



Adopted April 28, 2026

(Submitted by the Maryland/DC Alliance)

## **Resolution Social Security Administration (SSA) Staffing Crisis**

**Whereas** SSA staffing is at a 59-year low after approximately 7,000 employees were eliminated in 2025 as a result of the Trump Administration's staffing cuts; and

**Whereas** SSA now services 3 times more SSA beneficiaries today than were serviced 59 years ago; and

**Whereas** SSI did not exist 59 years ago, and the current SSA administrative budget for SSI is \$4.62 billion, or 31% of the entire SSA administrative budget; and

**Whereas** staff in SSA field offices were cut by 9% between March, 2024 and August, 2025; and

**Whereas** 1,500 of the remaining field staff were reassigned to answer 1-800 number calls due to the long wait times that the public was experiencing when they attempted to call SSA; and

**Whereas** staffing for those who answer 1-800 number calls at teleservice centers was reduced by 300, while

employees were expected to answer 15 million more calls in 2025 as compared to 2024; and

**Whereas** the current SSA Commissioner has stated that service quality and staffing reductions will be addressed through automated intelligence and automated adjudication of claims; and

**Whereas** technology should support trained SSA staff, not replace them; and

**Whereas** the current experience with SSA technology has resulted in double-booked appointments, compressed appointment times, increased employee burnout, and centralized phone systems that preclude claimants from communicating with their assigned caseworker; and

**Whereas** the current budget for SSA staffing is 0.85% of benefits paid; and

**Whereas** the administrative budget for FY 2017 was 1.2% of benefits paid; and

**Whereas** the average processing time for disability claims has increased from less than 120 days in FY 2017 to 220 days in FY 2025; and

**Whereas** the current SSA public service consists of longer wait times, fewer appointments, and reduced access to SSA employees, leaving a vulnerable population with less support; and

**Whereas** SSA has implemented a nationwide appointment

calendar that eliminates service from the local SSA office for teleclaims; and

**Whereas** when SSA's administrative budget was funded at 1.2% of benefits paid, SSA provided better and faster service; and

**Whereas** no private insurance company can match SSA's low overhead of administrative costs compared to benefits paid; and

**Whereas** seniors, survivors of deceased wage earners, and the disabled deserve better service in return for a lifetime of FICA taxes paid to the Social Security trust funds; and

**Therefore, be it resolved** that the Alliance for Retired Americans supports that Congress ensure that SSA administrative expenses will be funded at 1.2% of benefit expenditures and that the additional funding received be earmarked for frontline and support staff based on the unique requirements of each community service area; and

**Therefore, be it further resolved** that the Alliance for Retired Americans rejects the use of AI to replace SSA employee decision-makers and supports the retention of employee adjudicators and employee public contact representatives; and

**Therefore, be it finally resolved** that the Alliance for Retired Americans urges Congress to hold hearings regarding the impact of staffing cuts at SSA, the desire for SSA to replace employees with AI, and the need to increase staffing so that SSA customers can receive quality service.