

Social Security Administration Workload Measures	FY 2017 ACTUAL
Retirement and Survivor Claims	
Retirement and Survivor Claims Completed (thousands) ^{1/}	5,620
Disability Claims	
Initial Disability Claims Receipts (thousands)	2,443
Initial Disability Claims Completed (thousands)	2,485
Initial Disability Claims Pending (thousands)	523
Average Processing Time for Initial Disability Claims (days)	111
Disability Reconsiderations	
Disability Reconsiderations Receipts (thousands)	583
Disability Reconsiderations Completed (thousands)	596
Disability Reconsiderations Pending (thousands)	105
Average Processing Time for Disability Reconsiderations (days)	101
Hearings	
Hearings Receipts (thousands)	620
Hearings Completed (thousands)	686
Hearings Pending (thousands)	1,056
Annual Average Processing Time for Hearings Decisions (days)	605
National 800 Number	
National 800 Number Calls Handled (millions)	36
Average Speed of Answer (ASA) (seconds)	802
Agent Busy Rate (percent)	10%
Program Integrity	
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	2,257
Full Medical CDRs (included above, thousands)	874
SSI Non-Medical Redeterminations Completed (thousands)	2,590
Selected Other Agency Workload Measures	
Social Security Numbers (SSN) Completed (millions)	17
Annual Earnings Items Completed (millions)	279
Social Security Statements Issued (millions) ^{2/}	14
Selected Production Workload Measures	
Disability Determination Services Production per Workyear	306
Office of Disability Adjudication and Review Production per Workyear	94

^{1/} Includes Medicare Claims

^{2/} The Social Security Statements Issued measure includes paper statements only; it does not include electronic statements issued.