



March 20, 2025

The Honorable Mike Crapo  
Chair, Committee on Finance  
United States Senate  
239 Dirksen Senate Office Building  
100 Constitution Avenue, NE  
Washington, DC 20510-1205

The Honorable Ron Wyden  
Ranking Member, Committee on Finance  
United States Senate  
221 Dirksen Senate Office Building  
100 Constitution Avenue, NE  
Washington, DC 20510-1205

The Honorable Jason Smith  
Chair, Committee on Ways and Means  
United States House of Representatives  
1011 Longworth House Office Building  
15 Independence Avenue, SE  
Washington, DC 20515-2508

The Honorable Richard Neal  
Ranking Member, Committee on Ways and Means  
United States House of Representatives  
372 Cannon House Office Building  
25 Independence Avenue, SE  
Washington, DC 20515-2101

Dear Chairman Crapo, Ranking Member Wyden, Chairman Smith, and Ranking Member Neal:

The undersigned organizations of the Consortium for Constituents with Disabilities' (CCD) Social Security Task Force (SSTF) write to express our concerns about several ongoing developments at the Social Security Administration (SSA) that we believe will have a disproportionate impact on people with disabilities. We urge you to take steps to protect Social Security beneficiaries from administrative actions that threaten the performance, integrity, and long-term stability of SSA.

CCD is the largest coalition of national organizations working together to advocate for federal public policy that ensures the self-determination, independence, empowerment, integration, and inclusion of children and adults with disabilities in all aspects of society. The CCD SSTF focuses on disability policy issues in the Title II disability programs and the Title XVI Supplemental Security Income (SSI) program. Social Security disability, along with the related Medicaid and Medicare benefits, are the means of survival for millions of individuals with disabilities. They rely on SSA to promptly and fairly adjudicate their applications for disability benefits and to handle many other actions critical to their well-being. For many, Social Security is the difference between making rent or being evicted, between having enough food to get through the week or going hungry, and between picking up a prescription refill or rationing their medication.

People with disabilities and older adults deserve quality customer service from SSA and timely, reliable access to the benefits to which they are entitled. CCD SSTF has long called for efforts to increase agency efficiency, end disability application backlogs, reduce administrative burdens on beneficiaries, and remove access barriers to Social Security benefits. We have identified several recent initiatives, detailed below, that we believe have the potential to derail SSA's stated mission of providing financial

protection for our Nation’s people. We urge Congress to take seriously these threats to the agency’s functioning and to ensure stability in an agency that provides a critical lifeline to millions of Americans.

## **I. Exacerbating the Agency’s Longstanding Customer Service Crisis**

### **Cutting Staff**

On February 27, SSA announced an agency-wide “organizational restructuring” involving the abolishment of entire departments and positions, directed reassignments, and significant workforce reductions.<sup>1</sup> Measures the agency has already taken to reduce its workforce include: the termination of probationary employees, encouraging staff to retire at full retirement age or take early retirement, offering financial incentives to employees who voluntarily resign, and submitting reduction-in-force (RIF) actions to the Office of Personnel Management (OPM). The agency’s stated staff reduction target is 7,000 – which represents around a 12% cut.<sup>2</sup>

We are concerned that this ongoing push to cut thousands of SSA staff across the country will degrade customer service and harm beneficiaries. The agency is already serving more beneficiaries than ever before with its lowest staffing levels in 50 years.<sup>3</sup> Over two-thirds of the agency’s staff serve the public directly, and the rest support their work—processing applications, writing decisions, keeping SSA’s systems running and secure, all while maintaining a high level of transparency and accuracy. The administration of Social Security disability programs is particularly staff and time-intensive. Many Social Security benefits are calculated based on the date people can apply. If claimants are unable to get through to agency personnel in a timely manner, it will result in lower benefit amounts for Social Security disability beneficiaries. Cuts to access are cuts to benefits.

### **Closing SSA Field Offices**

It has been widely reported that SSA is in the process of closing dozens of offices across the country, potentially including several client-facing field offices. On March 20, the Department of Government Efficiency (DOGE) website listed 22 SSA offices slated for closure nationwide, with around half of all closures occurring in southeastern states like Alabama, Arkansas, Florida, Georgia, North Carolina, and Tennessee.<sup>4</sup>

SSA field offices provide critical customer service assistance to people with disabilities who need help navigating SSA’s complicated benefit systems, much of which cannot be solved by online portals or teleservice centers, particularly for those who have conditions that make it hard to navigate services on

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<sup>1</sup> “Social Security Announces Options to its Workforce,” Social Security Administration (SSA), February 27, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-02-27>.

<sup>2</sup> “Social Security Announces Workforce and Organization Plans,” SSA, February 28, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-02-28>.

<sup>3</sup> “Testimony by Martin O’Malley Commissioner, Social Security Administration, before the House Committee on Appropriations, Subcommittee on Labor, Health and Human Services, Education, and Related Agencies,” SSA, November 20, 2024, [https://www.ssa.gov/legislation/testimony\\_112024.html](https://www.ssa.gov/legislation/testimony_112024.html).

<sup>4</sup> “Wall of Receipts, Real Estate,” Department of Government Efficiency (DOGE), March 16, 2025, <https://doge.gov/savings>; Robert Thorpe, “Map Shows States with Most Social Security Office Closures After DOGE Cuts,” *Newsweek*, March 5, 2025, <https://www.newsweek.com/map-shows-states-most-social-security-office-closures-after-doge-cuts-2040250>.

the phone or online. Closing a field office can force people living in that office’s service area to travel longer distances to receive assistance and increase customer volume and wait times at offices that remain open.

SSA has confirmed that it plans to impose digital identity verification procedures for people applying for benefits.<sup>5</sup> Those who are unable to complete the process online<sup>6</sup> will be required to go to a field office in person (but only after successfully scheduling an appointment). Implementing unnecessary digital identity verification without significantly improving in-person services will harm individuals who do not have reliable internet access, those who require assistance using online services, and those for whom online SSA services are not available. As much as 75% of SSA’s services cannot be conducted online. For example, older adults cannot apply for SSI benefits online, and child SSI beneficiaries are unable to create “My Social Security” accounts.<sup>7</sup> This will also significantly disadvantage Social Security beneficiaries living in rural communities who are already burdened with traveling long distances to reach in-person services.

Research has undisputedly demonstrated that closing field offices prevents older adults and people with disabilities from accessing SSA’s critical services. For example, a 2017 National Bureau of Economic Research working paper found that field office closures substantially reduce disability applications and benefit take-up. Field office closures also undermine the ‘targeting efficiency’ of disability programs—meaning that those most in need of disability benefits are most likely to be negatively impacted by the closures.<sup>8</sup> We urge Congress to act to protect field offices so citizens do not lose this critical access point to the agency.

### **Freezing Disability Determination Services (DDS) Hiring and Reducing Overtime**

DDS are the state-level organizations that process initial disability applications and reconsideration claims for disability benefits. DDS are already facing huge backlogs of more than a million pending claims, causing some people to wait more than a year to get an answer on a disability application.<sup>9</sup> One of the primary issues is that DDS offices do not have enough staff to process these claims.<sup>10</sup> Existing staff had been working overtime hours in an attempt to mitigate the workload, but on March 3, 2025, the agency froze SSA and Disability Determination Services (DDS) hiring and drastically reduced overtime.<sup>11</sup> Without these additional hours of productivity, we are concerned that the disability backlog

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<sup>5</sup> “Social Security Strengthens Identity Proofing Requirements and Expedites Direct Deposit Changes to One Day,” SSA, March 18, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-03-18>.

<sup>6</sup> “my Social Security: How to Create an Online Account,” SSA, October 2023, <https://www.ssa.gov/pubs/EN-05-10540.pdf>.

<sup>7</sup> “Social Security Administration to require in-person identity checks for new and existing recipients,” *Associated Press*, March 19, 2025, <https://apnews.com/article/social-security-fraud-waste-doge-elon-musk-212e3089951f731fd3f83443e104b315>.

<sup>8</sup> Manasi Deshpande & Yue Li, “Who Is Screened Out? Application Costs and the Targeting of Disability Programs,” National Bureau of Economic Research, Working Paper 23472, June 2017, <https://www.nber.org/papers/w23472>.

<sup>9</sup> “One Million Claims and Growing: Improving Social Security’s Disability Adjudication Process,” Testimony of Jennifer Burdick on behalf of the Consortium for Constituents with Disabilities Social Security Task Force to the House Committee on Ways and Means Social Security Subcommittee, October 26, 2023. <https://gop-waysandmeans.house.gov/wp-content/uploads/2023/10/Burdick-Testimony.pdf>.

<sup>10</sup> Martin O’Malley, “The Tough, Necessary Work to Reduce Disability Wait Times,” SSA, September 6, 2024, <https://blog.ssa.gov/the-tough-necessary-work-to-reduce-disability-wait-times/>.

<sup>11</sup> “Social Security Identifies Hundreds of Millions of Dollars in Savings,” SSA, March 3, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-03-03>.

will explode, leading to rushed and inaccurate decisions and longer wait times.<sup>12</sup> Based on the Social Security Chief Actuary’s estimate, in 2023 approximately 30,000 people died waiting for a disability decision.<sup>13</sup> The hiring freeze and limits on overtime imposed by SSA will increase the DDS claims backlog, and more people will die waiting for SSA to adjudicate their claims.

## **II. Draining the Agency of Valuable Experience and Expertise**

### **Closing 60% of Regional Offices**

Social Security’s regional offices house highly skilled SSA employees who serve as the “fixers” in the SSA system. When constituents enlist congressional assistance for issues they face with the agency, it is typically the regional offices that work to swiftly resolve these issues. On February 28, SSA announced the consolidation of the agency’s 10 regional offices into 4 regions.<sup>14</sup> Closing these offices and reducing the overall number of regional office staff will drain the agency of critical institutional knowledge and negatively impact agency operations. SSA’s drastic decision to close these regional offices appears to have been made without any meaningful evaluation of potential impacts on the agency and its beneficiaries, input from expert stakeholders, or implementation of a single demonstration project to determine its feasibility and efficacy.

### **Compromising the Administrative Law Judge (ALJ) Workforce**

We are also concerned that on February 20, the Department of Justice told Congress that it believed President Trump has the constitutional power to summarily fire Administrative Law Judges (ALJs), despite a statute that protects such officials from being removed without a cause.<sup>15</sup> The Supreme Court called the Social Security Administration (SSA) “probably the largest adjudication agency in the western world.”<sup>16</sup> SSA’s ALJs make hundreds of thousands of decisions each year on cases involving applications for disability benefits. Each decision is extremely important to the financial and medical well-being of people with disabilities and their families.<sup>17</sup> Retaining competent ALJs through a transparent process is critical for Social Security claimants and representatives and for ensuring public trust in SSA.

### **Reducing Research and Staff Supporting People with Disabilities**

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<sup>12</sup> “Recommendations to Support SSA’s Program Integrity Work,” Consortium for Constituents with Disabilities (CCD), 2014, [https://www.c-c-d.org/fichiers/CCD\\_SS-Program\\_Integrity-Recommendations06-09-14.pdf](https://www.c-c-d.org/fichiers/CCD_SS-Program_Integrity-Recommendations06-09-14.pdf).

<sup>13</sup> “Testimony by Martin O’Malley, Commissioner, Social Security Administration, before the Senate Committee on Budget,” September 11, 2024. [https://www.ssa.gov/legislation/testimony\\_091124.html](https://www.ssa.gov/legislation/testimony_091124.html).

<sup>14</sup> “Social Security Announces Workforce and Organization Plans,” SSA, February 28, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-02-28>.

<sup>15</sup> “U.S. Department of Justice, Office of the Solicitor General, Re: Multilayer Restrictions on the Removal of Administrative Law Judges,” Democracy Docket, February 20, 2025, <https://www.democracymocket.com/wp-content/uploads/2025/02/GkReX9bWEAAVpyK.jpeg>.

<sup>16</sup> “*Carr v. Saul*: Supreme Court to Decide When Social Security Claimants Must First Raise Appointments Clause Challenges,” Congressional Research Service, March 12, 2025, <https://www.congress.gov/crs-product/LSB10579>.

<sup>17</sup> Kathleen Romig, “Trump Administration Action Against Social Security Judges Threatens Fair Access to Benefits,” Center on Budget and Policy Priorities (CBPP), March 14, 2025, <https://www.cbpp.org/research/social-security/trump-administration-action-against-social-security-judges-threatens-fair>.

Ongoing staff reductions and cuts to research funding risk undermining the agency’s capacity to innovate and improve services for people with disabilities. For example, on February 21<sup>st</sup>, SSA terminated its funding and cooperative agreements for The Retirement and Disability Research Consortium. The consortium’s stated purpose is to improve “SSA’s capacity to undertake necessary research, evaluation, and policy development” and provide “Social Security, disability, and retirement policy information” to policymakers, the public, and the media. Much of the research that SSA curtailed was dedicated to enhancing service delivery for people with disabilities.<sup>18</sup>

The agency also eliminated its Office of Civil Rights and Equal Opportunity, which was responsible for handling reasonable accommodation requests and managing the agency’s civil rights complaints, including public complaints of discrimination on the basis of disability.<sup>19</sup> Although this office’s statutory responsibilities have purportedly been moved to other divisions within SSA, the agency has not provided sufficient information about where individuals should now direct such accommodation requests and complaints.

### **III. Increasing Cuts Without Decreasing Inefficiencies**

#### **Undermining the Agency’s Capacity to Adopt Efficiency-Creating Technology**

It is demonstrably untrue that SSA is paying benefits to “millions” of individuals over the age of 100. What is true is that this misrepresentation occurred because Social Security’s technology is woefully outdated and those untrained in these systems lack the ability to interpret or maintain them properly.<sup>20</sup> As has been widely reported, the agency is still using COBOL, an outdated computer system that is no longer frequently taught.<sup>21</sup> Beyond the aging out of those who know how to maintain the systems, “COBOL has not evolved to support graphical user interfaces, multimedia processing, game development or machine learning.”<sup>22</sup> This means that crucial opportunities for improving efficiencies are being missed.

Without sustainable funding, it will be extremely challenging to adopt new, efficiency-creating technology; and without sufficient, knowledgeable staff, it will be impossible to continue to process SSA’s claim load, which will increase the risk of system failure. Andrew Saul, who served as SSA Commissioner during President Trump’s first term, noted “You can’t replace all of these people without

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<sup>18</sup> Chris Kissell, “7 Ways Trump Is Remaking the Social Security Administration — From Savings to Layoffs.” *Money Talk News*, March 6, 2025, <https://www.moneytalksnews.com/slideshows/changes-to-the-social-security-administration/>.

<sup>19</sup> “Social Security Announces Workforce and Organization Plans,” SSA, February 28, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-02-28>; Natalie Alms, “Social Security Shuttters Its Civil Rights and Transformation Offices.” *Government Executive*, February 26, 2025, <https://www.govexec.com/management/2025/02/social-security-shuttters-its-civil-rights-and-transformation-offices/403310/>.

<sup>20</sup> David Gilbert, “No, 150-Year-Olds Aren’t Collecting Social Security Benefits,” *Wired*, February 17, 2025, <https://www.wired.com/story/elon-musk-doge-social-security-150-year-old-benefits/>; Adam Edelman and Jane C. Timm, “Fact-checking Trump’s speech to Congress,” *NBC News*, March 5, 2025, <https://www.nbcnews.com/politics/donald-trump/fact-checking-trumps-speech-congress-rcna194819>.

<sup>21</sup> “Federal Agencies Need to Address Aging Legacy Systems,” Testimony of David A. Powner on behalf of the Government Accountability Office before the House Committee on Oversight and Government Reform, May 25, 2016, <https://www.gao.gov/assets/gao-16-696t.pdf>.

<sup>22</sup> Sieuwert Van Otterloo, “Is COBOL Futureproof? COBOL in 2024 - ICT Institute,” ICT Institute, August 29, 2024, <https://ictinstitute.nl/cobol-in-2024/>.

the proper systems....And it takes time to develop them.”<sup>23</sup> Former SSA Commissioner Michael Astrue also emphasized this concern during a recent event when he said, “There are a lot of opportunities for efficiency... but there’s a right way and a wrong way to do it.”<sup>24</sup> Haphazardly decreasing necessary staff while failing to thoughtfully modernize essential technology will increase the risk of benefit interruptions and cuts for Americans—everyday hard-working beneficiaries who paid into a system with the promise that it would be there to protect them.<sup>25</sup>

### **Rolling Back Time-Saving Pro-Beneficiary Policy on Overpayments**

On March 7, 2025, the agency abruptly announced that they are reverting to an old overpayment policy: they will automatically collect 100% of a person’s monthly disability benefit every time they discover an overpayment.<sup>26</sup> Social Security beneficiaries can be overpaid for any number of reasons—often through no fault of their own. Even if the beneficiary reliably reports all changes promptly to SSA, it can take the agency several months to act on the timely report and an overpayment can result.<sup>27</sup>

While SSA does allow beneficiaries to request a different rate (a request that is generally granted as long as the overpayment is paid off within 60 months), in order to make this request, the beneficiary will have to access the agency, either in-person or on the phone—a daunting task considering the current wait times and office closures. Processing these change-in-withholding requests also creates an additional unnecessary administrative burden for the already staff-strapped agency.

Many overpayments are work-related. Beneficiaries, testing their ability to return to the workforce within SSA’s rules, often face steep overpayments despite their timely wage reporting. The agency has several vital work incentive programs that can help individuals with disabilities return to the workforce—programs that should be lauded and encouraged.<sup>28</sup> Taking advantage of these programs should not disadvantage beneficiaries with an unexpected overpayment that suddenly recoups their entire monthly benefit. Such a financial surprise can easily derail an individual’s progress returning to work.

Last year, your committees provided crucial, bipartisan oversight that yielded meaningful changes in Social Security’s overpayment policies. We are gravely concerned that the agency will undo the progress that has been made. We urge your committees not to let that happen.

### **Temporarily Canceling Enumeration at Birth (EAB) Contracts**

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<sup>23</sup> Lisa Rein, Jeff Stein, and Hannah Natanson, “DOGE Is Driving Social Security Cuts and Will Make Mistakes, Acting Head Says Privately,” *The Washington Post*, March 6, 2025, <https://www.washingtonpost.com/politics/2025/03/06/doge-is-driving-social-security-cuts-will-make-mistakes-acting-head-says-privately/>.

<sup>24</sup> “Bipartisan SSA Commissioners and Expert Academy Members on Recent DOGE Cuts at SSA,” National Academy of Social Insurance, March 14, 2025, <https://www.youtube.com/watch?v=7HIBgv38vNs>.

<sup>25</sup> Tara Siegel Bernard “Social Security Employees Warn of Damage From DOGE,” *The New York Times*, March 17, 2025, <https://www.nytimes.com/2025/03/17/business/social-security-doge-ssa.html>.

<sup>26</sup> “Social Security to Reinstate Overpayment Recovery Rate,” SSA, March 7, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-03-07-a>.

<sup>27</sup> “SSA Faces Ongoing Challenges with Overpayments,” Testimony of Elizabeth Curda on behalf of the GAO before the House Committee on Ways and Means Social Security Subcommittee, October 18, 2023, <https://www.gao.gov/assets/d24107113.pdf>.

<sup>28</sup> “Work Incentive Policies & Resources,” SSA, <https://www.ssa.gov/disabilityresearch/workincentives.htm>.

On March 6, SSA abruptly canceled contracts that were required for parents of newborns in Maine to effectuate the Enumeration at Birth (EAB) process, meaning that for 24-hours, babies born in Maine hospitals were unable to receive Social Security Numbers (SSN) at birth.<sup>29</sup> Without this critical service, bleary-eyed parents would have to wait in line at local Social Security offices and present additional documentation to ensure that their children receive SSNs.

Although the EAB contract cancellation decision was rapidly reversed, it is alarming that an SSA function as significant and long-standing as Enumeration at Birth was so easily and haphazardly disrupted. This is an indicative example of how the current upheaval at SSA can undermine services and harm American families. Recent reporting suggests that other harmful contract cancellations are undermining the reliability of SSA systems and resulting in service delivery delays.<sup>30</sup>

#### **IV. Undermining Program Integrity and Public Trust in Social Security**

##### **Undermining Program Integrity**

SSA has, as a steward of taxpayer funds, a responsibility to ensure that it is spending those funds in the most efficient and effective way possible.<sup>31</sup>

SSA has many safeguards to ensure accurate payments, including strict documentation and eligibility requirements, quality reviews, and regular reviews of medical eligibility and financial eligibility for disability beneficiaries.<sup>32</sup> Social Security's payment accuracy rate is very high — well over 99 percent — and it has many safeguards against improper payments, including rigorous protocols to stop paying benefits to people who have died.

The role of SSA's Office of Inspector General (OIG) is to root out rare cases of outright fraud, in which applicants or beneficiaries deliberately falsify information to get or keep undeserved benefits. SSA and OIG team with state and local authorities in Cooperative Disability Investigations to investigate suspected fraud and to prosecute violations of the law. On January 25th, the administration fired the acting SSA Inspector General, Hannibal "Mike" Ware. We are concerned that the firing of the SSA OIG will curtail impartial, non-partisan oversight of the agency and directly undermine the agency's capacity to identify and reduce waste, fraud, and abuse.

##### **Eroding Public Trust**

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<sup>29</sup> Kathleen Romig, "SSA Reverses Newly Imposed Restrictions on Birth and Death Reporting in Maine," CBPP, March 7, 2025, <https://www.cbpp.org/blog/ssa-reverses-newly-imposed-restrictions-on-birth-and-death-reporting-in-maine>.

<sup>30</sup> Eli Hager, "Recording Reveals SSA Head Dudek's Thoughts on DOGE, Trump," *ProPublica*, March 12, 2025, <https://www.propublica.org/article/recording-reveals-leland-dudek-thoughts-trump-doge-social-security>.

<sup>31</sup> "Protecting Social Security from Waste, Fraud, and Abuse," Testimony of Patrick P. O'Carroll, Jr., SSA Inspector General before the House Committee on Ways & Means Social Security Subcommittee, May 18, 2016. <https://oig.ssa.gov/congressional-testimony/2016-05-18-newsroom-congressional-testimony-may18-ocarroll/>.

<sup>32</sup> "Program Operations Manual System (POMS) GN 04440.008 Quality Review Process," SSA, February 12, 2025, <https://secure.ssa.gov/poms.nsf/lnx/0204440008>; "Understanding Supplemental Security Income Continuing Disability Reviews -- 2024 Edition," 2024, SSA, <https://www.ssa.gov/ssi/text-cdrs-ussi.htm>; "Understanding Supplemental Security Income Redeterminations -- 2024 Edition," SSA, 2024, <https://www.ssa.gov/ssi/text-redets-ussi.htm>.

Misinformation and false statements by President Trump and Department of Government Efficiency head Elon Musk claiming widespread Social Security fraud are causing immense public confusion, which risks undermining a trusted program that is rigorously administered, and which over 70 million people currently rely on and nearly every citizen will eventually use.<sup>33</sup>

While SSA has issued press releases acknowledging that tens of millions of deceased people over the age of 100 are not receiving SSA benefits,<sup>34</sup> it has nonetheless failed to adequately correct outright misinformation and has justified making drastic changes to SSA infrastructure, including massive staff cuts and field office closures, in the name of addressing alleged waste, fraud, and abuse.<sup>35</sup>

### **Compromising Beneficiary Privacy**

SSA has very sensitive data about most Americans: from SSNs, to financial, employment, medical, and family histories. SSA is granted the responsibility to collect and maintain this data based on the understanding that SSA adheres to the privacy protections Congress dictated via The Privacy Act and related protections.

According to press reports, SSA’s Acting Commissioner has given DOGE staff access to sensitive SSA information.<sup>36</sup> Even providing “read-only” access to this private information constitutes a significant breach of privacy. Recent allegations that this data have been mishandled in ways that could increase risks for beneficiaries are deeply concerning.<sup>37</sup> We are also concerned that an erosion of public trust in the agency will result in a hesitancy to provide the required information for processing applications. This could cause some citizens to lose benefits to which they are entitled while simultaneously increasing the administrative burden for the agency.

## **V. Conclusion**

The Social Security Administration has provided financial protection for our Nation’s people for nearly 90 years. As citizens, we have relied on the agency’s mission, supporting it with hard-earned tax dollars and trusting it with our most sensitive information. As elected officials, we know that you understand the importance of Social Security to your constituents—your friends and neighbors—who are able to live with dignity because of the success of this great agency’s mission. Above we have highlighted recent actions that we fear threaten the ongoing success of Social Security. The Consortium for

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<sup>33</sup> “Monthly Statistical Snapshot,” SSA, January 2025, [https://www.ssa.gov/policy/docs/quickfacts/stat\\_snapshot/](https://www.ssa.gov/policy/docs/quickfacts/stat_snapshot/).

<sup>34</sup> “Population Profile: Never Beneficiaries, Aged 60 or Older, 2024,” SSA, May 2024, <https://www.ssa.gov/policy/docs/population-profiles/never-beneficiaries.html>.

<sup>35</sup> “Social Security Addressing Aged Records, Actions Support President’s Priorities” SSA, March 5, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-03-05>; “Statement from Lee Dudek, Acting Commissioner, about Commitment to Agency Transparency and Protecting Benefits and Information,” SSA, February 19, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-02-19>; “Social Security Provides Update about its Death Record,” SSA, March 16, 2025. <https://www.ssa.gov/news/press/releases/2025/#2025-03-16>.

<sup>36</sup> “Statement from Lee Dudek, Acting Commissioner, about Commitment to Agency Transparency and Protecting Benefits and Information,” SSA, February 19, 2025, <https://www.ssa.gov/news/press/releases/2025/#2025-02-19>.

<sup>37</sup> Martin Pengelly, “Doge Takeover of Social Security Seemed ‘Based on Myth’, Says Ex-senior Official,” *The Guardian*, March 10, 2025, <https://www.theguardian.com/us-news/2025/mar/10/elon-musk-doge-social-security>.



Constituents with Disabilities is extremely concerned that the vital functions of the SSA are not being properly protected.

Aggressive staff reductions, the rapid and haphazard cancellation of contracts and other agency expenses, and chaotic management create an environment that makes egregious errors and SSA service interruptions more likely to occur. Members of Congress should urgently speak out publicly against unnecessary tampering in SSA's systems. We ask that you increase oversight of ongoing cuts, oppose the closure of any public-facing agency offices, support legislation to improve disability programs, hold hearings to keep agency executives accountable, and increase SSA administrative funding to improve efficiencies and appropriately update technology.

Thank you for your consideration of these issues and your attention to the urgent task of strengthening and preserving Social Security. Please contact Darcy Milburn, The Arc's Director of Social Security and Healthcare Policy at (Milburn@TheArc.org) with any questions.

Sincerely,

Access Ready  
American Association of People with Disabilities  
American Association on Health and Disability  
American Network of Community Options and Resources (ANCOR)  
Autistic Self Advocacy Network (ASAN)  
Community Legal Services of Philadelphia  
Disability Belongs  
Huntington's Disease Society of America  
Justice in Aging  
Lakeshore Foundation  
Muscular Dystrophy Association  
National Committee to Preserve Social Security and Medicare  
National Down Syndrome Congress  
National Organization of Social Security Claimants' Representatives (NOSSCR)  
National PLAN Alliance (NPA)  
Special Needs Alliance  
The Arc of the United States  
United Spinal Association