comment

I CANNOT AGREE STRONGLY ENOUGH on this matter. I have needed a Reconsideration Appeal and ODAR Hearing due to this EXACT CAUSE. The Code of Federal Regulations REQUIRES a DDS Examiner make 'reasonable efforts' to acquire a complete medical history, but NO ACCOUNTABILITY or review checks for either medical history completeness or reasonable effort by the Examiner to ensure completeness.

While reviewing evidence prior to a Reconsideration Appeal, I found:

- 1) DDS Reports were submitted for medical review in which the DDS Examiner had entirely failed to acquire medical records indicated in my handwritten Forms with specific reference to relevant impairments,
- 2) that no evidence is available of an Examiner's 'reasonable efforts' that are required by Code of Federal Regulations, and
- 3) that the Examiner in my case made no effort whatsoever to contact me over an inability to acquire medical evidence I indicated was available.

While reviewing evidence prior to an ODAR-ALJ Hearing, I found:

- 1)Forms poorly transcribed by DDS were missing relevant information I included on original, handwritten Forms,
- 2)pertinent aspects of the case were entirely IGNORED, such as a)vocational factors regarding my advanced age, and b) specific exertional and non-exertional limitations documented by my treating physician, and c) non-examining medical reviewers in direct contention documentation from my treating physician and the consultative medical examiner hired by DDS to provide evidence for the Reconsideration.

The Initial DDS Examiner and the Reconsideration Appeal Examiner assigned in my case both applied inaccurate medical evidence and incorrect vocational factors to arrive at the Decision to deny benefits.

3. Comment

The burden of proof for disability claims lies with the claimant per the law. If as a claimant you want to make sure that all your records are included then submit them with your application. We are required by regulation to order records from the sources listed on an application, and give those sources a

second request if records fail to come in. Most examiners also call the records of the facility, although this is not required by law. As far as treating source opinions, if the opinion is not substantiated by other evidence in the file, then the opinion becomes less credible. The totality of the evidence in any case is used to make a decision. Examiners can not pick and choose which evidence they would like to use.

Comments on this comment

1. Comment

That's fine and dandy that it is the claimant's responsibility to provide evidence but what I am really talking about at the end of the day the person should get a chance to say "yep that's all the records, go ahead" or "oh crap I forgot to tell you about my neurologist" This process is for *people with disabilities* who sometimes have cognitive issues. I was a bit harsh on the disability examiners I know, but if they are looking at a claim with almost no records why submit it? just tell the claimant what records they have so the claimant can do something about it if there are missing records. What is so bad about sitting a claim on the shelf for a while because the claimant wants to wait for the records?

4. Comment

I have been trying for over a year just to hear that my Judge is taking on his clients and another judges as well!!! I have jumped through EVERY hoop that they have asked of me! How do I light a fire under someone for an approval? When I was denied I found out all of my records were not submitted either! Sometimes I think the longer the lawyers drag out the disability the bigger their payday is! I have a friend of mine that didn't have the records to go back any length of time and she got hers within 3 months!!!

Comments on this comment

1. Comment

Contact your Senator or Congressional Rep's office to initiate an inquiry. Constituent Services staff gets preferential treatment on inquiries about Claims delays. Also, Congress controls SSA regulations and budgets, so SSA policy exists directing associates to be responsive and/or expedite cases with 'Congressional Interest'. Limitations imposed by Separation of Powers do prevent members of Congress from interfering with any actions, opinions or decisions of an ODAR Administrative Law Judge.

5. Comment

TOTALLY DISAGREE that statements from Comm-Member regarding medical evidence are relevant to the assertion that DDS EXAMINERS SHOULD BE ACCOUNTABLE FOR ACTIVELY INVOLVING CLAIMANTS during case development of qualified evidence source(s) of potential mental or physical impairment(s) are indicated within application or response forms. I have never, nor do I know of any other Claimant who has, been contacted by a DDS Examiner concerning delayed or non-responsive evidence source(s) during case development. DI 24505.030(G) and (H) indicate that is improper case development procedure.

Program Operations Manual System (POMS)

DI 24505.030 Expedients to Evaluate and Develop Evidence for Potential Mental and Physical Impairments

Citations: 20 CFR 404.1508, 404.1521, 404.1528, 416.908, 416.921, 416.928, SSR 96-4p

G. How to expedite further development of a potential mental or physical impairment when MER suggests a potential impairment

As early in case development as possible, consider expedited steps to contact the medical source, such as telephone, FAX, mail, or claimant assistance.

If the medical source cannot or will not provide the information, contact the claimant (or a responsible third party). Seesection [H]

1. Further develop the potential impairment when the medical source responds that:

- * treatment for the condition was recommended or received;
- * the potential additional impairment is an MDI; or
- * there are limitations in basic work activities (or functional limitations for children).

H. How to expedite further development of a potential mental or physical impairment when the claimant, third party, or other non-medical source suggests a potential impairment

1. Further develop evidence for the potential impairment when the claimant, third party, or other non-medical source responds that:

- * treatment for the condition has been recommended or received; or,
- * there are limitations in basic work activities (or functional limitations for children)

6. Comment

TOTALLY DISAGREE with the statement from Comm-Member alleging that a lack of substantiation BY OTHER EVIDENCE IN THE FILE renders the treating medical source(s) opinion(s) less credible. I further assert that SSA fails to hold DDS Examiners accountable for explaining the reasons behind weighting given to medical opinion(s) used for the Decision expressed in the Notice of Determination for a case as required by standards cited in DI 24515.004(B) section 3.

Per DI 24515.004(B) section 1, when the Treating Source provides clinical documentation supporting medical opinion(s) "not inconsistent" with the other "substantial evidence" in the individual's case record. the Treating Source medical opinion(s) MUST BE GIVEN CONTROLLING WEIGHT. It does NOT have to be consistent with all the OTHER EVIDENCE as long as there is no other SUBSTANTIAL evidence in the case record that contradicts or conflicts with the opinion.

Per DI 24515.004(B) section 2, Treating source medical opinions are still entitled to deference and must be weighed using all of the factors provided in 20 CFR 404.1527 and 416.927. In many cases, a treating source's medical opinion will be entitled to the greatest weight and should be adopted, even if it does not meet the test for controlling weight. Also, in some instances, additional development required by a case — for example, to obtain more evidence or to clarify reported clinical signs or laboratory findings — may provide the requisite support for a treating source's medical opinion that at first appeared to be lacking or may reconcile what at first appeared to be an inconsistency between a treating source's medical opinion and the other substantial evidence in the case record. In such instances, the treating source's medical opinion will become controlling if, after such development, the opinion meets the test for controlling weight.

Per DI 24515.004(B) section 3, Paragraph (d)(2) of 20 CFR 404.1527 and 416.927 requires that the adjudicator will always give good reasons IN THE NOTICE OF THE DETERMINATION OR DECISION for the weight given to a treating source's medical opinion(s), i.e., an opinion(s) on the nature and severity of an individual's impairment(s).

DI 24515.004 Giving Controlling Weight to Treating Source Medical Opinions (SSR 96-2p)

Citations: Sections 205(a), 216(i), 223(d), 1614(a)(3), and 1631(d) of the Social Security Act, as amended.

Regulations No. 4, sections 404.1502 and 404.1527, and Regulations No. 16, sections 416.902 and 416.927.

Punish

Why not get all the names of ERISA, short term/long term policies who denied people. And trail those people to see where they are now on your adjudication list? It would speed up the process and these people who were denied would get their benefits, their childrens lives would be happier.

Votes: 2 votes

2 up votes

0 down votes

Comments: 0 comments

Monthly Benefit Amount

I want to know how in the world does social security believe that a person can feasibly live off of 740 a month? They use some standard to determine what acceptable amounts for the cost of living. Have they not realized how much rent is? I have two kids and I am a single mom. My rent is 600.00 a month not including utilities and other basic needs. So with my monthly benefit check being 740.00 how in the world can a person not alone a family live normally with 140? Its not possible and every single month I struggle to feed and pay the bills. They need to readjust per case in figuring out a person's output vs input. I need more help!!!

Votes: 19 votes

5 up votes

14 down votes

Comments: 23 comments

1. **Comment**

If that were the case, people would be able to go out and get more expensive houses bc they know the govt would increase their benefit amount to pay for it. Same thing with credit cards and food, etc. I don't see how this input/output idea would work.

2. Comment

There are several other government programs to help those who haven't worked enough to qualify for anything other than SSI benefits. Hud housing, food stamps, TANIF, etc. are available to help low income families.

Comments on this comment

1. Comment

Not everyone is eligible for example I do not qualify for HUD because I have a background. Tanf only provides an extra 200 which does help to an extent however you are only allowed to qualify so these programs just once in a period of a year or longer. So no and yes to your reply.

3. Comment

Maybe you should check into government housing which will be based on your income. Usually this will only be hundred or so dollars for rent. Also, the amount you get is based on the years you worked and how much you paid in. I am no where near 65 nor am I 40. I was injured in Iraq and was put on SSD in 2013. It was very hard for me when I was used to making \$28 per hour to now what I get on SSD. I had to sell a lot of things and down size.

4. Comment

NO KIDDING!!!!!! INCREASE THE BENEFIT AMOUNT- IT IS A CRIME HOW LOW IT IS!!!!!!

5. Comment

I live outside the country. There is NO government housing. Nor is there foodstamps!! Not only that, my benefit is a total of \$400 a month!! No SSD outside US.

Comments on this comment

1. Comment

well move to the United Staates. If you want to collect our benefits I feel you must live here.

6. Comment

More expensive houses Community Member??? Most people on SSI minimum are HOMELESS - H O M E L E S S. They live in their cars and deal with criminal situations to survive daily. Camping is illegal in most jurisdictions. You know how many criminals prey on the mentally or physically weak who do not have enough income to get out of the streets and those situations??? Go out into 'real life'

and live a little before you spew your fantasy on the web. Does getting shot at in AG count as RL? Ok then you should have no problem living on the streets for a few years. Stay frosty my friend.

Comments on this comment

1. Comment

I thank you for your services. Clearly I do not agree in your situation. Maybe a basis of paying based on case by case basis. But I am sorry, I do not believe that the Govt should have to pay childofgod20 b/c she didn't work enough, paying into the system and has a criminal background so she doesn't qualify for assistance. SSI is not a handout. People on SSI should be grateful they're getting anything at all considering they didn't pay into the system. This is why SSDI will fail in years to come. The only reason it survived this long is b/c of all the babyboomers years ago. Again, I do not agree in your situation, but have you considered applying for Veterans benefits? I actually do know what I'm talking about and see/hear of a tremendous amount of people who go homeless- THIS HAPPENS ON A DAILY BASIS. Do I feel for them? Absolutely. They lose their houses and vehicles and 401k plans and all while waiting to be approved. Why not take that extra money we would give to those on SSI (those who want it increased), and instead, increase staffing and speed up processing so this stuff doesn't happen? But like stated above, there are other resources and again, SSD is based off how much you made during your years of employment. Not SSI. SSI is for those who haven't worked and paid into the system but yet are found disabled. It's a freebie basically. Quit whining and downsize your lifestyle. (Again, not you- I think anyone who is injured from fighting for our country) should have way more benefits and respect than our government gives them. I thank you with the deepest respect.

7. Comment

I personally do not qualify for HUD or any other housing program because of my past background. In order to qualify for hud you have to pass a rigorous application which if you have any misdemeanors or felonies you have to wait 3 to 10 years to be eligible. Yes food stamps do help I am not gonna puff up the pudding and lie and I do recieve Tanf for an extra 200 a month is cash assistance however even with 900 you do the math with you current expenses. Is it possible for someone to live off of 900? In all reality maybe a single individual however not a family. And did you know that if you have children with ssi you Do NOT get any additional benefits for having kids? I always hear everyone say go to your local ymca and where I currently live the ymca does not hand out any assistance to those in need. I wish I could qualify for HUD but I dont.

Comments on this comment

1. Comment

But Im getting SSD, 17 years in nursing . And that's not SSI (A.K.A. Welfare).

8. Comment

SS is not a replacement for retirement. This was a myth way back in 1960's. It is retirement augmentation. If you want more money, then obviously you should have earned more money (or saved in a 401k, etc).

9. Comment

The benefit amount WAS increased just this past January. That notwithstanding, The only advise I could offer is reduce your costs as much as possible, I can't sympathize too much because my take home pay (after taxes and child support) is LESS than what you get.

Comments on this comment

1. Comment

Mine is too. I gave up cable, and still have a 2006 flip phone. Plus my child's autistic. It can be done. I pay rent, which is over half my SSD check. If I can do it you can. It's just everyone wants to keep this high level of living and keep up w/ the Joneses, they're afraid to give up their smartphones, pretty purses, and stupid attire.

10. Comment

I work hard every day and barely pay the bills....go find a job people, be grateful for whatever it is that you get...it's based on what you PUT INTO the system

Comments on this comment

1. Comment

Why are you on this site if you don't get benefits? Stop trolling and seeking out individuals because you have no work and your healthy for God's sake. Consider yourself LUCKY !

11. Comment

Well said Marsha- there are jobs out there, just look and put something into the system !!!

12. Comment

Then ASK your country. This is the USA .

13. Comment

Sorry Marsha but I worked for 30 yrs from 15-45. And with my disability I can not work. I can barely walk around my house. I cannot stand for longer than 5-10 minutes. What job would you suggest I get. I have to sit to blowdry hair. But I earned a good amount while working so I get a decent SS check. Yes I had to cut back my income dropped from 80K to less than 40K, but I can make it

Comments on this comment

1. Comment

40 K !? wow iM GLAD IF I GET 11,000 A YEAR.

14. Comment

Technically, this person receives SSI which is funded from general tax revenue and not based on anything she even put into...

15. Comment

AND MY EX HUSBAND AND FATHER TO MY SON STEALS TAX CHECK FROM ME EVERYTIME
!!!

16. Comment

Yes its possible. I do it, and have been for years and Im a single mother w/ son . Some just cant seem to give up technology ! If you want hints on how to get by on that amt plz ask on here I can help ya.

Receiving SS while they figure out if your a citizen or not.

If someone has been in the U.S. of A. all their life adopted here, has an American birth certificate and at age 64 applied for their benefits, why not let them start receiving their money while SS does their investigation if they are really a citizen or not? They are not going to withhold their benefits from them anyway, so why hold it while they need to make this decision?

They need to change how they do their investigations into peoples lives. Someone has retired and now how no SS coming in because of all this RED TAPE!

You worked in America, you earned your right to get your SS give it and go on.

Votes: 9 votes

3 up votes

6 down votes

Comments: 2 comments

1. Comment

Why put the state in a position to have to somehow figure out a way to recover those benefits if the said person really wasn't a citizen? They could leave the country and now they're out that money. Less benefits available for states= less benefits in your pocket and everyone else who legally deserves it.

2. Comment

why should legal American Citizens be penalized for all the free bees that get on system to abuse it for all those that really deserves it!!!

Disability determination

When someone is applying for or being reviewed for SSI or SSD , the Social Security administration should be able to view the claimants social networking pages.

Votes: 16 votes

3 up votes

13 down votes

Comments: 4 comments

1. Comment

You have no idea how many people I see on disability that are out getting new cars, tattoos, manicures, pedicures, vacations, out drinking and partying with friends every weekend. Totally agree!!

2. Comment

They actually do access claimant's Facebook accounts on occasion.

3. Comment

Social networks? How is that authentication of benefits? based on what I see out there, it appears to me that there are many claimant's that could be working/should be working on the dole and purchasing much more than I can afford.

4. Comment

An Examiner/Investigator can see anything the rest of the public can see on a social network. I disagree on the grounds that this suggestion does not specify privacy in regard to non-public communication. Sets a bad example. Next logical suggestion following the ability to view private social network access would be allowing phone taps, then intercepting and opening mail. SSA has no more right to violate individual privacy than NSA or police.

Application Status

Extremely poor turn-around in applying for Social Security.

I applied for Social Security on January 15, 2014. I had drawn on my husband's, but will reach the appropriate age the end of March

to draw on my own. We are heading into March and I have heard absolutely nothing. A bit disconcerting when on a fixed income.

Votes: 11 votes

9 up votes

2 down votes

Comments: 3 comments

1. Comment

Poor turn-around on application status. Applied 90 days ago and "application still pending" and I turn 66 in 12 days.

Comments on this comment

1. Comment

I filed out my application back in January and it also has not been processed. I know someone who worked for SS and I've been told it should take no more than 10 days to process a claim. The problem seems to be that the government wants to hold on to YOUR money as long as they can. You can call them, spend 45 min waiting for someone to talk to and get 0 help. You should be able to go on line and see what is happening with your application.

2. Comment

I agree fully, once registered on the web site, there should be status posted periodically throughout the process. There is no reason (with technology capabilities) to have updates, and process steps posted to the account.

SSA/SSI Payee Knowledgebase

It's more than vital that the data and info out there via the SSA in regards to individual representative payee's and such be updated to information more recent to the times. I do not know when the previous informational booklet for Representative payee's was made and printed but it leaves a lot to be desired. I do not know if the organizational payee's are given a whole lot more information and such but the individuals acting as payee's for loved ones, friends, and family really need some more guidelines and information. For instance in regard to illness if your loved one and the beneficiary is placed into a hospital setting due to illness obviously this is not reported every time this happens. However due to the idea that SSI for instance is payable to disabled individuals it may be safe to say they often can require maybe more medical assistance than the "average joe" correct? Well if that recipient has a illness that requires

hospital visits how long is to long of a hospital stay? What amount of hospital time would equal the need to report this to the SSA? Also in regards to your overall relationship that is a field I feel no knowledge given on. For instance obviously as payee rep you have a obligation to tend to the finances of these individuals but aside from the actual paying of their bills or assuming they can take on this task then the actual giving them funds to do such a thing and touching base on those things how much must you socialize above and beyond this with the individual? With today's crazy hectic schedules its safe to say a person may be conflicted with the want to help a loved one in need as well as the education and know how in basic bill paying and life skills however this person may also be unwilling to personally entertain the conversations of the recipient. This can cause conflict especially if whole-heartedly you have the know how and the ability to help the life of this person you just lack the ability to sit and yack most times because you are dealing with or tending to your own life and so fourth. I love my payee obligations I do and I see that people can and do vary in their abilities to manage finances while some people are high functioning in these areas others will crash and end up worst case homeless without such support so I see the incredible need for the people to stand and help such a type of person. I feel though with no support when it comes to these issues as well as personal item spending like after the bills are paid and things are tended to for the month because of plans put into action well what happens to the "wants" vs "needs" of disabled individuals. The last time I asked our local office the policy in terms of things like court ordered restitution and my obligation felt to tend to such a thing or the basic idea in terms of this (if it is to be tended to and in what priority when it comes to people some with very low, limited income and needs to maintain quality of life) I was left with not a single concrete answer. I know this is not an everyday instance but I know I cannot be alone in such things. We simply need updated info and more specifics because I often feel one day all my hard given help, compassion, support, and all without an exchange of a single dollar for such services may come back and slap my hands because of a answer I simply would've understood if given the chance however due to lacking on the side of the SSA I would then be the wrongdoer it just seems unjust. I hope if that day should arrive that I the REPRESENTATIVE PAYEE will be supported in a urgent or important setting. Otherwise what is the incentive of helping these individuals if eventually with your support and guidance you end up being a villain. Sorry I am frustrated over such things being tossed out over and over again when most of us don't even ask for a day off and legitimately do our very best then find that shifted and concern immediate over frivolous things.

Votes: 7 votes

7 up votes

0 down votes

Comments: 1 comment

1. Comment

It would help if Representative Payees could update addresses and other changes online. I have called to change a beneficiary's address; left a message at my local office and did not receive a return call. Spending half a day waiting to speak to someone at the office is not an option I can afford.

Renal Medicare

Allow Renal Professionals to submit Renal Medicare applications for ESRD patients online with option to upload the 2728.

Votes: 12 votes

12 up votes

0 down votes

Comments: 1 comment

1. Comment

I agree. Completing the application process would allow renal patients to obtain a dialysis chair expeditiously upon discharge from hospital w/o waiting for Medicaid

SSDI

Allowing applicants to track our SSDI case on-line. Our lawyers have the option why cant we.

Votes: 18 votes

18 up votes

0 down votes

Comments: 6 comments

1. Comment

Thank you for your idea. In July 2016, we are scheduled to launch a new application that will allow my Social Security customers to review the detailed status of both internet and in-office initial Social Security and Supplemental Security Income claims, and Medicare Only claims and appeals.

2. Comment

Lawyers actually don't have that option until it gets to the hearing level. Otherwise they sit on hold for status just like you do.

3. Comment

Yes, we should definitely be able to access all of the information regarding our case. This would cut down on phone calls to the SSDI Office and to the lawyer/s involved. Why should the applicant have to wait to hear from the lawyer? We should be able to access the same things that they can.

4. Comment

There is also such a thing as too much information, especially if the person doesn't understand what they are looking at. Imagine the average person seeing the ODAR status report, you think half of them would actually understand what they are seeing...this would probably lead to even more phone calls, especially to the attorneys asking for an explanation or going off completely half cocked because they saw something they misinterpreted (Happens ALL the time with the 20 day let)

5. Comment

Personally, I would rather have too much information instead of having no information at all (which is pretty much what I have now). People should still have the opportunity to see their information IF they want to. I would love to see a 20 day letter to see if I understand it or not. Why would you say it happens ALL the time with this letter?

6. Comment

This blog post has information to assist:

<https://blog.ssa.gov/coming-soon-improved-check-your-application-or-appeal-status-service/#more-2110>

transparency

post your budget in detail.

show us where our treasure is being used for??

Votes: 4 votes

4 up votes

0 down votes

Comments: 2 comments

1. Comment

Our budget information for Fiscal Year 2015 (and prior years back to 2008), can be found at: <http://ssa.gov/budget/>. For more information about our budget, including an XML file, visit: <http://www.whitehouse.gov/omb/budget/Appendix>.

2. Comment

The link, <https://www.ssa.gov/budget/>, has the most recent SSA budget information, through FY 2019. The site <https://www.usaspending.gov/> also has useful information about government spending.

Also, this information is available through [data.gov](https://catalog.data.gov/dataset/data-act-file-b-object-class-and-program-activity-social-security). See the DATA Act File B Object Class and Program Activity, <https://catalog.data.gov/dataset/data-act-file-b-object-class-and-program-activity-social-security>, for more information.

BOND project for all disability beneficiaries now!

I believe the 36 month by month work test/ limit (EPE)for disability beneficiaries should be eliminated! It is currently quite the bi polar type of arrangement. One month you're below the work/earnings limit and your local office tries to jump through hoops to get you a check. The next month you earn even one buck over the limit and you're the overpaid black sheep (aka-up the creek...) I was disabled last month but now I'm not...? I'm sure the understaffed SSA kills themselves trying to even keep up with such a foolish, bureaucratic provision as the EPE (No sarcasm). Apply the BOND project to all disability beneficiaries once their nine month work test is finished. Please note EPE stands for extended period of eligibility. BOND stands for benefits offset national demonstration. It's very similar to the type of yearly earnings limit many Social Security retirement beneficiaries have.

Thank you!

Votes: 6 votes

4 up votes

2 down votes

Comments: 0 comments

NO LAWYER FOR APPROVAL

Luckily, I did not have to fight for my approval, however I know many who have. They have had to fight for years. 7 is the longest I am aware of. Personally.

SSA Should develop a self service portal which allows applicants a timeline and step view of their claim starting at day 1.

It should track and count down the typical number of days till completion. If the issue is held up in a particular department there should be self help links to electronically dispute, file, notify the appropriate department as well as have each application movement logged in the Applicants account.

To help bigger issues such as appeals, more public input from advocacy agencies would be helpful in keeping a persons money in their own wallet, as they are living off loved ones while they wait and should be able to receive all of their benefits owed.

Votes: 16 votes

14 up votes

2 down votes

Comments: 2 comments

1. Comment

I agree. I have been waiting since May 30th 2012. I was advised in January 2014 that it will be about 18 months before I would get a new answer to if I qualify or not for disability. I can't stand for more than 15 minutes or sit for much longer and my last review they said no, because I should be able to do something. No idea as to what just something. That to me is crap.

2. Comment

You can check the status of claims through your my Social Security account at this link:

www.ssa.gov/myaccount/

The National Disability Forum provides an opportunity for the public and advocates to engage with the SSA. See the link below for the forums that have been held.

www.ssa.gov/ndf/ndf_outreach.htm#ht=8

privacy

To protect privacy and identity theft, provide cards with last 4 digits of SS number; encrypt number in card

Votes: 9 votes

7 up votes

2 down votes

Comments: 1 comment

1. Comment

Encrypting the # on the card available, only pertinent entities

Names that start with initials

My legal first name is an initial, then my middle name is spelled out. . . example (S Mary Smith). This is on my drivers license as well as my SS Card. I am unable to subscribe to the SS website to view my earnings statement. I get an error because it does not recognize me in the Social Security System. Can this be corrected/updated?

Votes: 4 votes

4 up votes

0 down votes

Comments: 0 comments

Trial Work Months

Please include "Trial Work Months" in account summary.

Votes: 2 votes

2 up votes

0 down votes

Comments: 0 comments

Make possible account creation in My SocSec for non-USA resident

It is not possible to create a My Social Security if one has no USA Telephone number. Even a USA mailing address is required.

Unless I misunderstand the instructions, I must create such an account in order to interact with the SSA office in Oslo (since I am a resident of Sweden).

Votes: 1 vote

1 up vote

0 down votes

Comments: 0 comments

Make it easier for Rep Payee of SSI to update income.

As it stands, Income reporting via the iphone app doesn't seem to work if you are a Representative Payee for SSI. Only way for me to report income is the slow and cumbersome process of calling the national number, Going to local office, or mailing it in. This makes things very difficult.

Votes: 4 votes

4 up votes

0 down votes

Comments: 1 comment

1. Comment

I have paid in S.S. all of my working days. Now, I am permanently disabled and not receiving Anything! I don't reside in the country, but have all of my life until five years ago. My doctor's bills were putting my family further and further in debt. We moved back to my husband's home, Australia, to take care of his two elderly parents, one suffers Dementia and the other one is on his last legs. I am an American citizen! Why am I doing without after All of the money I paid in goes into special interest groups, or the government's pockets! I Deserve the money I paid in to help me now that I am 100% disabled! That is My Money!!!

Give the option to communicate digitally instead of snail mail

As a representative payee, I wish I could send or receive a secure email instead of communicating through snail mail. As it stands now I have to send income statements, reviews, etc... through snail mail. Not only is this a major waste of paper, But I have major privacy concerns as with the information in these mailings is all a single person would need to commit ID theft.

Votes: 26 votes

26 up votes

0 down votes

Comments: 2 comments

1. Comment

Thank you for your idea. We are interested in converting as much "snail mail" as possible into electronic communications. Although we have no schedule for Representative Payee applications to address this issue, it remains a top item in our plans for a future enhancement. In the meantime, you may find some of our current Representative Payee online services helpful.

If you are a Representative Payee managing a beneficiary's Social Security or Supplemental Security Income (SSI) payments, you can complete the Representative Payee Accounting Report online, located at: www.socialsecurity.gov/payee.

If you are a Representative Payee for a beneficiary receiving SSI, you may be able to report wages

using our automated toll-free SSI Telephone Wage Reporting Service, or the free SSI Mobile Wage Reporting Smartphone app (available for Android or Apple devices). You can also sign up online to receive monthly e-mail or text wage reporting reminders at <https://www.ssa.gov/ssiwagereporting/>. We recommend that you contact your local Social security office to see which wage reporting option would be best suited for you. To find your local field office, visit (<http://odar.ba.ssa.gov/boston/directory/locator.htm>) or call (insert 1-800-772-1213 and TTY 1-800-325-0778)

Future plans include later this summer, my Social Security users will be able to access a new feature: a secure Message Center. When a new message is added to the users secure Message Center, a notification is sent via email or text message to the user's personal email or text-ready phone based on user preferences. The my Social Security user logs into their account to view the new message. Over time, this service will expand to include online notices and other communications.

2. Comment

Thanks for your comment! During our Open Data engagement we received several ideas from the public on easier ways to communicate with us. We are committed to strengthening our communications with the public and made a Message Center, our Open Government Flagship Initiative. When fully implemented we should be able to securely communicate with the public through Message Center within my Social Security accounts. The public would also be able to access alerts and announcements, emails, and online notices. Message Center would also allow us to communicate with the public through video communications, click-to-talk, instant messaging features, and screen sharing within my Social Security and other parts of our Internet site. This is a multi-year project we hope to implement by the end of 2016.

For more information about SSA's Message Center, and other Open Government initiatives at Social Security, visit <http://ssa.gov/open/story-2014-06-01-open-government-plan3.html>.

Stop placing full SSN on mailed communications

This is a major privacy concern. Every communication SSA sends to myself or my children has Social Security Number and even birthdates. At least mask partially mask the SSN. We are worried if the wrong person gets a hold of our mail they will have everything they need to steal our Identity.

Votes: 23 votes

23 up votes

0 down votes

Comments: 0 comments

Social Security Statement

Our Social Security Statement should be available even though a user has applied for Social Security Disability. It would also be helpful for the user to be able to view their file online to see the status, the denial, etc.

Votes: 12 votes

12 up votes

0 down votes

Comments: 1 comment

1. Comment

See my Social Security website:
www.ssa.gov/myaccount/

Education

My idea isn't really for My Social Security but more for the ticket back to work, but I think it would be "heard" so to speak. While the ticket back to work is a great program, it doesn't help with those who do not already have their GED/High School Diploma. I don't know about other states, but here in FL it is very costly to take the GED classes and the GED tests themselves, thus making it very hard to get it for those who live on SSI,SSD or what have you. Not sure of a solution, but with the new GED that came out this year and someone like me who left school in 1996 or so, there are not many options for tutoring to find a new line of work to get off of SSD, hope that makes sense.

Votes: 3 votes

3 up votes

0 down votes

Comments: 3 comments

1. Comment

Outstanding idea !!! If more of the freebie funds were directed to self improvement rather than welfare, perhaps our country would be better off. Why is there welfare for sitting on your butt, when you could be answering phones or sorting mail for SSA and others. If welfare were treated more as employment (e.g. you work - you get it), perhaps there wouldn't be so many abuses.

I applaud you for developing self-help ideas @!

2. Comment

Education is KEY to getting some of us off SSD/SSI! None of these programs, including Welfare do not help in the High School diploma/GED area, and that is not only bad but horrible! All I know is healthcare/CNA/Hospice Care. Because of a stroke in 2001 at 21 the job I loved is over for me. I have to move on, but without an HSD/GED, I am stuck. I am going to keep trying to do it, however, it should be a requirement to get it to try to move on...even if doing other work fails, we need support to keep trying, weather it's help paying for it, tutoring, giving out GED books...whatever it takes to Educate and move on with our lives. Not everyone wants to depend on the Government even if we paid into it!

3. Comment

The cost could be helped by assigning your Ticket to an EN who can help with cost. However, most ENs do not get paid unless you are working. SSA has getting the GED/HS as the first timely progress review. State VR is still the best to help with education.

Change SS numbers

Numbers are used in a variety of ways and should be kept secret to the owner. They are on your medicare card. The government should use chip based cards with out the number being shown. Let people pick a sub number of there choice for ID. Other countries use chip based cards with out the number on them and you need to use a pin when you use card.

Votes: 7 votes

6 up votes

1 down vote

Comments: 1 comment

1. Comment

I think we should be able to choose, or have one assigned by SSA, for any public use or mailing purposes. And, that only internal SSA people should know what the true SS number is. The true number should never appear on any documentation from SSA, Medicare cards, or any other cards they issue for assistance purposes. There has been so much fraud perpetrated by mail thieves, health care worker thieves, purse and wallet thieves, etc.. The fraud keeps growing and growing in this technological age. It is time to start circumventing these problems!!!

Representative Payee Access to Records

Non-profits who provide payeeship services should be able to access client records through the business site--in the same way that we submit reports electronically.ESPECIALLY if you move to only being able to access benefit verifications by phone.

Votes: 2 votes

1 up vote

1 down vote

Comments: 0 comments

Email support and customer service

To contact a social security representative, my only options are to write, visit, or call my nearest office. Email support should be another option. Sometimes the wait time over the phone and in person at the SSA office and take too long and be a huge inconvenience.

Votes: 16 votes

16 up votes

0 down votes

Comments: 4 comments

1. Comment

Thanks for your comment! During our Open Data engagement we received several ideas from the public on easier ways to communicate with us. We are committed to strengthening our communications with the public and made a Message Center, our Open Government Flagship Initiative. When fully implemented we should be able to securely communicate with the public through Message Center within my Social Security accounts. The public would also be able to access alerts and announcements, emails, and online notices. Message Center would also allow us to communicate with the public through video communications, click-to-talk, instant messaging features, and screen sharing within my Social Security and other parts of our Internet site. This is a multi-year project we hope to implement by the end of 2016.

For more information about SSA's Message Center, and other Open Government initiatives at Social Security, visit <http://ssa.gov/open/story-2014-06-01-open-government-plan3.html>.

2. Comment

There are many secure ways to communicate via email (check Cisco, etc) and could be used. I too find it silly to wait for hours on the phone or in an office to get service. The money that is spent tying up phone lines at \$0.02 to \$0.04 per minute could amply pay for this solution. Mailboxes could be setup by subject area and handled by idle (if there are any) service agents on a first in first out basis.

3. Comment

You should read my comment, see what Ive been dealing with. Its so terrible when I know others fraud this system and Im telling the truth about my income.

4. Comment

As an alternative to direct email, consider an internal message area. SSA could post responses to client accounts then notify to log-in to read secure mail.

Website Experience

Why does the experience in accessing my ss account have to be so frustrating. The original registration process was not a good experience and i was not able to complete the process. I called in and was told that the login process was linked to Experian and that i needed to contact experian. When i did, i had to pay to ask the question. Later i learned that i had signed up for other services and charges started showing up on my bank statement that i did not order. I called my ssa again and was told i needed to go to a local ss office to get an access code. The hours that the local ss office is open is not conducive to somebody who works mon thru friday. So i had to take time off work which cost me money to stand in line after line.

Seriously? All to log and get my own info?? Really? Why???

Votes: 4 votes

4 up votes

0 down votes

Comments: 0 comments

Status of applications

Being able to see status of any application submitted on "My Social Security" site.

Votes: 19 votes

19 up votes

0 down votes

Comments: 4 comments

1. Comment

Thank you for your idea. In July 2016, we are scheduled to launch a new application that will allow my Social Security customers to review the detailed status of both internet and in-office initial Social Security and Supplemental Security Income claims, and Medicare Only claims and appeals.

2. Comment

You can when you create an account

3. Comment

Yes it is true that you can create an account to view the status of your application but for almost a year now I get the same message when I sign in to check the status that states "as of today's date a decision has not been made on your application and a decision has not been made on your appeal request". I really wish you could get more information on the status of your claim besides that. This is very frustrating.

4. Comment

Here is a list of things you can now do online.
www.ssa.gov/pubs/EN-05-10121.pdf

Detailed online status

I would love to be able to view the status of a claim online without having to call the field office or ODAR through the ERE. It would be much more cost and time efficient if I could simply log on and see what stage they are at in their claim.

Votes: 21 votes

21 up votes

0 down votes

Comments: 1 comment

1. Comment

I agree. Representatives can check at the hearing level, why not make this same idea/program available at the lower DDS levels?

Receive denials through email

Oftentimes the field offices do not process the representation paperwork. This means I do not get my client's denials in some instances. If they too fail to receive a denial, or misplace it, or simply forget to tell

me about it, the denial may go unappealed. I would like to be able to receive notice of decisions through email

Votes: 6 votes

6 up votes

0 down votes

Comments: 2 comments

1. Comment

Thank you for your idea. This summer, my Social Security users will be able to access a new feature, a secure Message Center. When a new message is added to the user's secure Message Center, a notification is sent via email or text message to the users personal email or text-ready phone, based on user preference.

In the coming years, SSA will enhance the Message Center to allow users to view, save and print most of the notices they currently receive from SSA via the Postal mail. Initially, this feature will only be available to individuals. However, in the future my Social Security will expand to allow attorneys and representatives to conduct business online on a claimant's behalf. Once that access is granted, an authorized attorney or representative will be able to access a claimant's information via my Social Security, as well.

2. Comment

Persons named as a legal Representative in documentation for the Application/Appeals process are intended be on a CC list in regard to correspondence/Notices.

An attorney who represented me in a previous Application, but not in a current Application, was CC'ed on the Reconsideration Denial in the current Application; which is actually a violation of my privacy.

It seems this aspect needs serious attention.

Update earnings report in a timely manner

I am still working when I can and have taxable earnings for 2013 - I received my W-2 over a month ago. When can we expect the annual earnings report to be updated? It would help to post the date for this.

Votes: 14 votes

14 up votes

0 down votes

Comments: 2 comments

1. Comment

It is so complicated at this time of year because one never knows when they will receive their first check if they are working. I believe we should be able to submit our W-2 earnings for ourselves and not wait on an employer. My employer said they have until March 15 and I know they are going to stretch it out until the last minute of the day on March 15.

2. Comment

was told by Mrs. Parker at the SS administration that the w-2 earnings are reported to SS by the IRS after you file your tax return, and this is done by the end of the year. So for 2013 earnings, they may not appear until near the end of 2014. I had to fax copies of my 2013 W-2s to her when I filed for SS since I wanted those 2013 earnings to count towards my benefit.

KNOW MORE RED TAPE

Is it anyway you can make it easier too skip all the red tape you have too go through just too get SSD .

Votes: 14 votes

7 up votes

7 down votes

Comments: 4 comments

1. Comment

I have been going through all of this red tape for the last year! Absolutely ridiculous! I worked and paid in the money and now that I can't work any more you would think it wouldn't be so difficult to get back what is rightfully mine!

2. Comment

I agree I have been fighting since 5-2012 and they told me in November of 2013 that it will be about 18 more months.

3. Comment

I believe anyone who has been denied SSD would agree that the time it takes to get a hearing date is just crazy. It is stressful enough knowing that you can't work anymore and won't be able to pay for the

medical coverage/prescriptions that you have become accustomed to. This is a time when medical insurance, etc. is at its utmost importance but you don't have the income coming in that you had before your disability. Something really needs to be done to speed up this process - please!

4. Comment

it took a total of 3 yrs for my ssd to be approved. Thankfully I worked for a big corp. with union representation. They paid me monthly until SS was approved. When I received my back pay it ALL had to go back to corporation, but at least i didnt starve for yrs while waiting.

Banning illegal microchip implantation

There are many women and children being illegally microchipped, stalked, beaten and owned as sex slaves without their consent or knowledge. It seems no one want to legitimate deal with this situation of who is implanting us and the purpose. It is time to deal with this truth has it caused brutal harm and damage to a lot of people. Many people are misdiagnosed as bipolar and other mental illness when describing what is happening to them and they are being denied of illegal surveillance without warrant and being used for profit.

Votes: 12 votes

1 up vote

11 down votes

Comments: 2 comments

1. Comment

they need to stop people doing this problem they been living in United State they working under the table system without paying taxes and they using someone SSN

2. Comment

if the person doesnt have legal status working in US and they working as a demonstration product and making money and if they working under stablsh payment for long time they know they dont have a Legal papers here in US but they still working and the employer know about this his the one who helping them to find a job

Update Computer Systems

Social Security needs to update their computer systems and allow disability claimants and their attorneys to access their claim file online just like when the case is sent to ODAR. This would cut down on phone calls and missed appeal deadlines due to attorney paperwork not being processed. Currently all attorney

information has to be updated into 5 separate computer systems. With all the staffing cutbacks, this systems is neither efficient or affective and the antiquated systems are in desperate need of an overhaul.

Votes: 44 votes

44 up votes

0 down votes

Comments: 8 comments

1. Comment

Working in a law firm that files SSA Disability Claims I can say that this is an excellent idea. If the hearing office site can be accessed by attorney's it is logical that the whole claim should be accessible from the beginning. Due to errors at SSA District Offices attorney's are not receiving DDS decisions (not identified as having representative). This idea should be a top priority

2. Comment

I agree, the ERE system should be expanded to include all interactions from the Field Office, DDS offices, ODAR, and Appeals Council. As noted above, this would cut down considerably on the number of phone calls just to get a simple 1695 receipt

3. Comment

I agree 100%. You should also be able to see exactly what is happening with the status of your claim. I hate checking in on my status to get the "no decision has been made" all the time. We should be able to see more than that.

4. Comment

We just had a DDS rebuttal email between a bunch of representatives concerning this idea. We all agreed this would be genius. Having to hold 45+ mins to get in touch with SSA is crazy. DDS doesn't always get updates on rep info and notices/decisions don't go out to the rep and appeals can go missed due to this. This would alleviate a bunch of work for field offices, DDS and representatives. Just ask ODAR how happier they are now that they don't have the abundance of status check calls.

5. Comment

I agree. Additionally, there are many times when we are given the wrong information from the field office and especially the National Call Center. It is frustrating when an appeal has been missed because the numerous letters and phone calls following up on rep paperwork has gone unanswered by Social Security and we are never cc'd when a decision is made. They will not release any information to us until the paperwork is processed which can sometimes take months. We try our hardest to make sure this doesn't happen but it still does. This means filing a new application when it could have just gone to the next step in the process. They would save so much money on man hours

and actually be able to do their jobs properly without cutting corners just to keep up with the ever increasing number of applications being filed.

6. Comment

Since SSA has gone paperless in disability claims, it would be ideal to have the attorney and representatives that are on the approved list, to be able to see what has already been submitted for their client to SSA and the paperless system includes letters which would allow you to keep on top of the case. But the issue is who is allowed access and will the proposal compromise the PII and system?

7. Comment

I agree with the original statement of SSA needing to update the computer system. The chances of human error or not collecting the correct data for a report can be very frustrating. The OIG suggested the development of one computer system to cut down on fraud.

However, my concern will be who will getting access. The OIG suggest that there are many fraudulent accounts on SSA my accounts, to make a serious issue for beneficiaries. Also, the more portals into the SSA system means more opportunities for hackers. On the other hand to have a system just for a select few to find out information means a different computer system.

I do benefits advisement, which means helping beneficiaries return to work after getting favorable disability findings. Not getting timely and accurate information can cause a problem for people who may spend years trying to get the benefit. I spend at least an hour a week at the SSA office to get information, then a couple hours verify the information I obtained through beneficiaries or other aspects of SSA.

8. Comment

I have been assured by the Disability supervisors at the Tulsa Social Security Department that extending the ERE system to representatives is coming down the pipeline along with online SSI Applications and being able to attach documents (ie: medical records, 1696/fee agreement, 827) to the online application is coming soon. As always, they couldn't give me a timeline but assured me it will happen eventually. Hopefully this happens sooner rather than later for my client's sakes!

Year end statements

At the end of the year, Soc. Sec. sends a tax related statement to those receiving benefits. It would be really helpful to have that available on the "My Social Security".

Votes: 35 votes

35 up votes

0 down votes

Comments: 6 comments

1. Comment

Thanks for your comment! We agree! This idea is already under consideration as a possible future online service, when resources become available. Thanks for participating in our Open Data Project.

2. Comment

We expanded our online services. Social Security beneficiaries can now access their SSA-1099 from our website, www.socialsecurity.gov, using a my Social Security account. With this new online service the public can now view, download, and print a copy of their SSA 1099. This replaces the old process to have a replacement paper statement mailed to you. For more information on our new online service, visit: <http://www.ssa.gov/myaccount/>.

3. Comment

I think this is a superior idea. Seems that the paper saved, if one could opt out of paper statements, would go along way to making the resources available.

4. Comment

Thanks for posting an action pending response. I support on-line access for IRS documents.

5. Comment

The summary information should include ALL SSA-1099 information, such as the Claim Number under which the benefits are disbursed (SSA-1099 Box 8). Disability claims change according to the eligibility, such as needing to file a new Application after a Period Of Work.

It should also include traceability to where benefits were disbursed, such as the bank name and an account number to which direct-deposits were made.

My benefits on a past Disability Claim Award ceased in December 2010, and I returned ALL benefits paid after December 2010 to avoid any overpayment (I have the receipts). Those Repaid Benefits were documented by my 2011 SSA-1099.

No 2012 SSA-1099 was issued to me, but I received a 2013 SSA-1099 showing eight months of benefits paid during 2013 on the Claim that stopped issuing benefits in December 2010. The 2013 SSA-1099 further stated that the entire amount of benefits issued in 2013 had been 'Repaid to SSA' due to 'Deductions for work or other adjustments'.

I never received ANY benefits in 2013 on ANY Claim (a Benefits verification Letter confirms my "Benefits were stopped beginning December 2010"), nor could I have repaid benefits when I never received any.

Trouble is, if SSA or IRS later asks for receipts showing 2013 benefits were Repaid to SSA due to

'Deductions for work or other adjustments', there is no documented proof that I received or repaid any benefits. Still, SSA could withhold any current benefits while incorrectly claiming an eight-month Overpayment exists from 2013, or IRS could impose taxes and penalties on nonexistent 2013 income, due to a lack of Repayment receipts. Direct-deposit traceability of benefit disbursements could easily show that I never received any SSDI benefits in 2013, and therefore would never need any documented proof of benefits Repaid to SSA in 2013.

6. Comment

Here is a list of things you can now do online.
www.ssa.gov/pubs/EN-05-10121.pdf