



**COMMITTEE ON WAYS AND MEANS
SUBCOMMITTEE ON SOCIAL SECURITY
SUBCOMMITTEE ON WORK & WELFARE
UNITED STATES HOUSE OF REPRESENTATIVES**

**JUNE 10, 2026
STATEMENT FOR THE RECORD**

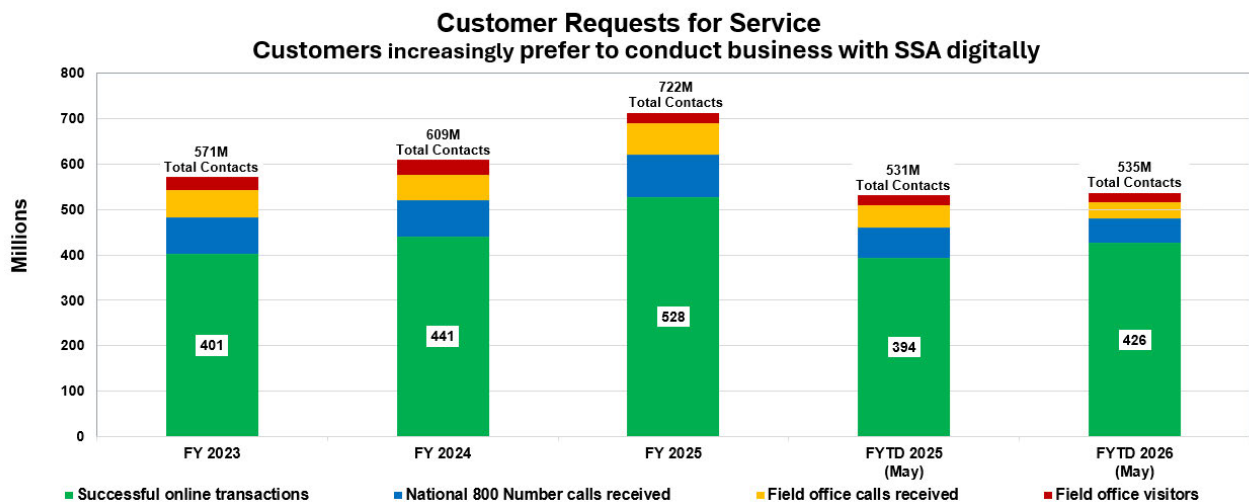
**FRANK J. BISIGNANO
COMMISSIONER
SOCIAL SECURITY ADMINISTRATION**

Chairs Smith, Estes, and LaHood; Ranking Members Neal, Larson, and Davis; and Members of the subcommittees:

This year marks the best overall performance in the Social Security Administration’s history and we are fulfilling President Trump’s promise to protect and preserve Social Security. Since my confirmation in May 2025, we have delivered better, faster, higher-quality service for the more than 330 million Americans we serve. We are transforming the agency with technology, process engineering, a people platform, and the strongest control environment in the agency’s history. Importantly, we are meeting customers where they want to be served.

Meeting Customers Where They Want to be Served

Customer requests for service are running ahead of last year’s rate.



On the web, phone, and field offices, we are delivering record-breaking performance:

- Providing Americans 24/7 access to their personal *my Social Security* Accounts, when before I became Commissioner the website was down 29 hours a week, a nearly 20 percent increase.
- Reducing the average speed of answer on the 800 Number to the lowest level in a decade to under 5 minutes in May 2026 – an 89 percent reduction from an all-time monthly high of 42 minutes in fiscal year (FY) 2024.
- Reducing average field office wait times by 30 percent, from 30 minutes at the end of FY 2024 to 21 minutes year to date with only 6 minutes for those who schedule an appointment.
- Reducing the initial disability claims backlog by 32 percent from an all-time high in June 2024.
- Decreasing disability hearing wait times by nearly 80 days compared to the end of FY 2024, reaching historic lows.

- Reducing open audit recommendations from our Inspector General and Government Accountability Office from 211 in FY 24 to 84 in FY 26, decreasing potential cost savings from unimplemented recommendations from \$18 billion to \$2 billion, a reduction of over 85 percent — we are now at the lowest level since the 1980s.

With our fiscal year 2027 President’s Budget request of \$14.869 billion, we will continue transforming SSA into a model of excellence —a digital-first agency that meets and exceeds our customers’ expectations for timely and accurate service.

Additionally, I am proud to highlight that the One Big Beautiful Bill (OBBB) delivered on President Trump’s promise of No Tax on Social Security. As of June 2, over 35 million seniors have claimed the Enhanced Deduction for Seniors, with an average deduction of over \$7,500.

- 68 percent of filers claiming the Enhanced Senior Deduction had income under \$100,000.
- 94 percent of filers claiming the Enhanced Senior Deduction had income under \$200,000.

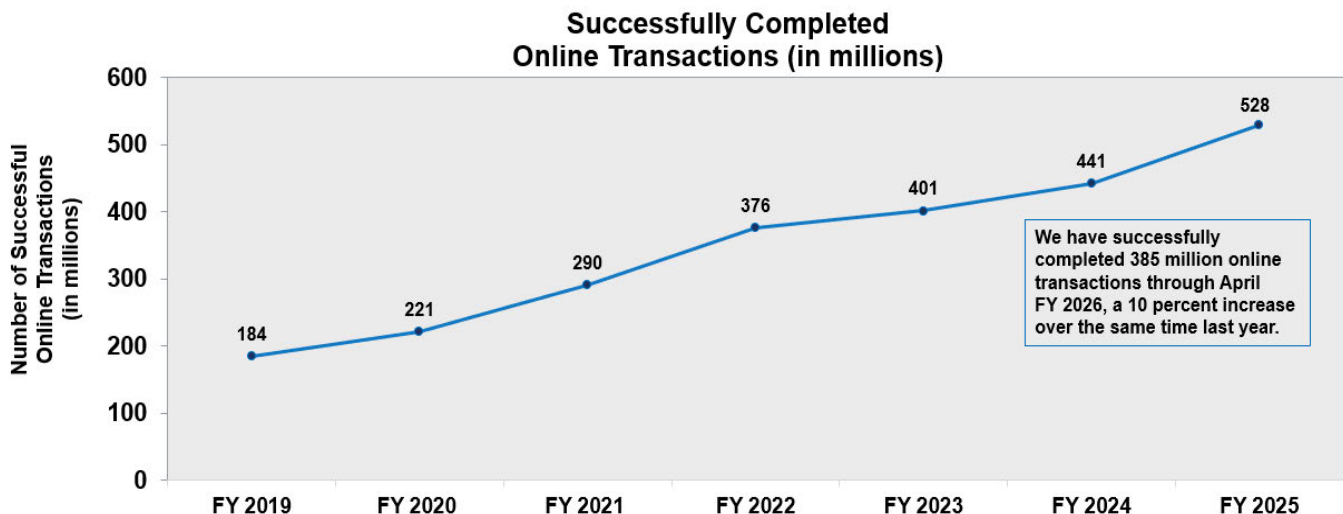
BUILDING ON OUR FY 2025 ACCOMPLISHMENTS

Online Service Improvements

For many of our customers, the most convenient way to access our services is through their **my Social Security** account, which offers immediate access to important information and tools, allowing them to save time. In FY 2025 we upgraded our website to provide 24/7 access to **my Social Security**, added 9.3 million new **my Social Security** accounts, and processed more than 500 million online transactions. We have surpassed 100 million **my Social Security** accounts. The budget request will enable us to roll out additional online features and enhance existing online services for our customers.

Successful Online Transactions

We have already surpassed 100 million my Social Security accounts and plan to increase account holders in FY 2027.



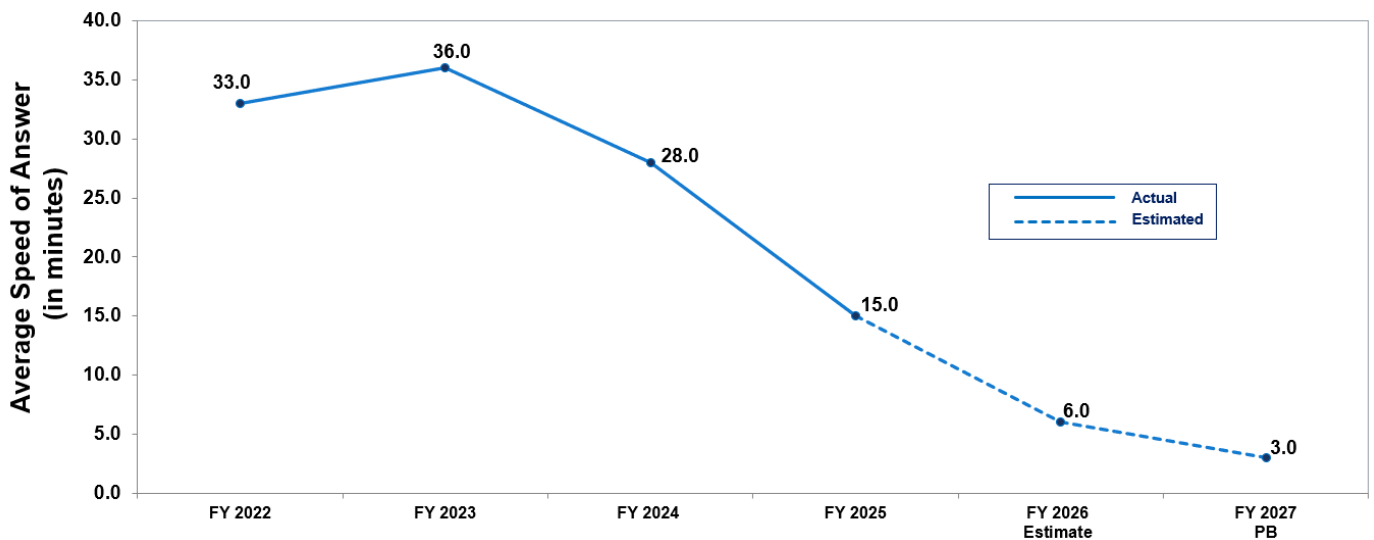
Improved Wait Times

Phone Service

We are focused on meeting Americans where they are, including on the phone. Using technology and improved allocation of resources, we have decreased the average wait time for callers to the 800 Number from 18 minutes in May FY 2024 to under 5 minutes in May 2026. Our agents served over 7.2 million more callers in FY 2026 through May than the same time in FY 2024. We also completed the nationwide rollout of our modern telephone platform to over 1,200 field offices last August, allowing us to serve over 17 percent more callers. Nearly 74 percent of calls to the 800 Number are now resolved via self-service or convenient callbacks, methods Americans frequently use when contacting private sector entities.

The FY 2027 President's Budget Will Allow Us To Reduce Wait Times on the National 800 Number

With the FY 2027 President's Budget, we expect to achieve a 3-minute average speed of answer with an answer rate of 85 percent.



Field Office Service

Through my field office visits and regular meetings with front line employees, we have been able to quickly expand technology throughout our operations and leverage better process engineering. We have improved service to callers through expanded automation and enhanced self-service options. As a result, we created the capacity to serve 2.8 million more customers calling our field offices through May 2026 compared to the same time in FY 2024, while reducing all visitor wait times. This has been clearly observed at our field offices across the country, where we reduced average field office wait times for in-person service by 30 percent, from 30 minutes at the end of FY 2024 to 21 minutes year to date. Additionally, in April of this year, I discontinued the ineffective appointment-focused service initiative that was conceived in August 2024 and turned people away who travelled to field offices. Today they have access to

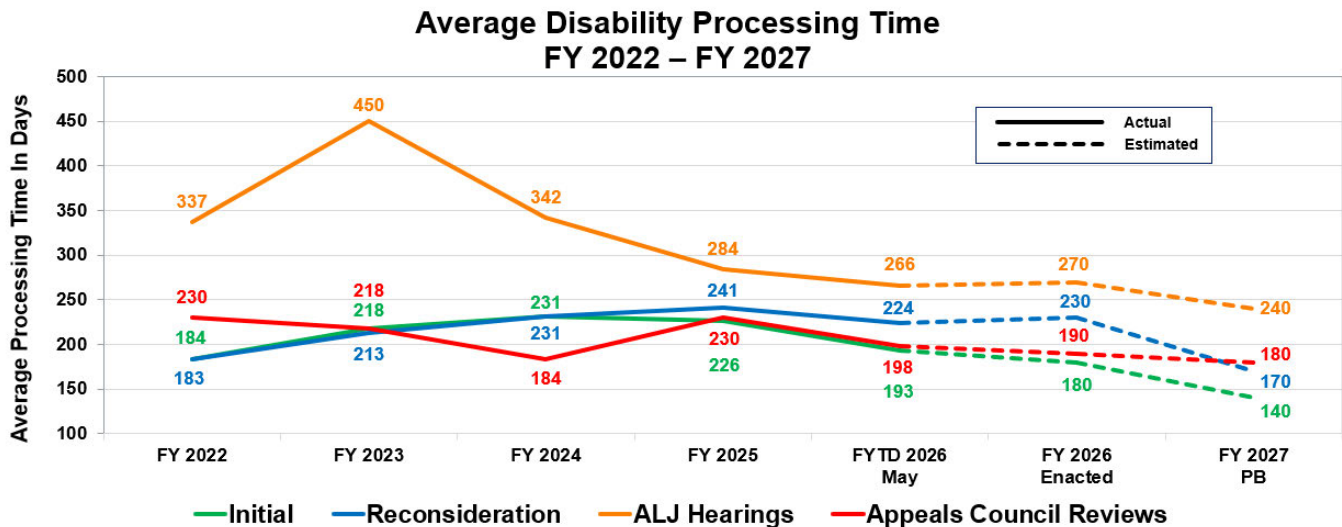
improved service across all channels, with or without an appointment. We will continue to meet customers where they are and provide better service. This requires the right level of staffing to serve customers effectively across all channels. With a flexible workforce, effective management, advanced technology, and strategic alignment of workloads to employee expertise, our employees are well-positioned to deliver timely, accurate, and high-quality service.

Disability and Other Backlog Service Improvements

As we have made these improvements across all our service channels, we also successfully addressed one of our most crucial workloads—reducing the initial disability claims backlog. In June of 2024, under the previous administration, the backlog was at an all-time high with over 1.26 million pending claims. I am proud to share that we reduced the initial disability claims backlog by 32 percent to 862,000 and decreased the average processing time for initial claims by 21 percent, from 233 days in May 2024 to 184 days in May 2026. We plan to eliminate the backlog in the State DDSs, with an estimated reduction in FY 2027 of 215,000 cases (26 percent) from the estimated level of 815,000. In addition, the Budget supports a reduction of 40 days (from 180 days to 140 days) in the time it takes for customers to receive an initial disability determination.

Disability Wait Time Improvements

We will continue to reduce disability wait times at every stage of the disability process.



We also addressed pending workloads in our processing centers, which manage complex initial claims and post-entitlement actions, including benefit adjustments, payment corrections, and record maintenance for beneficiaries. Thanks to the hard work of our central processing employees, we reduced the number of cases pending in our processing centers, from 5.9 million in December 2024 to 4.8 million at the end of May 2026, a reduction of 19 percent. Through

process improvements and improved automation, we plan to reduce the number of pending actions from 4.6 million at the end of FY 2026 to 3.6 million at the end of FY 2027.

Improved Supplemental Security Income (SSI) Administration

I renewed the agency's focus on the Supplemental Security Income (SSI) program, which provides monthly payments to individuals with disabilities, blindness, or age 65 or older who have limited income and resources. While the program provides critical support to some of our nation's most vulnerable, it is also extremely complex to administer. I named a dedicated executive to lead SSI, a first for the agency, bringing a heightened focus on reducing complexity by modernizing our work processes and improving technology, and we are working to eliminate improper payments. These improvements will deliver faster and more accurate service, while providing SSI recipients digital options to update their record and submit documents through their my Social Security account. We have already implemented process improvements to verify data electronically on wages and assets, which has reduced the burden on claimants and improved payment accuracy.

Responsible Stewardship

SSA remains committed to responsible stewardship of the programs and trust funds that millions of Americans depend upon. As a trustee, I am dedicated to the long-term financial health of the trust funds consistent with President Trump's pledge to protect and preserve Social Security. We will reduce administrative costs through efficient procurement and resource management, and we are investing in transformative technology and process improvements to better serve our customers, and maintaining rigorous oversight of benefit payments. Under this administration, SSA has closed audit recommendations our OIG predicts may save \$16 billion in potential savings in the first year alone. The agency is currently at its lowest number of outstanding audit items since the 1980s.

We are always mindful of the trust placed in us by the American people to be responsible stewards of Social Security trust funds, our customers' data, and taxpayer funds. To reinforce our commitment to accountability and operational excellence, I established SSA's first Chief of Security and Resiliency to protect SSA's assets and the first Chief Risk Officer to address pending audits and facilitate expedited implementation of recommendations. Both Chiefs report directly to me. With this structure, we will continue to enhance payment accuracy, strengthen debt recovery, and implement robust cybersecurity measures to safeguard public data and prevent fraud, waste, and abuse. These efforts are designed to ensure that every dollar is spent wisely and that benefits are delivered to only those who qualify.

STRATEGIC PATH FORWARD

In alignment with the President's Management Agenda, SSA's strategic path forward centers on three focus areas: Being the Premier Service Provider; Preserving and Protecting Public Resources; and Enhancing the Employee Experience and Productivity.

While we have made notable progress to improve customer service in the past year, we have more work to do. Taxpayers expect us to operate efficiently while providing the highest standard of service. They also expect us to safeguard their personal information and the trust fund dollars they have contributed throughout their working lives. We will exceed these expectations through our concerted stewardship,

improved payment accuracy, and a focus on results. With innovative solutions and streamlined operations, we will achieve these strategic goals and deliver the best experience for both our customers and employees.

To achieve these strategic goals, SSA will leverage advanced technology, modernize business processes, and optimize resource management to deliver timely, accurate, and convenient services across all channels—online, by phone, and in-person. By expanding digital-first capabilities, reducing wait times, and automating routine tasks, we will enhance both customer and employee experiences. Our commitment to continuous improvement, accountability, and stakeholder engagement will ensure that SSA remains a model service provider, upholds public trust, and adapts to meet the evolving needs of the American people.

SSA's agency priority goals are designed to drive measurable improvements in customer service and operational efficiency. By September 30, 2027, we aim to increase the number of my Social Security accounts significantly compared to FY 2025, further drive down average speed of answer on the 800 Number, and reduce the average processing time for initial disability claim decisions. These goals reflect our commitment to making it easier for customers to access secure online services, providing faster assistance by phone, and streamlining disability claim processing. Through focused leadership and targeted initiatives, we will deliver tangible results that directly support our strategic vision and enhance service for the public.

CONCLUSION

SSA's mission remains vital as ever. I am grateful for the opportunity President Trump has given me to lead the hardworking men and women of SSA. Together, we will lead the way among large Federal agencies by being the premier service organization that delivers fast, accurate, and reliable assistance to the American public across all service channels: online, by phone, and in person.

Our strategy is straightforward—we will continue building on the foundation established in year one: delivering better service, expanding digital access, and fulfilling President Trump's mandate to protect and preserve Social Security. By setting the standard for service excellence, we will ensure Social Security remains a trusted source of stability for generations to come.