

# Congress of the United States

Washington, DC 20515

July 25, 2025

The Honorable Frank J. Bisignano  
Commissioner  
Social Security Administration  
6401 Security Boulevard  
Baltimore, MD 21235

Dear Commissioner Bisignano,

We write with deep concerns about the recent reporting that indicates Americans are struggling to get their benefits, or even to speak with Social Security Administration (SSA) representatives, due to changes made by the Trump administration. For nearly the past century, Social Security has been our nation's sacred promise to our seniors. This program plays an invaluable role in the lives of countless seniors across America as their primary source of income. People of all ages work with the guarantee that their hard-earned benefits will be there for them, easily accessible, and reliable once they reach retirement or, in the tragic event that they become too disabled to work or even die, that their dependents will be taken care of. We urge SSA to restore all public-facing data and work with Congress to ensure the reliability, stability, and validity of these figures.

In the aftermath of the Trump administration's deep cuts and reorganization of our federal workforce, driven by the Department of Government Efficiency (DOGE), at least 7,000 employees at SSA have been targeted for elimination or have chosen to depart the agency since the beginning of the year.<sup>1</sup> SSA has also removed data from the Social Security performance dashboard.<sup>2</sup> While some of this information is now back online, data points on current callback wait times and processing times are no longer available.<sup>3</sup>

Additionally, as a result of this DOGE-driven reorganization, it has recently been reported that SSA has pulled field office staff to help answer phone calls on the 1-800 number, preventing them from performing their critical work that serves beneficiaries and responsibilities dictated by their collectively bargained contract agreements.<sup>4</sup> With the thousands of impacted jobs, and despite SSA field office employees' best efforts, the field office staff are struggling to process claims in a timely manner due to this forced reorganization while some phone calls go unanswered. For people in rural parts of the country with no easy access to local field offices or for seniors who may not have the experience needed to effectively use technology to access information on the Social Security website, the phone lines provide a critical service and lifeline for them to address issues with their benefits.

Since taking office, the Trump administration has floated, and then rescinded, plans to entirely eliminate phone service at

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<sup>1</sup> Romig, Kathleen and Devin O'Connor. "Reassignment Won't Fix the Largest-Ever Social Security Staffing Cut." Center on Budget and Policy Priorities, June 23, 2025. [https://www.cbpp.org/research/social-security/reassignment-wont-fix-the-largest-ever-social-security-staffing-cut#\\_ftn9](https://www.cbpp.org/research/social-security/reassignment-wont-fix-the-largest-ever-social-security-staffing-cut#_ftn9).

<sup>2</sup> Kornfield, Meryl and Hannah Natanson. "Social Security Stops Reporting Call Wait Times and Other Metrics." Washington Post, June 20, 2025. <https://www.washingtonpost.com/politics/2025/06/20/social-security-wait-times-cuts/>.

<sup>3</sup> "Social Security Performance." Social Security Administration. <https://www.ssa.gov/ssa-performance>.

<sup>4</sup> Kornfield, Meryl and Hannah Natanson. "Social Security Pulls Field Office Staff to Answer Overwhelmed Phone Line." Washington Post, July 10, 2025. <https://www.washingtonpost.com/politics/2025/07/10/social-security-phone-service-wait-times/>.

Social Security for certain crucial tasks.<sup>5</sup> In fact, the administration has even indicated that they are looking to introduce Artificial Intelligence phone calls into SSA systems.<sup>6</sup> While we understand staffing challenges have plagued the agency for years<sup>7</sup>, true government efficiency comes from reforms that make it easier and faster for our constituents to access their benefits.

Due to several of these deeply concerning changes, we ask for answers to the following questions:

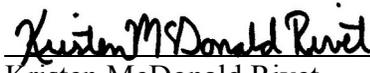
1. What justification does SSA have for removing the original performance data from the public performance dashboard?
2. How will SSA ensure that publicly reported data on the dashboard is accurate?
3. Why have current callback wait times and processing times not been included in the new SSA public dashboard?
4. As of July 7, 2025, how many Social Security claims are being processed weekly by SSA? How does this compare to the number of Social Security claims that were processed weekly over the past two years?
5. In the event of phone services being eliminated, what other avenues are available for seniors or other beneficiaries in rural or remote areas to get their Social Security questions answered?
6. Specifically, what paths are available for those without access to reliable internet services or for whom AI and digital/electronic-only options would impede service?
7. What plans does SSA have to improve the widely reported staffing issues at SSA field offices and across the agency?
8. Will SSA and the Trump Administration commit to reversing policy decisions that have resulted in more seniors experiencing delays in getting their benefits?

We urge your prompt attention to this matter and eagerly anticipate your response. We respectfully ask for a response to these issues before August 1, 2025.

Sincerely,



Eric Sorensen  
Member of Congress



Kristen McDonald Rivet  
Member of Congress

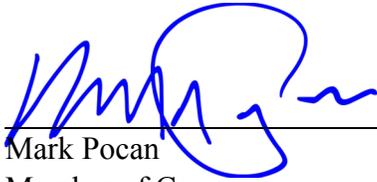


Eleanor Holmes Norton  
Member of Congress

<sup>5</sup> Layne, Nathan. "Social Security Abandons Phone Service Cuts After Backlash." Reuters. April 9, 2025. <https://www.reuters.com/world/us/social-security-abandons-phone-service-cuts-after-backlash-2025-04-09/>.

<sup>6</sup> DuBois, Maurice. "Social Security Plans to Add Artificial Intelligence to Phone Systems, Commissioner Says." CBS News. *CBS Evening News*, May 28, 2025. <https://www.cbsnews.com/news/artificial-intelligence-to-be-incorporated-social-security-phone-system-frank-bisignano/>.

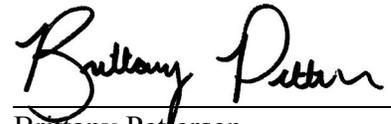
<sup>7</sup> "Testimony by Martin O'Malley, Commissioner, Social Security Administration, before the House Committee on Ways and Means, Subcommittees on Social Security and Work and Welfare, March 21, 2024. 118th Congress. [https://www.ssa.gov/legislation/testimony\\_032124.html](https://www.ssa.gov/legislation/testimony_032124.html); Wagner, Eric. "Union Warns Social Security Service Will Spiral Without Major Changes," Government Executive, April 11, 2023, <https://www.govexec.com/workforce/2023/04/union-warns-social-security-service-spiral-without-major-changes/385013/>.



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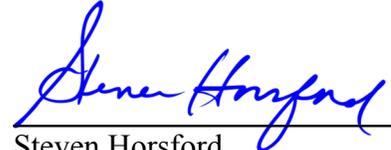
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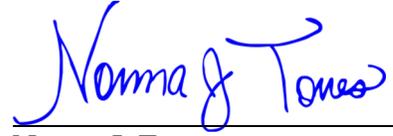
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Mike Quigley  
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Jerrold Nadler  
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Mary Gay Scanlon  
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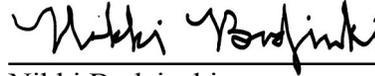
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