

IRS Oversight Board

Social Security Administration

Background on Social Security

Social Security manages one of the Nation's largest entitlement programs, the Old-Age, Survivors, and Disability Insurance (OASDI) program. We also administer the SSI program, which provides financial support to aged, blind, or disabled adults and children with limited income and resources. In FY 2013, we paid approximately \$850 billion in OASDI and Federal SSI benefits to more than 65 million people on average each month. Key highlights and service facts for FY 2013 include:

- Issued 16 million new and replacement Social Security cards
- Performed over 1.6 billion automated Social Security number verifications
- Posted 251 million earnings reports to workers' records
- Completed more than 53 million actions on our toll free National 800 Number
- Assisted more than 43 million visitors in our 1200+ field offices
- Registered 6.2 million users for **my Social Security**, a personalized online account
- Received approximately 5 million retirement, survivor, and Medicare applications
- Completed about 3 million initial disability claims
- Completed approximately 2.6 million SSI non-disability redeterminations
- Completed 428,568 full medical continuing disability reviews (CDR)

Expanding Online Services and Enhancing Customer Engagement

Virtually every individual interacts with the Social Security Administration (SSA) at various stages in their lives - from birth (enumeration) to death (survivors/lump sum death benefits). SSA has historically been a community based service organization, having an excess of 1,300 field offices at our highest level. Several factors have driven us to rethink the way we deliver our service, chief among those are customer demand and changing expectations from the public we serve. In addition, increasing workloads, decreasing resources, and advancements in technology present us with a unique opportunity to evolve the way we serve the public. In the past, delivering service through a self-service model was considered an option for doing business; however, self-service is now an imperative for our future.

In response to this changing landscape, we have focused on improving our electronic services to match the public's expectation for conducting business online and developing service options that will transition our customers from a full-service model to self-service. These efforts will bring us up-to-date with 21st century service expectations, help reduce traffic in our field offices, and allow our employees to focus on services that require personal or telephone contact.

Challenges

We have made great strides in expanding our online service options; however, several factors continue to present challenges for us:

- Managing with ongoing resource uncertainty;
- Improving time-to-market for new services;
- Incorporating technology to improve the customer engagement experience (e.g., virtual video support, web collaboration, and secure messaging);
- Ensuring access for our most vulnerable populations;
- Combating fraud and protecting our customer's private information; and
- Addressing legislative and regulatory barriers.

We are committed to meeting our challenges to increase our suite of online services through our convenient and secure online portal, **my Social Security**; target high-volume and high demand services; and introduce customers to our online suite of services early in life so that it becomes their method of choice for conducting business with us.