



Securing today
and tomorrow

SecurityStat

Transparency and a More Rapid Cadence of Progress

The screenshot shows the SSA.gov website. The browser address bar displays 'ssa.gov/securitystat'. A navigation bar includes the Social Security logo, 'Social Security' text, and menu items for 'Benefits', 'Medicare', and 'Card & record'. A search bar contains 'Search SSA.gov' and there are links for 'Español' and 'Sign in'. A breadcrumb trail shows 'Home > SecurityStat'. The main content area features a 'SecurityStat' heading, a sub-heading 'Strengthening Social Security for millions of Americans', and a paragraph of text. A 'Path to improve customer service' section is also visible. A vertical 'Feedback' button is on the right side.

← → ↻ ssa.gov/securitystat ☆ 📁 👤 ⋮

🇺🇸 An official website of the United States government [Here's how you know](#) ▾

📘 What should I do if I get a call claiming there is a problem with my Social Security number or account?

Social Security **Benefits** ▾ **Medicare** ▾ **Card & record** ▾ Search SSA.gov 🔍 **Español** | **Sign in**

[Home](#) > SecurityStat

SecurityStat

- 800 number performance
- Processing time for benefits
- Disability processing time
- Disability appeals time

SecurityStat

Strengthening Social Security for millions of Americans

More than 70 million people depend on Social Security benefits, and millions more reach out each year for other services like requesting a new Social Security card. At the same time, we're experiencing an increasing number of customers, less operating funds per customer, and fewer employees. We're working to provide our customers with the service they expect.

Path to improve customer service

Learn more about the [recent agency accomplishments](#) and solutions SecurityStat has helped to deploy.

Feedback

Collect and Follow-Through on Employees' Insights and Ideas



For Improving Customer Service



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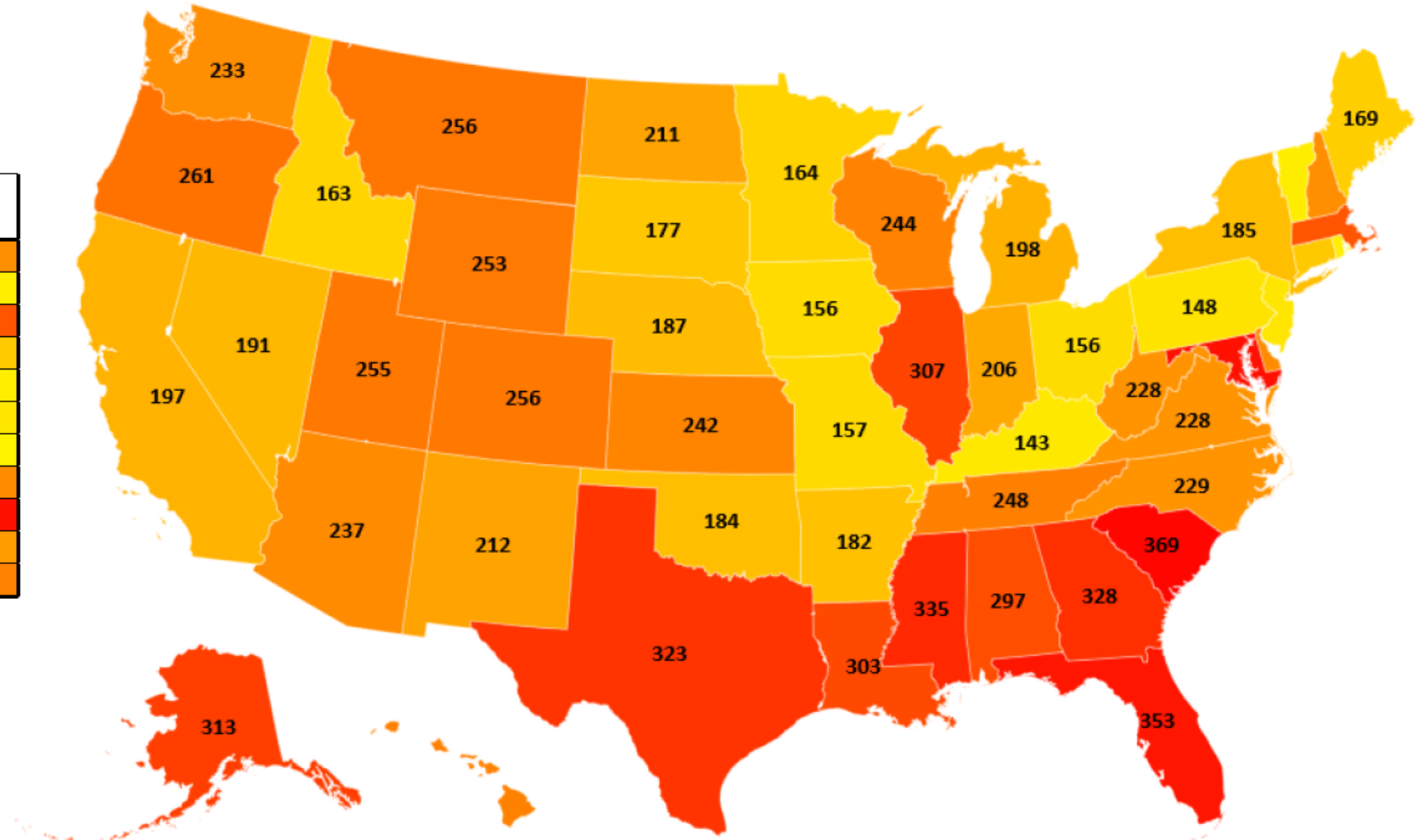
A Path to Improve Customer Service

May 2024

Overall Average Wait Times By State for SSA Initial Disability Decisions

Overall Average Wait Time  90 375

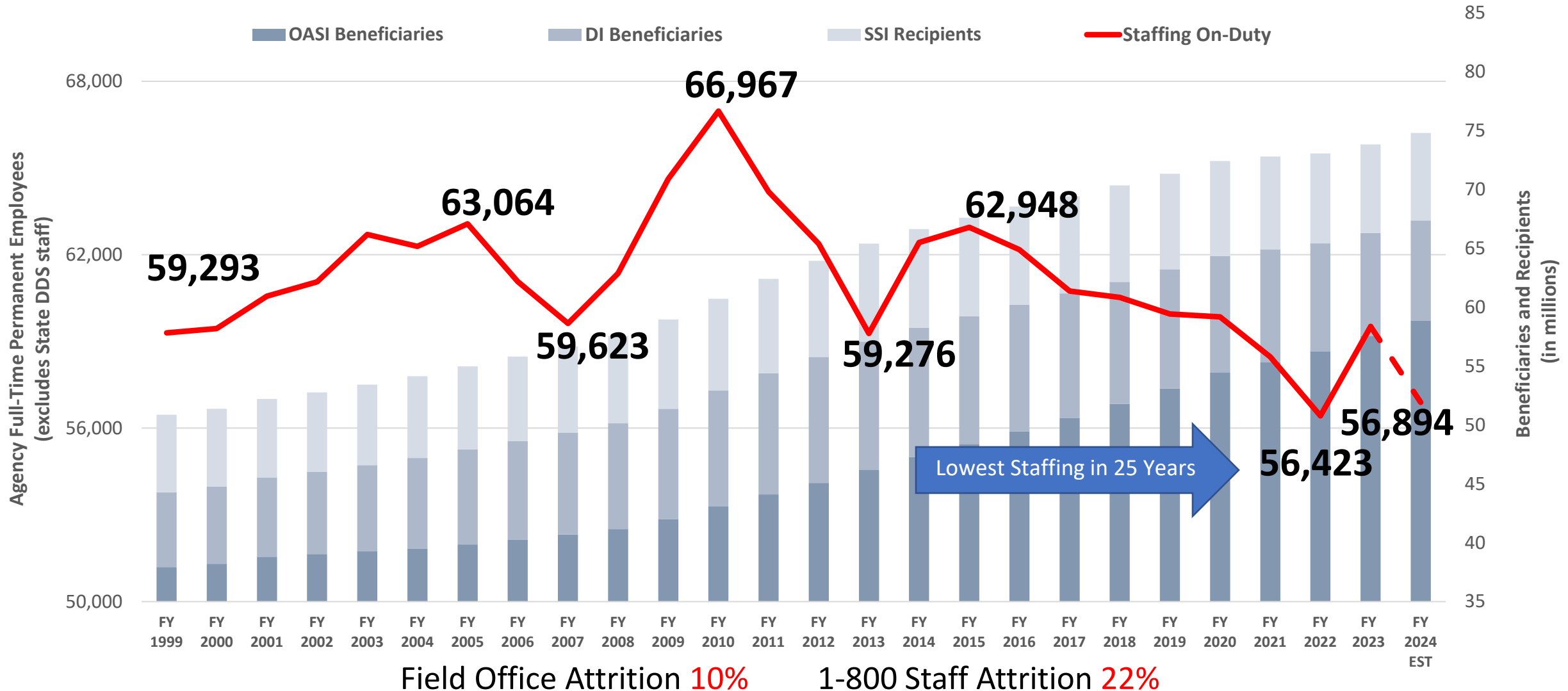
State/Territory	Overall Average Wait Time
NH	233
VT	138
MA	291
CT	174
RI	137
NJ	145
PR	133
DE	236
MD	359
DC	220
HI	246



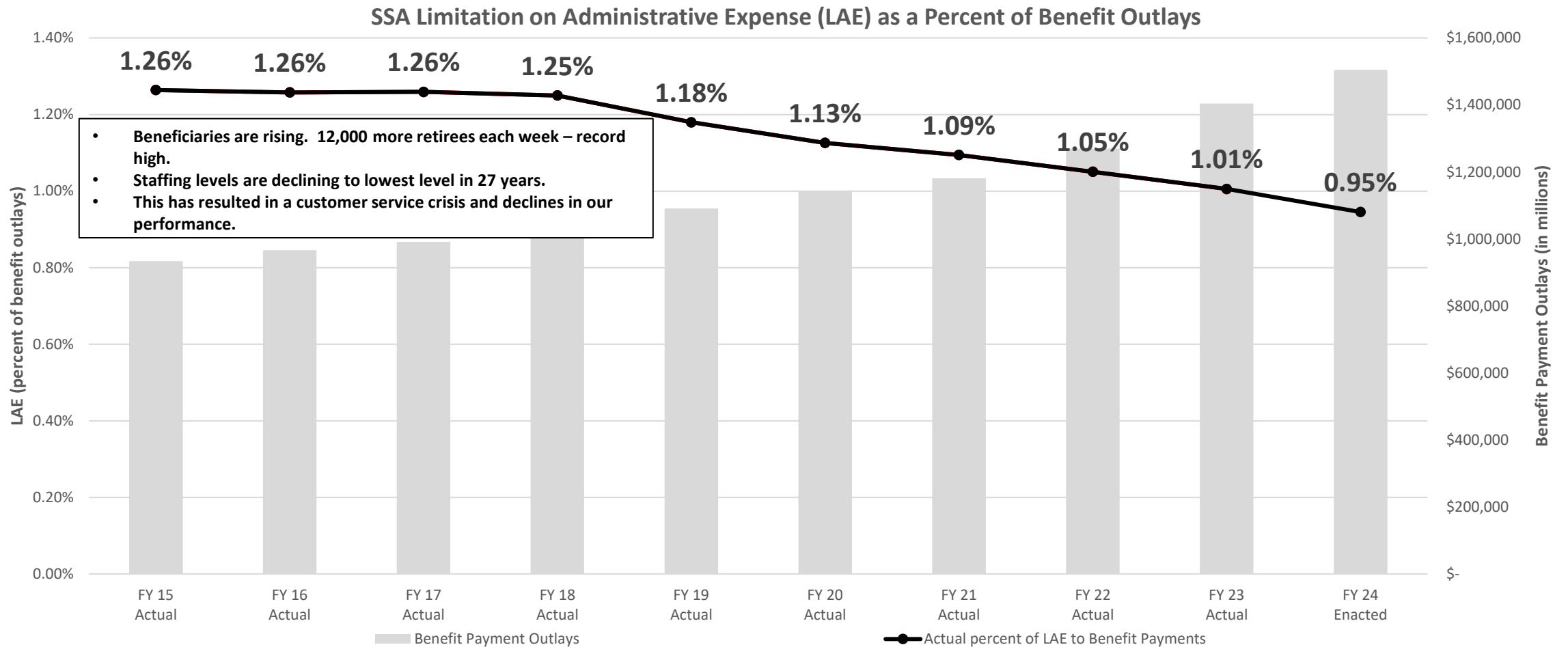
* Average wait times in days; updated as of Friday, March 29, 2024

** Map color gradation is based on SSA's historical overall average wait time of 120 days for initial disability claims

Staffing Declines as Beneficiaries Rise

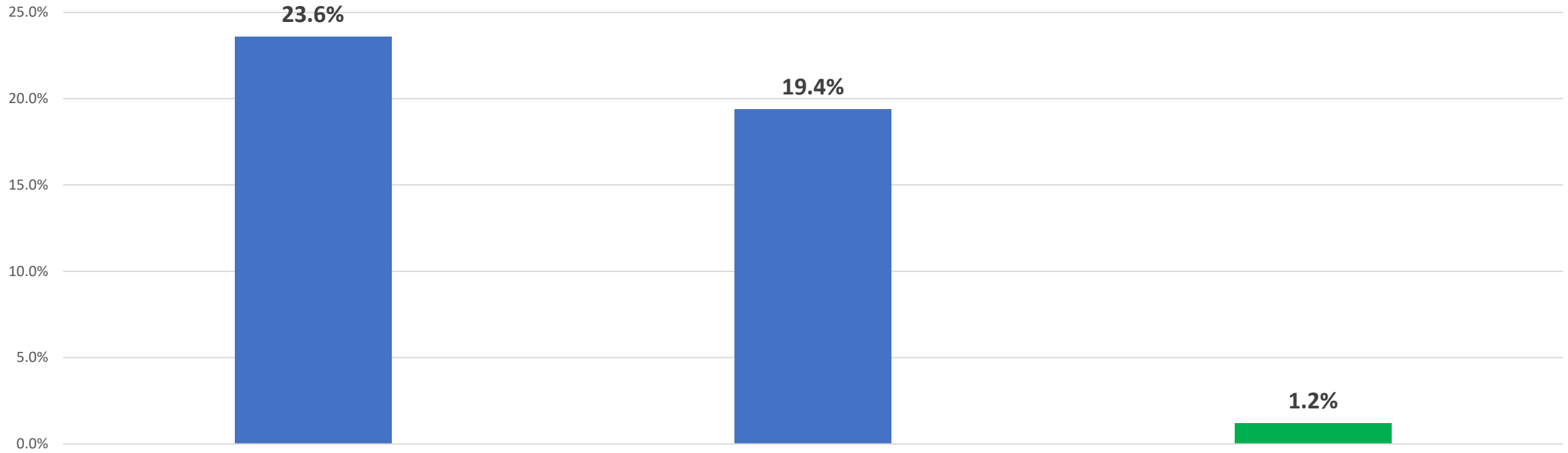


Administrative Funding Declining as % of Benefit Outlays



We are still far more efficient than private insurance companies in admin expenses

■ Liberty Mutual ■ Allstate ■ SSA



Liberty Mutual



Allstate

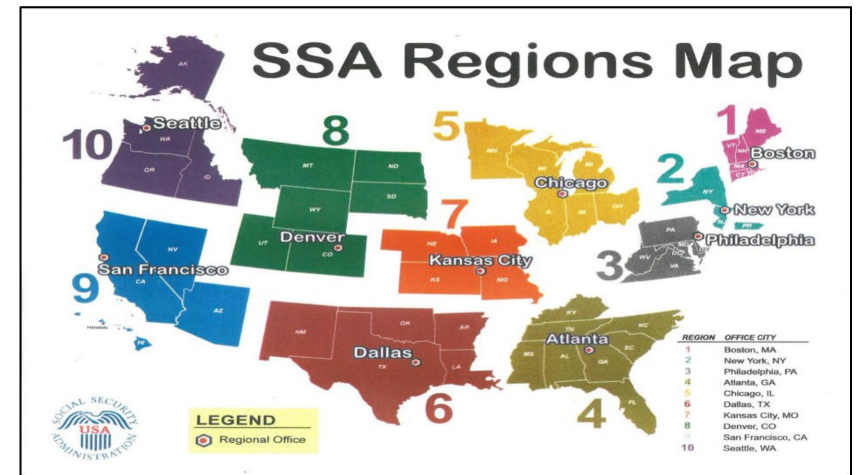


SSA



Driving Change, Leading from the Front Lines

- Announced a plan to increase our onsite presence beginning in April.
- Hired new Chief Operating Officer, Chief Information Officer, and General Counsel.
- Conducted 10 town halls throughout the country; over 2,000 employees present.
- Launched SecuritySTAT on February 5 – a cross-cutting performance management program – to accelerate the deployment of a host of customer service improvements.



The President's Budget Improves Customer Service

