

<b>Social Security Administration Workload Measures</b>	<b>FY 2019 Actual</b>
<b>Retirement and Survivor Claims</b>	
Retirement and Survivor Claims Completed (thousands)	6,021
<b>Disability Claims</b>	
Initial Disability Claims Receipts (thousands)	2,346
Initial Disability Claims Completed (thousands)	2,310
Initial Disability Claims Pending (thousands)	594
Average Processing Time for Initial Disability Claims (days)	120
<b>Disability Reconsiderations</b>	
Disability Reconsiderations Receipts (thousands)	566
Disability Reconsiderations Completed (thousands)	544
Disability Reconsiderations Pending (thousands)	134
Average Processing Time for Disability Reconsiderations (days) <sup>1</sup>	109
<b>Hearings</b>	
Hearings Receipts (thousands)	511
Hearings Completed (thousands)	794
Hearings Pending (thousands)	575
Annual Average Processing Time for Hearings Decisions (days) <sup>2</sup>	506
<b>National 800 Number</b>	
National 800 Number Calls Handled (millions)	33
Average Speed of Answer (ASA) (minutes)	20
Agent Busy Rate (percent)	14%
<b>Program Integrity</b>	
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,939
Full Medical CDRs (included above, thousands)	713
SSI Non-Medical Redeterminations Completed (thousands)	2,666
<b>Selected Other Agency Workload Measures</b>	
Social Security Numbers (SSN) Completed (millions)	18
Annual Earnings Items Completed (millions)	288
Social Security Statements Issued (millions) <sup>3</sup>	11
<b>Selected Production Workload Measures</b>	
Disability Determination Services Production per Workyear	303
Office of Hearings Production per Workyear	111

<sup>1</sup> The average processing time data does not include the special processing of iAppeals claims that involve a specific universe of online appeals that claimants abandoned prior to completion.

<sup>2</sup> Average processing time for hearings is an annual figure. End of year (September) actual processing time is 470 days for FY 2019.

<sup>3</sup> The Social Security Statements Issued measure includes paper statements only; it does not include electronic statements issued. In FY 2019, my Social Security users accessed their Social Security Statements 56.3 million times.