



FRIDAY ALERT



Alliance for Retired Americans

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Media Reports Reveal How “Social Security Has Gotten Worse Under Trump”

The Social Security Administration’s (SSA) ability to serve the public has been significantly diminished due to staffing cuts and policies implemented by the Trump Administration, according to internal SSA data and interviews published in [Newsweek](#) and [The Washington Post](#) last week.

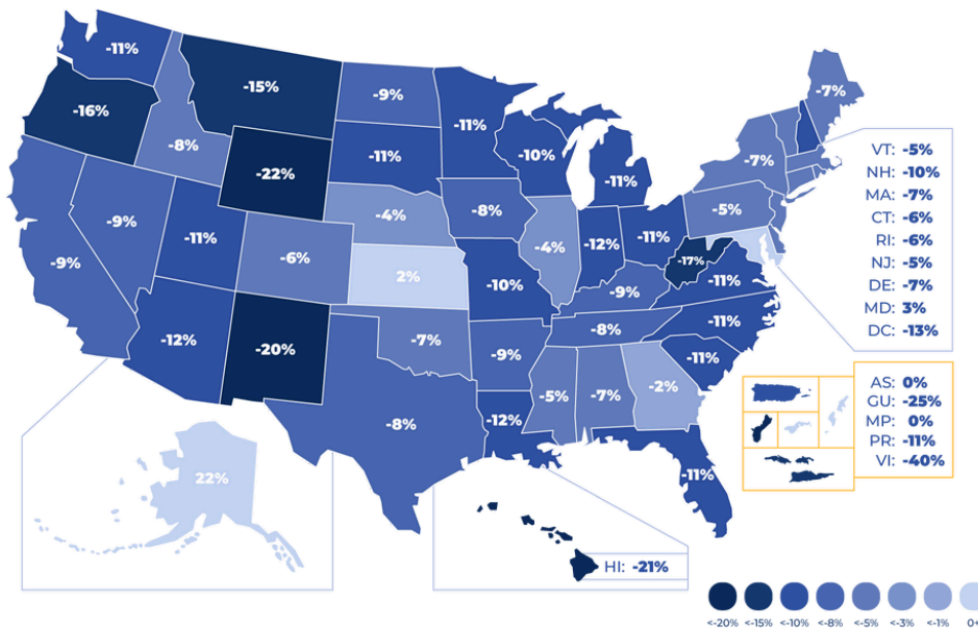
Nearly 7,000 workers, about 12% of the SSA workforce, have been forced out of the agency since January 2025. As a result, the remaining workforce has struggled to keep up with the agency’s workload. *The Washington Post’s* analysis found record backlogs of approximately 6 million pending cases in SSA processing centers and another 12 million field office transactions. An estimated 25 million beneficiaries are either getting disconnected or never receiving a callback, and there is only one field office employee for every 4,000 beneficiaries on average.

The impact of the staff cuts varies by state. Wyoming, for example, went from one field office worker per 5,814 beneficiaries in March 2024 to one per 7,429 in August 2025, a 28 percent increase in caseload per worker. Hawaii, New Mexico, West Virginia, and Oregon also experienced staffing losses of close to or higher than 20 percent.

SSA officials claim that customer service has improved because wait times for many callers have reached single digits. However, that figure fails to account for the time it takes to actually receive a callback or whether beneficiaries are able to get their issues resolved. SSA staff say the current culture emphasizes increasing the number of calls handled rather than improving call quality.

“Retirees paid into Social Security with every paycheck. We earned our benefits, pay for the operations of the SSA, and deserve better,” said **Robert Roach, Jr.**, President of the Alliance. “This situation is intolerable for beneficiaries and for workers at the SSA who are trying their best to keep the agency afloat. We call on every member of Congress to pass strong legislation requiring the Administration to fully staff the SSA and keep field offices open before even more damage is done.”

FIGURE A: PERCENT CHANGE IN ACTIVE SSA FIELD OFFICE WORKERS BY STATE OR TERRITORY, MARCH 2024-AUGUST 2025



Source: Strategic Organizing Center

House Passes Measure to Extend Affordable Care Act Subsidies as Senators Work on Possible Compromise

On Thursday, the U.S. House of Representatives [voted](#) 230 to 196 to renew the Affordable Care Act tax credits, which expired on January 1. Seventeen House Republicans joined Democrats to pass the so-called “clean” extension, which calls for continuing the subsidies for three more years without any changes.

Democratic leaders in the U.S. Senate are already urging colleagues to pass the House bill, but it’s unlikely given GOP leadership’s opposition. A group of Senators led by Senator Bernie Moreno (OH) is working on a possible compromise that would extend tax credits for two years, add an income cap, and provide more Health Spending Account (HSA) options.

Since the subsidies expired, 22 million Americans who purchase health insurance through the ACA exchanges have seen their premiums spike. Researchers estimate that premiums could [skyrocket](#) from an average of \$888 last year to \$1,904 if the tax credits are not renewed.

“We’re grateful that a majority of House members took action to help Americans get the health care they need today,” said **Richard Fiesta**, Executive Director of the Alliance. “We urge Senators to follow suit and ensure that Americans have access to quality, affordable health care.”

Reminder: Alliance National Membership Meeting is this April

The Alliance looks forward to seeing you at our National Membership Meeting in April at the recently renovated [Sahara hotel](#) in Las Vegas, Nevada.

Come celebrate the Alliance’s 25th anniversary and chart our path forward in fighting for retirement security and older Americans!

The event will kick off with a late afternoon welcome reception on Monday, April 27, and concludes by 12 PM on Thursday, April 30. Attendees will elect the Alliance’s officers, participate in special workshops, learn about emerging issues and what’s at stake in the 2026 elections, and ways to grow our retiree activism. They will also attend a special “Senior Prom Ball and Dinner” celebrating the Alliance’s anniversary.

The registration fee is \$150 and covers all meeting activities and most meals. The hotel rate is \$69 per night, plus tax, with no resort fee and free parking.

Final registration details and the code to use when booking your hotel room will be available later this month. In the meantime, please contact Joni Jones at jjones@retiredamericans.org or call 888-373-6497 with any questions.

[Click here to get an email as soon as registration becomes available.](#)

You’re Invited: Special Webinar to Stop the Scam and Protect Older Adults from Social Media and AI-Driven Fraud

Scams targeting older adults are rapidly evolving, fueled by social media platforms and increasingly sophisticated artificial intelligence tools. From fake ads and impersonation messages to cloned voices and deceptive videos, scammers are exploiting trust and technology at unprecedented levels. Older adults are being disproportionately harmed, yet education, consumer protections, and accountability have not kept pace.

Join us **January 29 at 4 PM ET** for a webinar introducing the Alliance’s **Stop the Scam Campaign**, a year-long public education initiative to raise awareness, share real experiences, and mobilize action to protect older adults from social media and AI-driven scams.

During this session, participants will:



- Learn how social media and AI technologies are being used to target and deceive older adults
- Hear how organizations, advocates, and community leaders can participate, share stories, and help amplify prevention efforts
- Understand how education and collective action can support stronger protections and safer online environments

This webinar is open to all. Together, we can raise awareness, protect our loved ones, and help stop the scams before more harm is done.

Registration Link: <https://www.mobilize.us/allianceforretiredamericans/event/883590/>

KFF Health News: Solving the Home Care Quandary

By Paula Span

You're ready to leave the hospital, but you don't feel able to care for yourself at home yet.

Or, you've completed a couple of weeks in rehab. Can you handle your complicated medication regimen, along with shopping and cooking?

Perhaps you fell in the shower, and now your family wants you to arrange help with bathing and getting dressed.

There are facilities that provide such help, of course, but most older people don't want to go there. They want to stay at home; that's the problem.

[Read more here.](#)