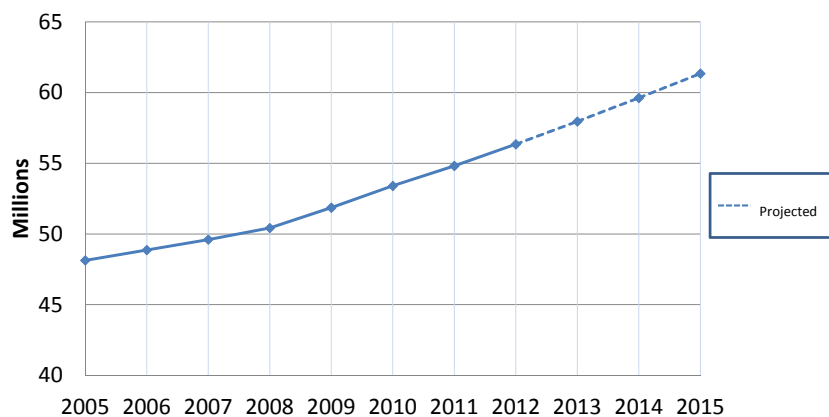


## Three Years of Social Security Budget Cuts Have Taken a Toll

### Number of Americans Receiving Social Security is Growing

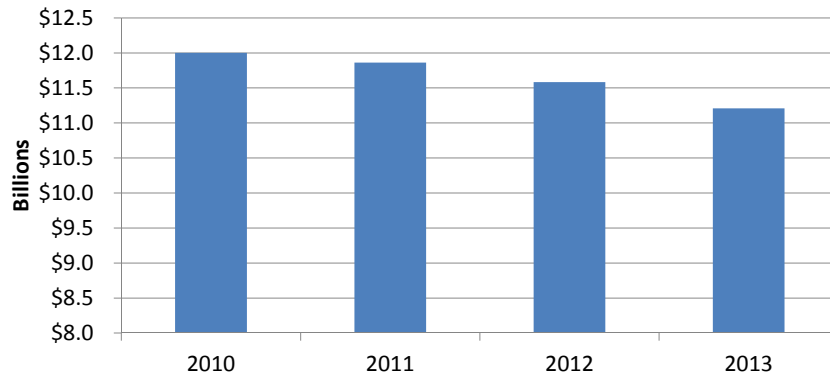


Source: Social Security 2012 Trustees Report

April 25, 2013

## Social Security's Budget is Smaller Now Than It Was 3 Years Ago

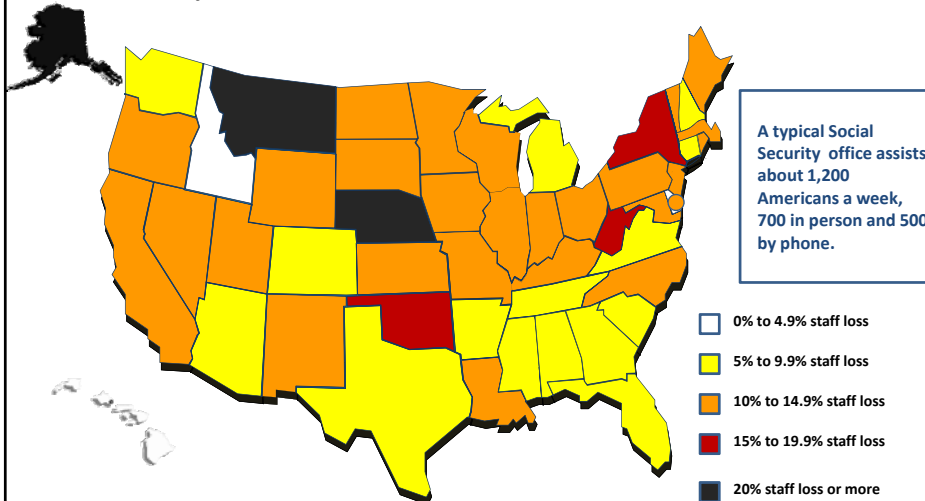
### Social Security's Total Budget for Administrative Expenses (2010-2013)



Source: Social Security Administration

April 25, 2013

## Budget Cuts Have Reduced Staffing at SSA Field Offices By More than 10% Nationwide since 2010

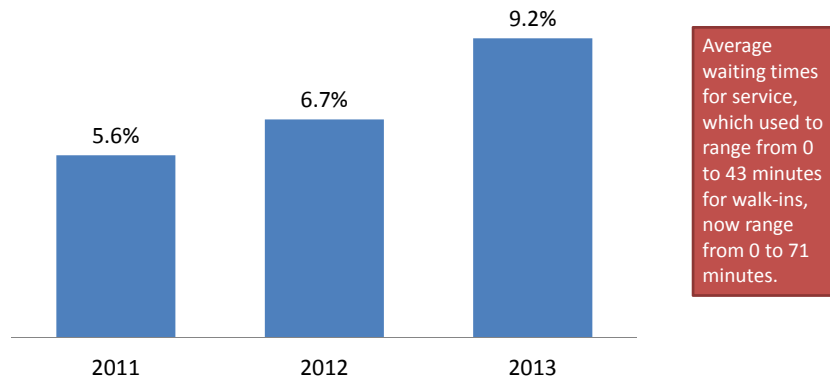


Source: Social Security Administration data (HRODS)

April 25, 2013

## Visitor Caseloads Have Increased, and So Have Waiting Times for Service

Percentage Increase in Social Security Office Visitors Per SSA Employee, 2011-2013

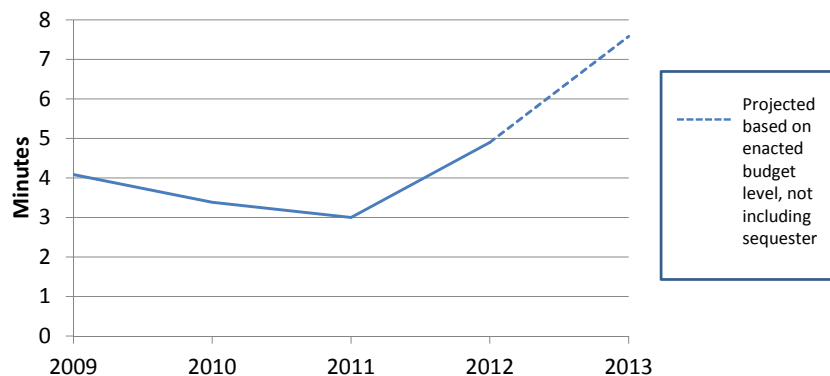


Source: Social Security Administration administrative data

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## Americans Must Wait Twice As Long for Phone Help

Average Time on Hold for SSA 800-Number Callers



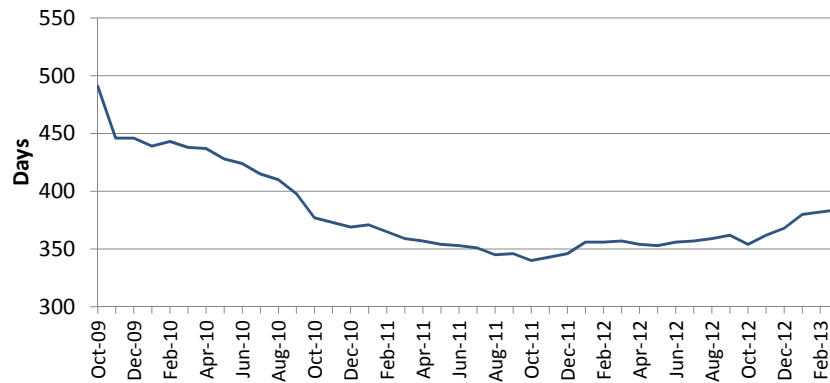
Source: Social Security Performance and Accountability Report

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## Disability Wait Times Again on the Rise

Improvements Gained From Additional Investments are Being Lost

**Average Waiting Time for Social Security Appeals Hearing, FY 2010-February 2013**

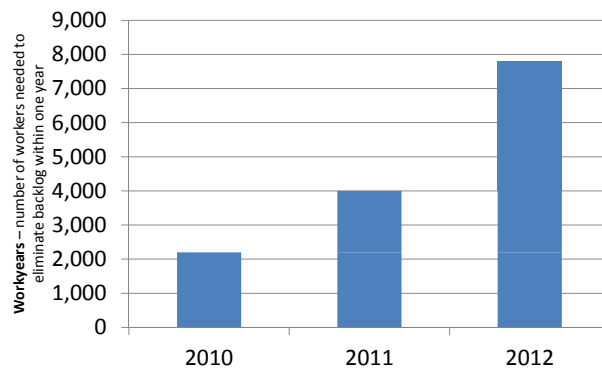


Source: Social Security Administration

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## Backlog of Unprocessed Work is Growing

**Amount of un-done work to ensure current Social Security recipients receive timely, accurate payments**



Source: Social Security Administration Justification of Estimates for Appropriations Committees, 2010-2013

**Examples of backlogged work:**

- Address changes
- Payment information changes
- Recoupment of overpayments
- Payment of underpayments
- Application of work incentives for disabled beneficiaries
- Background checks on "representative payees," who receive benefits on behalf of mentally disabled and other vulnerable beneficiaries

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## **Reduced Funding for Case Reviews Cost Taxpayers Billions**

- The 2011 Budget Control Act provided increased funding for SSA to conduct additional case reviews that are proven to reduce waste, fraud and abuse.
- Because the additional funding support was blocked in 2012 and 2013, taxpayers will lose between \$2.4 and \$3.6 billion that could have been saved.

April 25, 2013