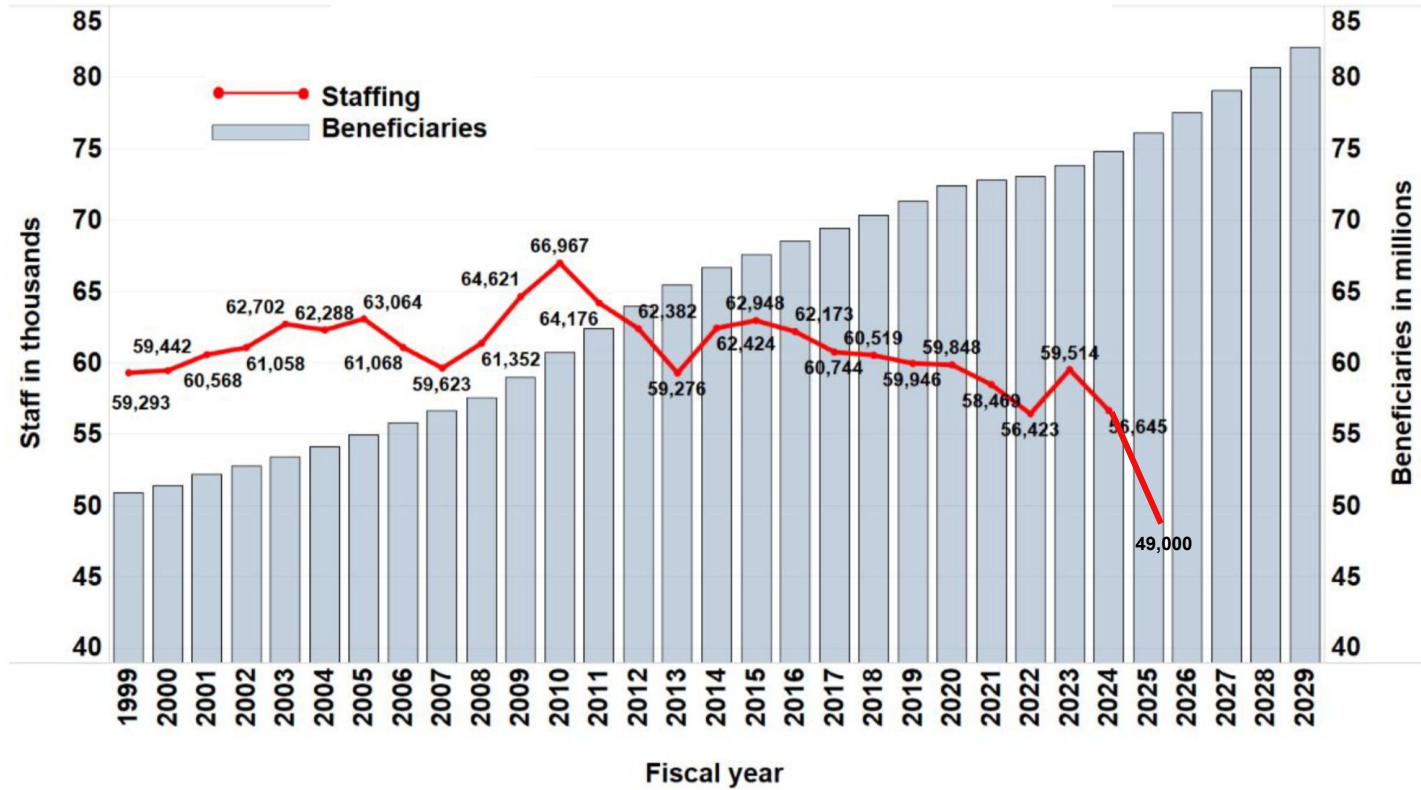


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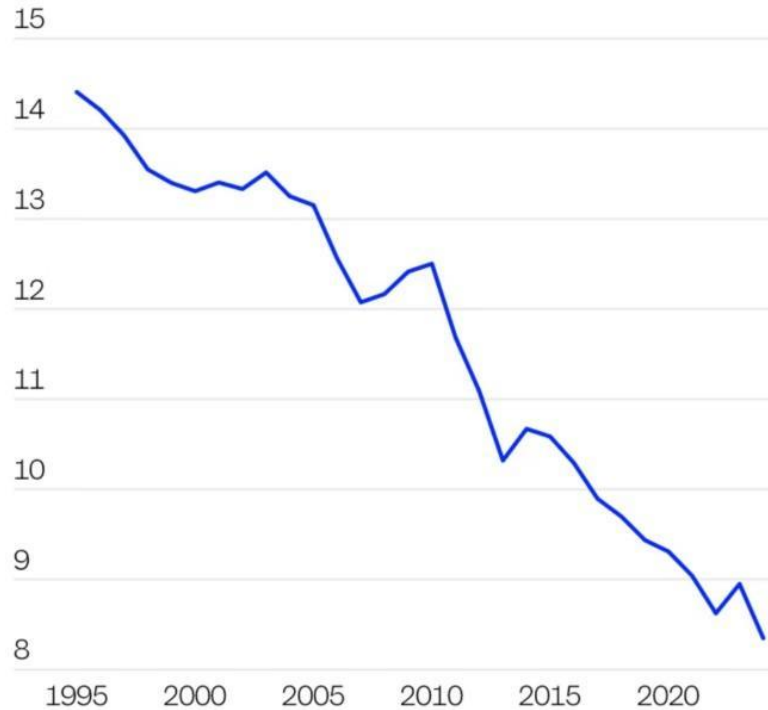
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More People, But Less Staff



A Lot Less Staff

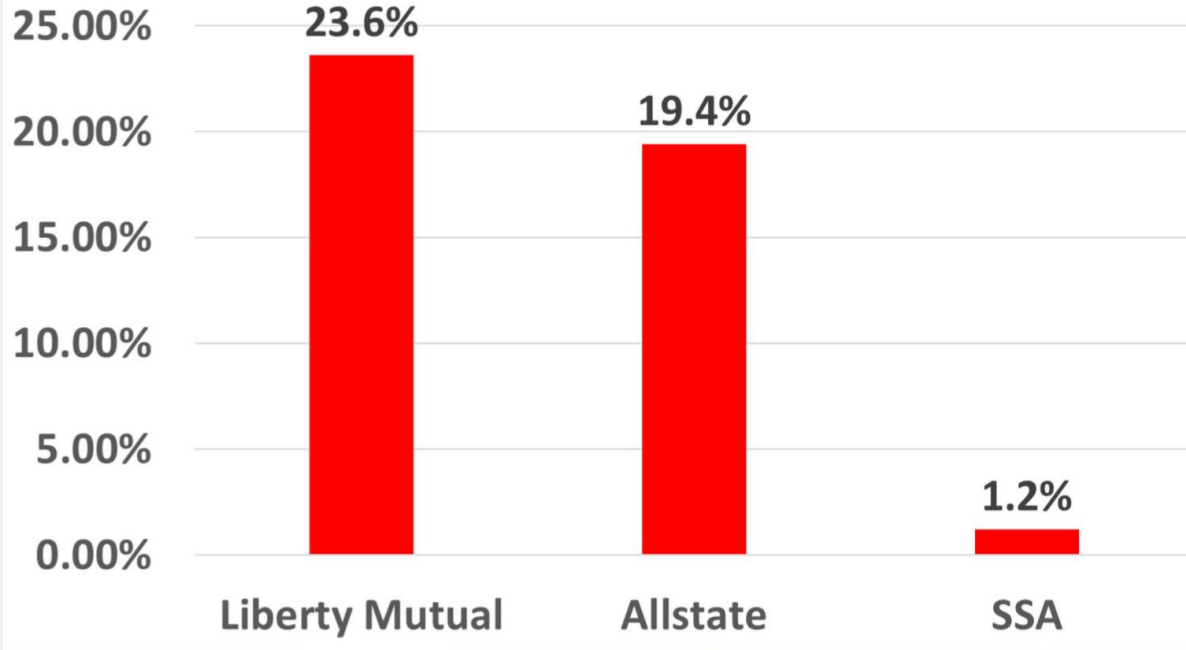
Social Security staff per 10,000 beneficiaries



Source: Social Security Administration

Juliana Kaplan/BI

Percent of Administrative Expense to Benefit Outlays



The New York Times

The Bureaucrat and the Billionaire: Inside DOGE's Chaotic Takeover of Social Security

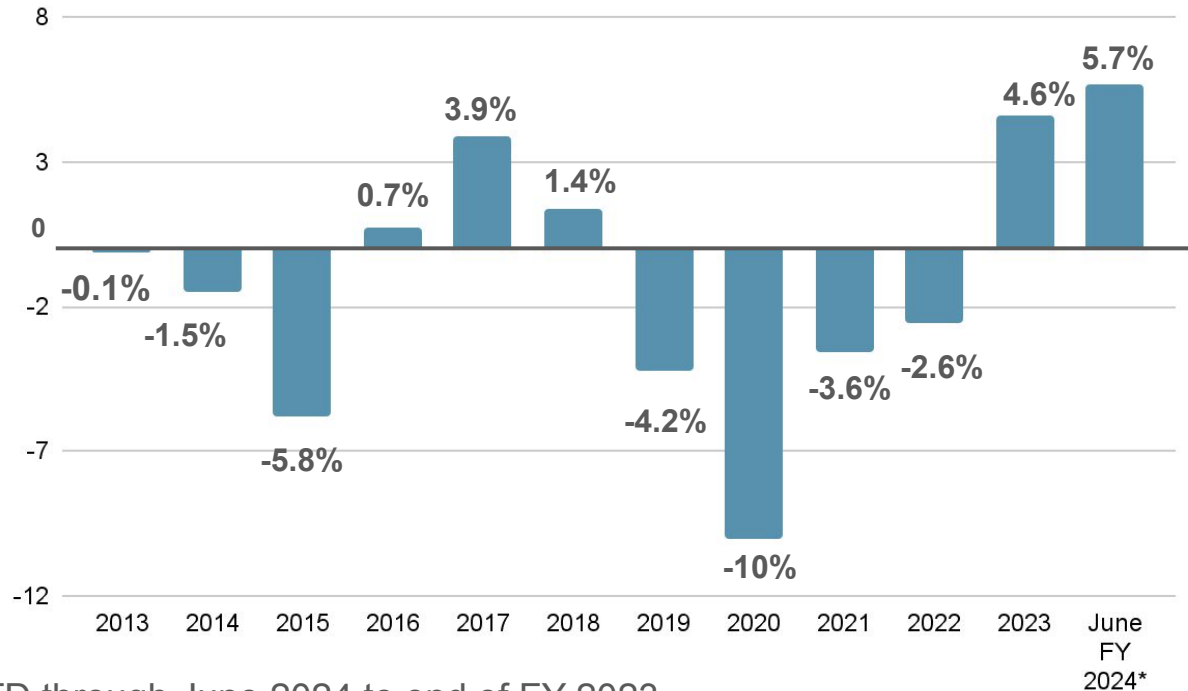
The drama offers a case study in how Elon Musk's team sought to run a critical government agency through misinformation and social media blasts — and how longtime employees responded.



Agency-Level Year-Over-Year Productivity Changes

FY 2013 - FY 2023

Includes SSA and DDS



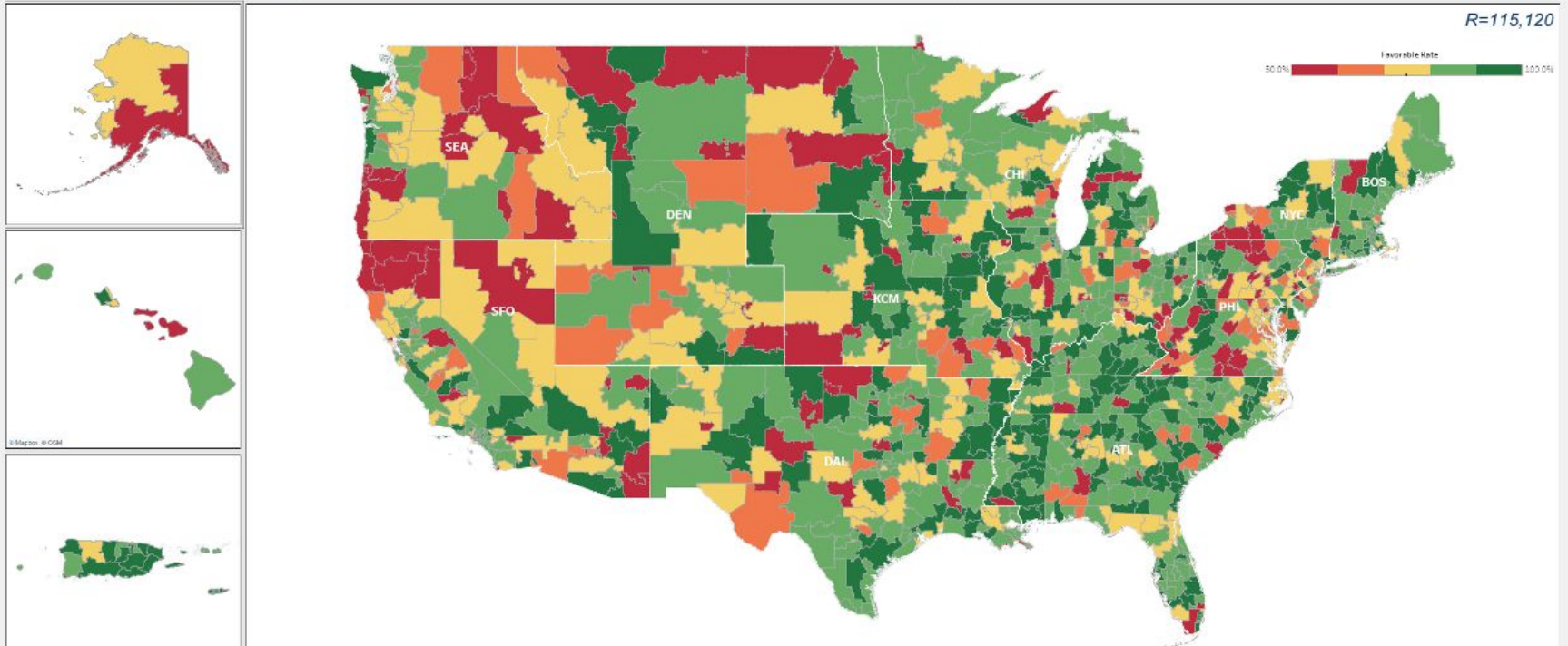
*Compares data FYTD through June 2024 to end of FY 2023







Monitoring: Customer Satisfaction by Service Channel

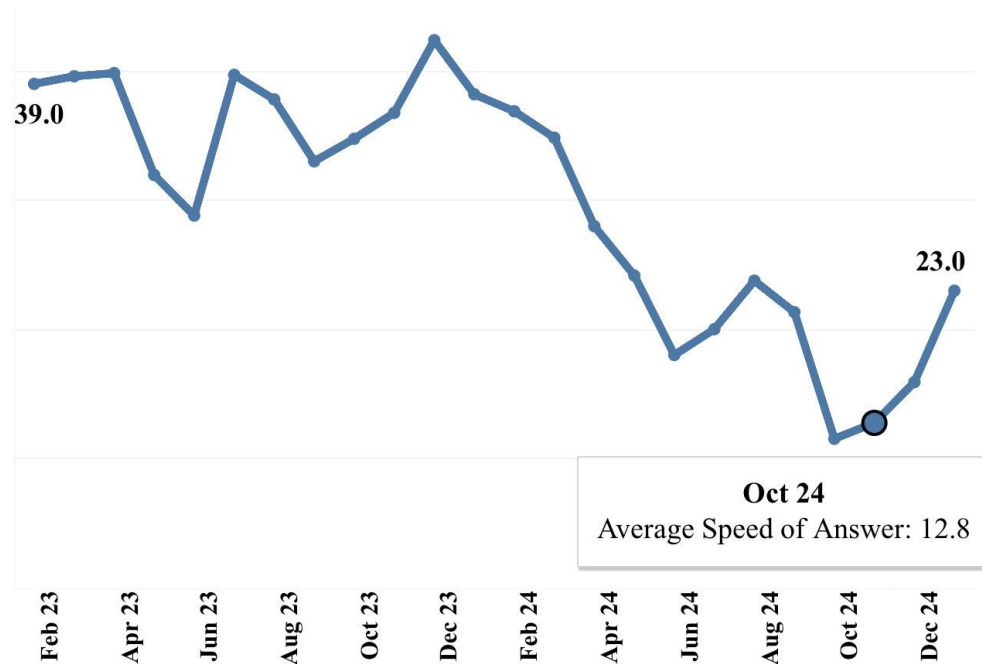


Average speed of answer

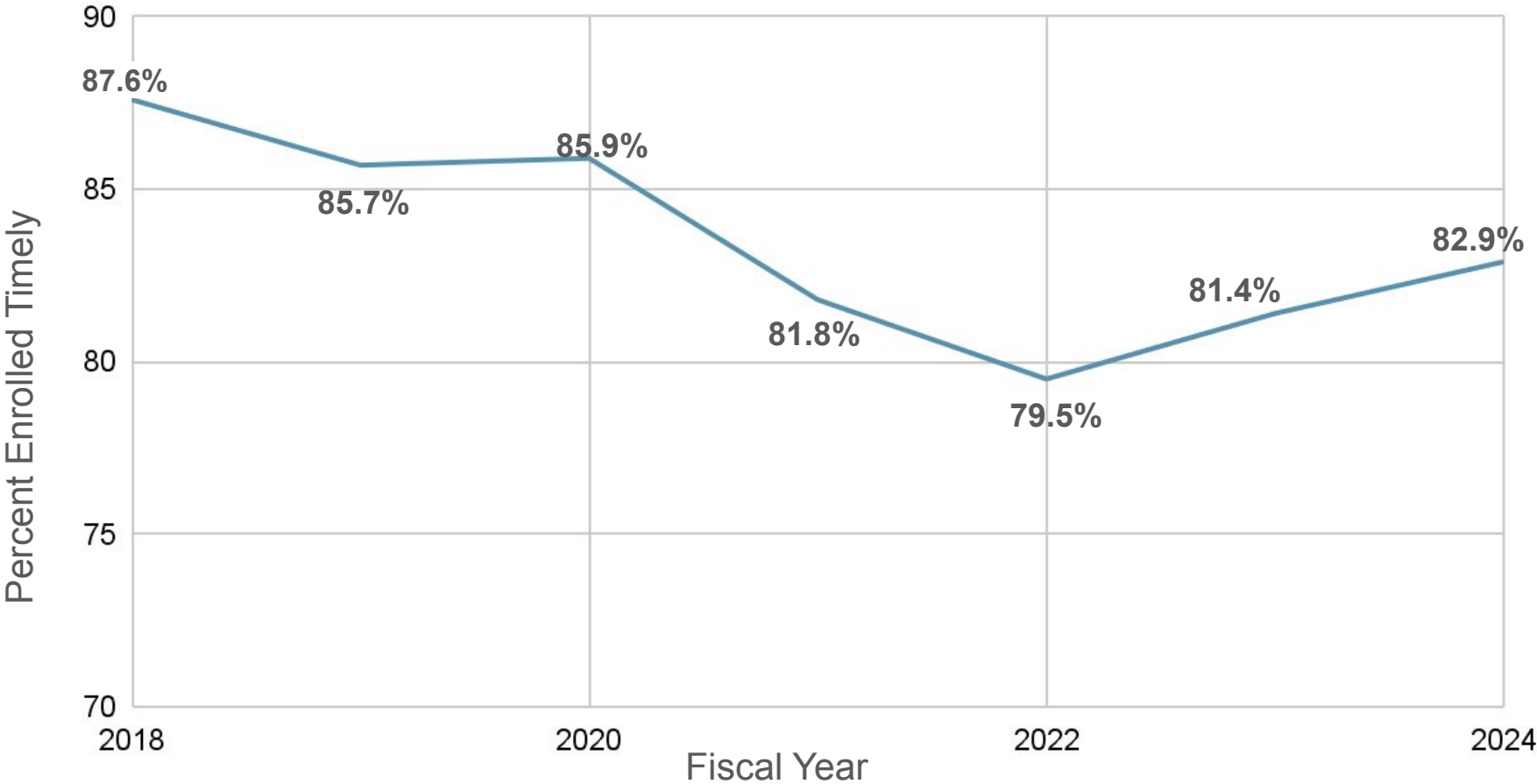
By fiscal year and monthly

⊙ Monthly

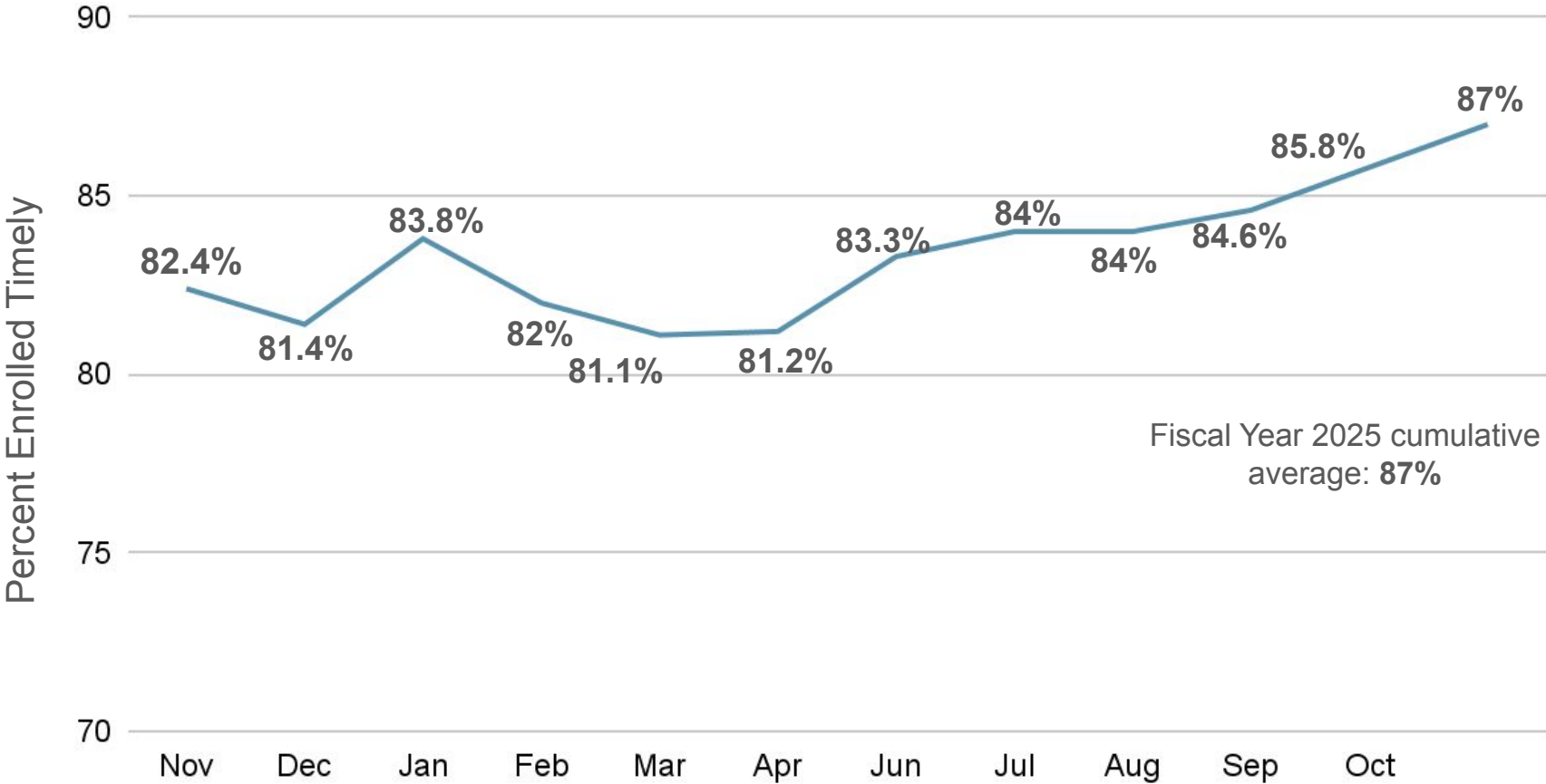
○ Fiscal Years



Retirement/Survivor/Health Percent Timely, 7-year trend



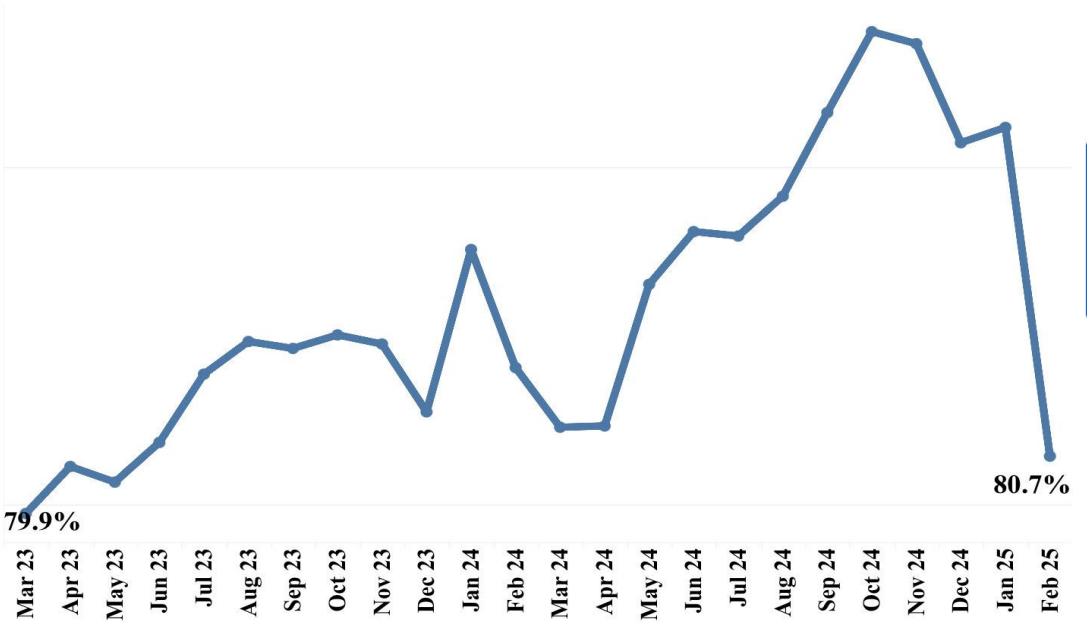
Retirement/Survivor/Health Percent Timely, Monthly



Percentage of people receiving benefits on time or within 2 weeks of applying

By fiscal year and monthly

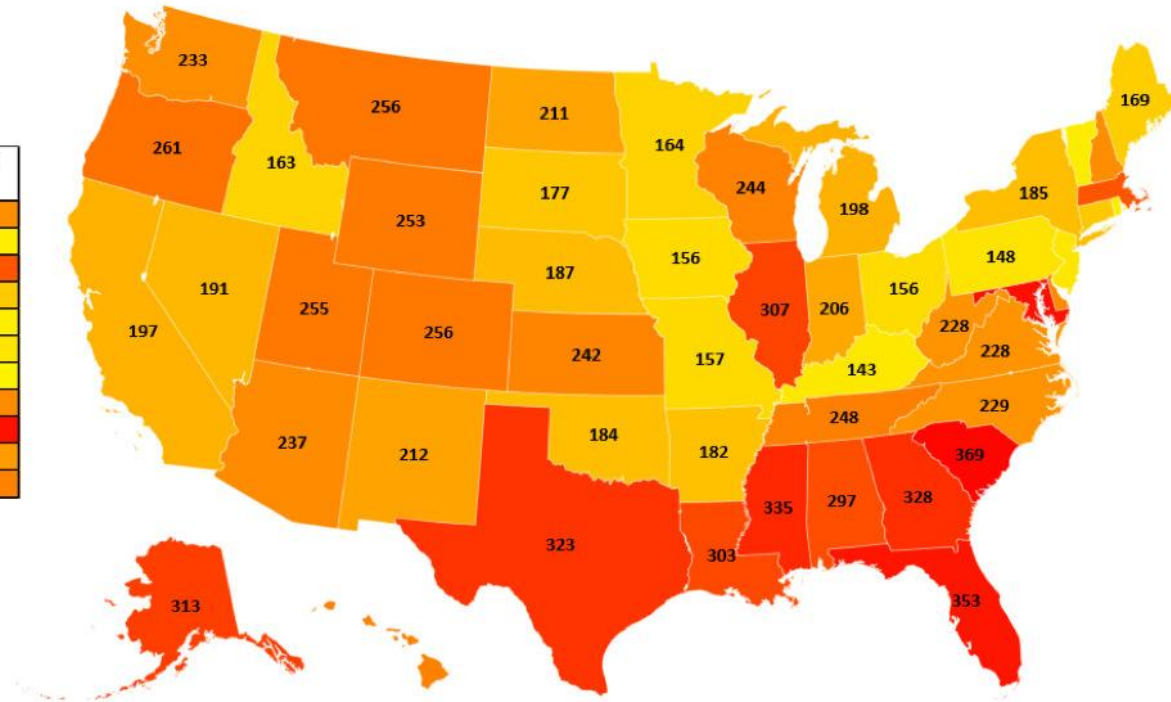
- ☒ Monthly
- ☐ Fiscal Years



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



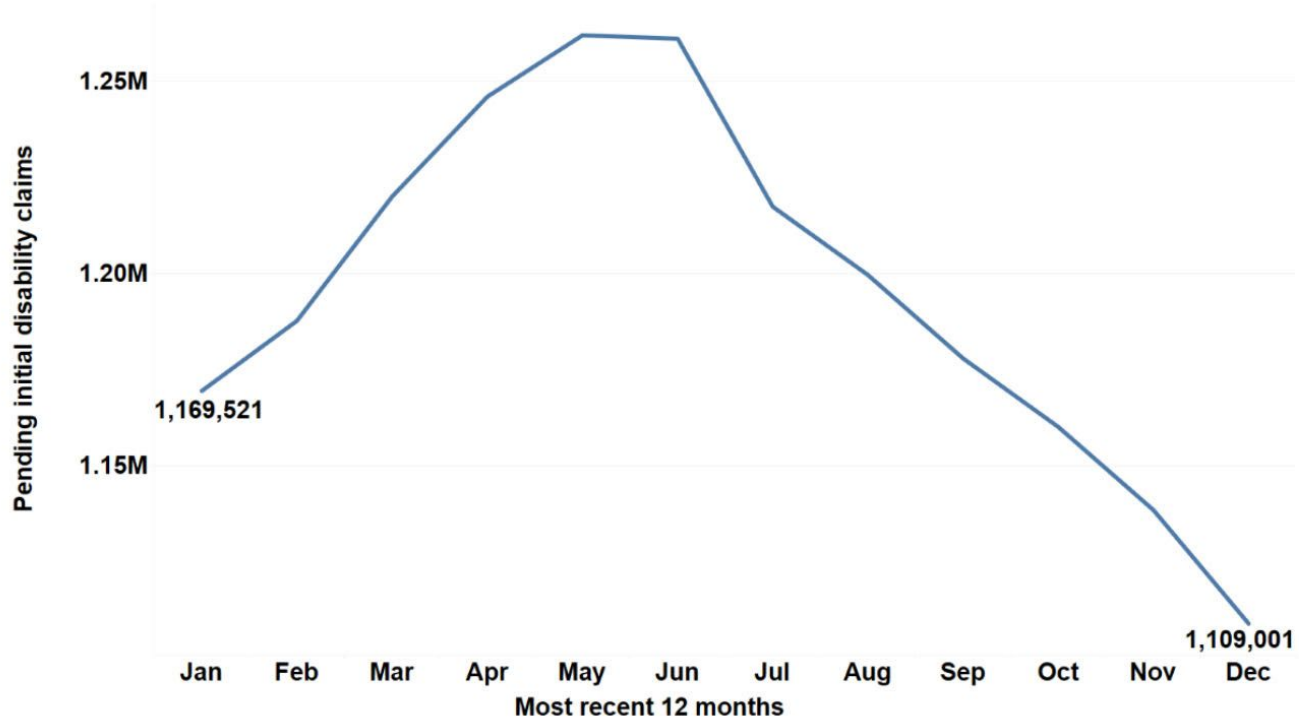
* Average wait times in days; updated as of Friday, March 29, 2024

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

Data Source: Social Security Administration

Initial disability claims pending

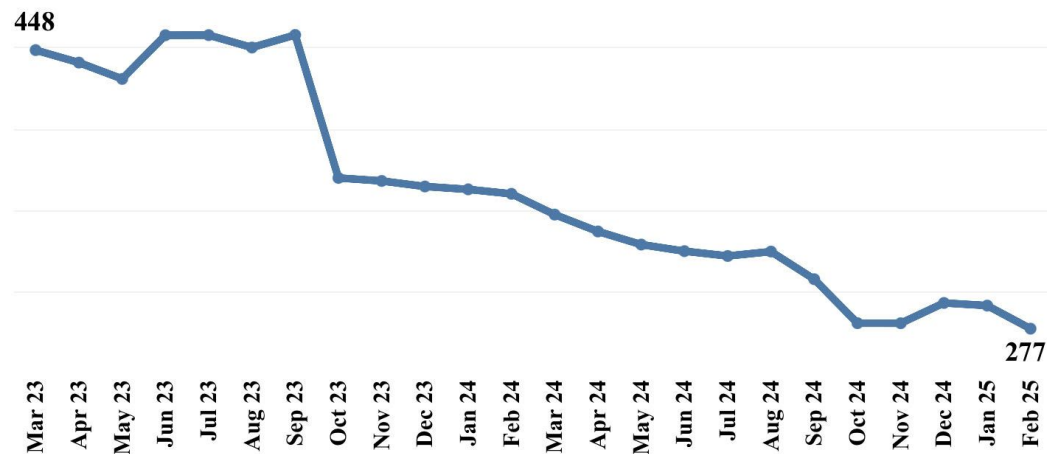
Monthly trend



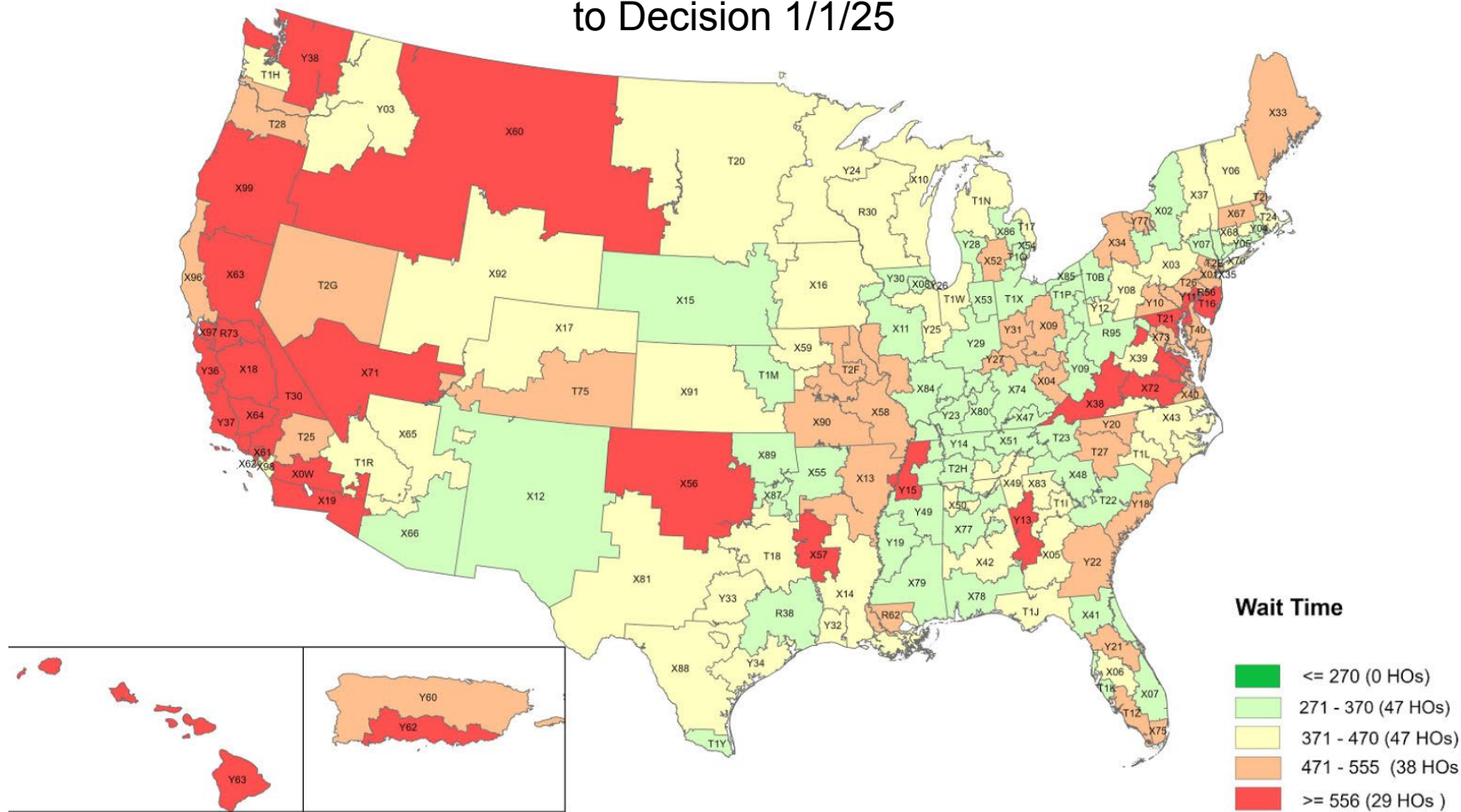
Hearing decision average wait time

By fiscal year and monthly

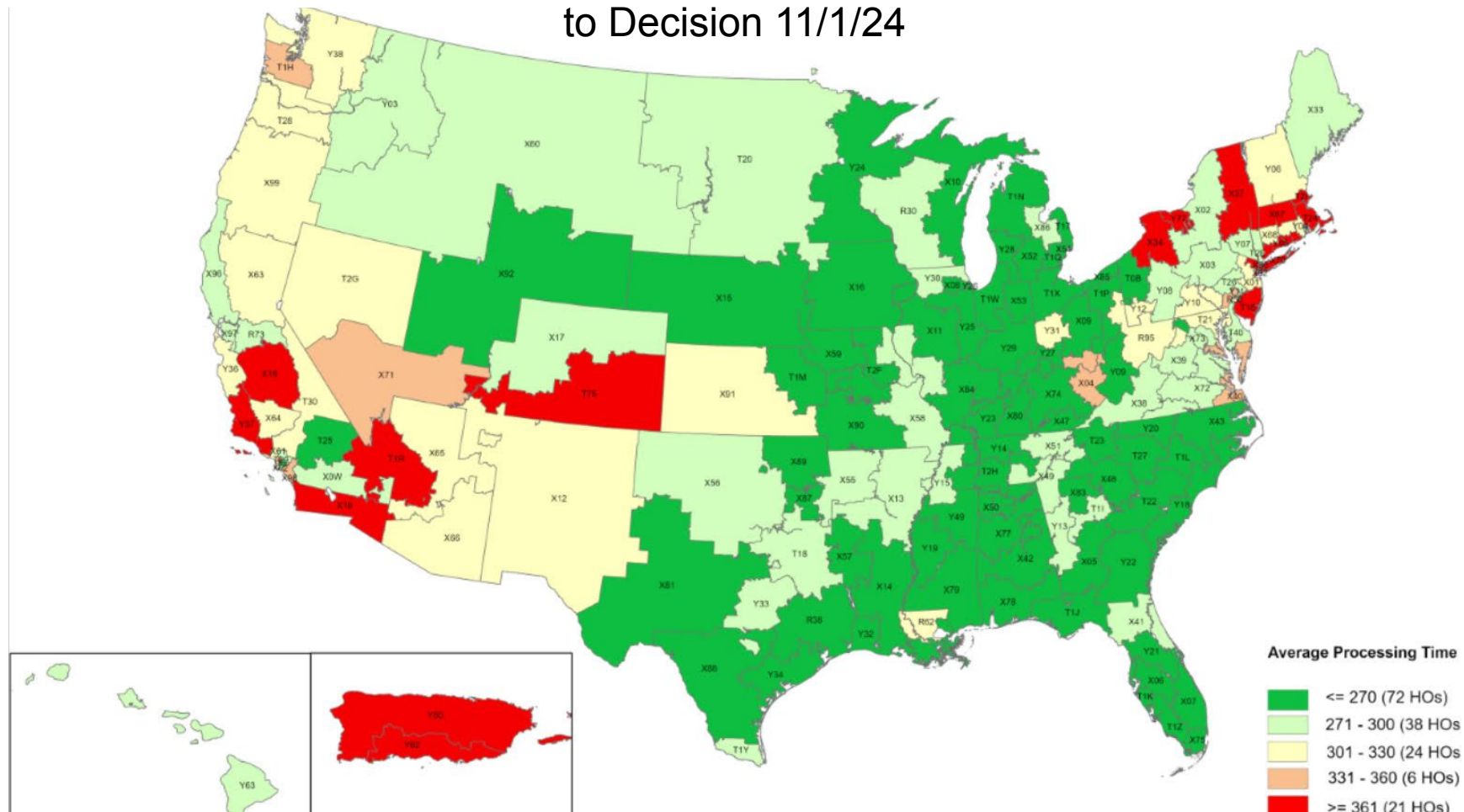
- ☒ Monthly
- ☐ Fiscal Years



Admin. Law Judge Hearings - Days to Decision 1/1/25



Admin. Law Judge Hearings - Days to Decision 11/1/24



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