

**National Council of SSA Field Operations Locals
AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES, AFL-CIO**



*Representing Over 27,000 Social Security Employees Working In Over 1,270 Field Offices and
30 Teleservice Centers Across the Nation, Puerto Rico and Pacific Islands*

The Untold Story – How Budget and Staffing Cuts are Crippling Service Delivery at SSA

**8000 SSA
frontline jobs
lost since
2011!**

The Social Security Administration spends less than 1% of Trust Fund income to administer Social Security, yet as 10,000 Baby Boomers reach age 65 every day, funding has been cut.

By the end of next summer, SSA will have lost 9,000 employees nationwide through attrition.

The poor economy and job market have led to record numbers of Americans applying for retirement, survivor, and disability benefits. Benefit application processing times are growing.

**1,900,000 +
Disability Claims
and
Hearing Appeals
Backlogged!**

Backlogged benefit applications and appeals create continuing hardship for hundreds of thousands of individuals who paid into our system of earned benefits all their working lives, but now sometimes must wait years to receive payments and medical coverage after filing appeals.

**SSA Closes Record
Number of
Community Offices
and 300 Remaining
Contact Stations.**

The Agency has directed employees to market Internet self-service aggressively, but workers know that many clients, especially those who are elderly or disabled, or speak limited English, need personalized service. When they try to navigate our complex programs without SSA employee assistance, they too often receive more or less than they are due. SSA fails to authenticate the identities of many online users, leading to fraud and theft of benefits. Reckless Internet self-service implementation has sacrificed payment accuracy and integrity.

**Sequestration and
Alternative Budget
Proposals Could Result
in \$600 Million
to \$1 Billion
From SSA's Current
Inadequate
Funding Levels!**

Tell Congress and the White House:

- ◆ **No cuts to Social Security, Medicare, or Medicaid benefits; including cost-of-living adjustments!**
- ◆ **No more office closings, reduced service hours, pushing of Internet self-service, or staffing cuts!**
- ◆ **Release the funding SSA needs to restore lost services working families have already paid for!**

Call 1-888-659-9401 to Talk with Your Lawmakers!