

United States Senate

WASHINGTON, DC 20510

April 23, 2025

Michelle L. Anderson
Assistant Inspector General for Audit
Social Security Administration
6401 Security Boulevard
Baltimore, MD 21235

Acting Inspector General Anderson:

We are writing to express deep concern regarding recent developments at the Social Security Administration (SSA) that will drastically disrupt—if not reduce—Americans’ earned benefits. In just the last month, SSA has rapidly shuttered offices, slashed thousands of its employees, and abruptly changed (and then reversed) long-standing customer service practices, with little transparency or consideration on its impact to its customers. In the past two months, SSA has dramatically restructured the agency and slashed its workforce, including:

1. Announcing plans to dramatically reduce staff by at least 7,000, from 57,000 employees to 50,000, with additional layoffs reportedly under consideration;
2. Executing mass layoffs to “non-mission critical” positions in retirement and policy, research, customer service, human resources, IT support, and civil rights;
3. Pressuring employees to resign, retire, or reassign to a front-line position;
4. Eliminating over half of the agency’s regional offices, which provide technical assistance to field offices and liaise with state and local community organizations who support individuals file for Social Security benefits;
5. Reducing staff in the agency’s congressional and casework liaison office to three employees; and
6. Dissolving other offices essential in proper administration of the Social Security programs.

These actions have already created a chilling effect among the agency’s workforce, with several senior SSA officials with centuries’ worth of institutional knowledge and experience having already left the agency. We are concerned that this hostile environment will foster burnout, low morale, higher attrition, and worse productivity among employees. Collectively, this will undoubtedly lead to disruption in benefit payments and increasing barriers for Americans to access their Social Security benefits.

We request SSA OIG review the agency’s actions to drastically reorganize its organizational structure, close numerous offices, and significantly reduce its workforce to determine whether it has affected the agency’s ability to provide quality customer service. Specifically, we ask the office to review:

1. Whether SSA conducted any qualitative or quantitative analyses to evaluate the impact of these changes on SSA’s ability to administer the programs and on SSA’s beneficiaries

since January 20, 2025, which may include Service Delivery Assessments (SDAs) or Service Area Reviews (SARs);

2. Whether reducing regional offices from ten to four and reducing regional office staff contributed to improved customer service;
3. Whether incentivizing field office employees to retire or resign improved customer service in the field offices;
4. Whether incentivizing hearing office employees to retire or resign improved the agency's ability to timely process disability appeals hearings;
5. Whether incentivizing appeals council employees to retire or resign improved the agency's ability to timely process appeals council decisions;
6. Whether incentivizing staff in Social Security Card Centers to retire or resign improved customer service in Social Security Card Centers;
7. Whether incentivizing teleservice center employees to retire or resign improved the agency's ability to provide timely assistance to beneficiaries using the 1-800 service; and
8. Whether incentivizing staff in program centers to retire or resign improved the agency's ability to timely process clearances.

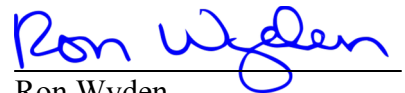
We further ask that your office provide us quarterly updates of the impact of the agency reorganization and any future workforce reductions has had on customer service.

Thank you for your attention to this important matter.

Sincerely,



Charles E. Schumer
United States Senator



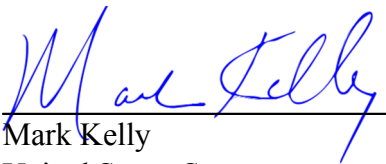
Ron Wyden
United States Senator
Ranking Member, Committee
on Finance



Elizabeth Warren
United States Senator



Kirsten Gillibrand
United States Senator
Ranking Member, Special
Committee on Aging

A handwritten signature in blue ink that reads "Mark Kelly". The signature is written in a cursive style with a horizontal line underneath the name.

Mark Kelly

United States Senator