

WHAT WE DO

We touch the lives of virtually every person in America, as well as many people living abroad. Whether it is after the loss of a loved one, at the onset of disability, or during the transition from work to retirement, our employees and programs support the people of this country, often during times of personal hardship, transition, and uncertainty. We run one of the Nation's largest entitlement programs – the Old-Age, Survivors, and Disability Insurance program. We also administer the Supplemental Security Income program, which provides financial support to aged, blind, or disabled adults and children with limited income and resources. Each year, we pay 60 million individuals a total of \$650 billion in Social Security benefits and Supplemental Security Income payments, and serve the public by processing:*

- 17.2 million Social Security cards
- 1 billion Social Security Number verifications
- 270 million earnings items posted to workers' records
- 57 million calls to our National 800 Number
- 3.9 million retirement, survivor, and Medicare applications
- 2.5 million disability applications
- 289,000 Supplemental Security Income aged applications
- 1.2 million Medicare subsidy applications
- 7.2 million representative payee accountings and other changes
- 147 million *Social Security Statements*
- 1 million Supplemental Security Income redeterminations
- 2.8 million overpayment actions
- 900,000 reconsiderations of denied applications
- 548,000 hearings
- 87,000 Appeals Council reviews
- 208,000 medical continuing disability reviews
- 23 million status changes (e.g., address, direct deposit, wage reports, etc.)
- 6 million requests for benefit verification
- 74,000 Food Stamp applications

CHALLENGES WE FACE

- Unacceptable hearings backlog
- Complex and outdated disability process
- Geographic, generational, and cultural population shifts
- Increasing demand for service
- Complex and cumbersome retirement process
- Increasing improper payments
- Limited resources
- Aging computer systems
- Threats to computer systems and personal information
- Loss of expertise as our employee retirements accelerate
- Limited public understanding of the role of Social Security benefits
- Increasing non-traditional workloads (e.g., Medicare and immigration)
- Infrastructure costs rising well over the rate of inflation

*Numbers based on FY 2007 workloads