

Social Security Administration Workload Measures	FY 2018 Actual
Retirement and Survivor Claims	
Retirement and Survivor Claims Completed (thousands)	5,862
Disability Claims	
Initial Disability Claims Receipts (thousands)	2,354
Initial Disability Claims Completed (thousands)	2,307
Initial Disability Claims Pending (thousands)	565
Average Processing Time for Initial Disability Claims (days)	111
Disability Reconsiderations	
Disability Reconsiderations Receipts (thousands)	553
Disability Reconsiderations Completed (thousands)	542
Disability Reconsiderations Pending (thousands)	115
Average Processing Time for Disability Reconsiderations (days) ¹	103
Hearings	
Hearings Receipts (thousands)	568
Hearings Completed (thousands)	766
Hearings Pending (thousands)	858
Annual Average Processing Time for Hearings Decisions (days) ²	595
National 800 Number	
National 800 Number Calls Handled (millions)	32
Average Speed of Answer (ASA) (minutes) ³	24
Agent Busy Rate (percent)	15%
Program Integrity	
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	2,286
Full Medical CDRs (included above, thousands)	897
SSI Non-Medical Redeterminations Completed (thousands)	2,913
Selected Other Agency Workload Measures	
Social Security Numbers (SSN) Completed (millions)	17
Annual Earnings Items Completed (millions)	284
Social Security Statements Issued (millions) ⁴	15
Selected Production Workload Measures	
Disability Determination Services Production per Workyear	310
Office of Hearings Production per Workyear	103

¹ 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.

² Average processing time for hearings is an annual figure. End of year (September) actual processing time is 582 days for FY 2018.

³ To more clearly communicate our National 800 Number performance, we are reporting the standard unit of measure for ASA in minutes instead of seconds.

⁴ The Social Security Statements Issued measure includes paper statements only; it does not include electronic statements issued. In FY 2018, my Social Security users accessed their Social Security Statements 45.1 million times.