

FY 2023 Actual Performance

Workload and Outcome Measures	FY 2023 Actuals
Retirement and Survivor Claims	
Retirement and Survivor Claims Completed (thousands) ¹	6,693
Disability Claims	
Initial Disability Claims Receipts (thousands)	2,185
Initial Disability Claims Completed (thousands)	1,974
Initial Disability Claims Pending (thousands)	1,128
Average Processing Time for Initial Disability Claims (days)	218
Disability Reconsiderations	
Disability Reconsiderations Receipts (thousands)	546
Disability Reconsiderations Completed (thousands)	483
Disability Reconsiderations Pending (thousands)	290
Average Processing Time for Disability Reconsiderations (days)	213
Hearings	
Hearings Receipts (thousands)	356
Hearings Completed (thousands)	378
Hearings Pending (thousands)	322
Annual Average Processing Time for Hearings Decisions (days) ²	450
National 800 Number	
National 800 Number Calls Handled (millions) ³	30
Average Speed of Answer (ASA) (minutes)	36
Agent Busy Rate (percent)	8.3%
Program Integrity	
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,611
Full Medical CDRs (included above, thousands)	550
SSI Non-Medical Redeterminations Completed (thousands)	2,516
Selected Other Agency Workload Measures	
Social Security Numbers (SSN) Completed (millions)	18
Annual Earnings Items Completed (millions)	304
Social Security Statements Issued (millions) ⁴	15
Selected Production Workload Measures	
Disability Determination Services Production per Workyear	240
Office of Hearings Operations Production per Workyear	69

¹ Includes Medicare.

² Average processing time for hearings is an annual figure. End of year monthly (September) actual processing time is 458 days for FY 2023.

³ The National 800 Number Calls Handled includes 4.4 million calls handled by automation.

⁴ The Social Security Statements Issued measure includes paper statements only. In FY 2023, *my Social Security* users accessed their Social Security Statements 33 million times. In FY 2023, we spent approximately \$9.4 million to send statements to people aged 60 and over who were not receiving Social Security benefits.