

The Social Security Administration's Major Management and Performance Challenges During Fiscal Year 2025

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Office of Audit Report Summary

Objective

To summarize and assess the most serious management and performance challenges facing the Social Security Administration (SSA).

Background

The *Reports Consolidation Act of 2000* (Pub. L. No. 106-531) requires that Federal Inspectors General summarize and assess the most serious management and performance challenges facing agencies and the agencies' progress in addressing those challenges. The attached report provides our assessment.

In Fiscal Year 2025 (October 1, 2024 to September 30, 2025), we focused on the following management and performance challenges.

- ***Improve Service Delivery.*** SSA needs to enhance telephone, online, and frontline office services to improve the customer experience and deliver quality service. To do so, SSA must optimize staffing and address attrition to ensure it can provide the high level of customer service the public expects and deserves and support its efforts to become a digital-first organization. [Read more.](#)
- ***Protect the Confidentiality, Integrity, and Availability of SSA's Information Systems and Data.*** SSA must ensure it secures its information systems and protects its sensitive data. [Read more.](#)
- ***Modernize Information Technology.*** SSA must continue modernizing its information technology to accomplish its mission as efficiently and effectively as possible. [Read more.](#)
- ***Improve the Administration of Disability Programs.*** SSA needs to improve how timely and accurately it processes disability-related workloads and improves its support for state disability determination services. Additionally, to prevent improper payments, SSA needs to ensure beneficiaries continue meeting disability eligibility factors. [Read more.](#)
- ***Improve the Prevention, Detection, and Recovery of Improper Payments.*** SSA must be a responsible steward of the funds entrusted to its care by minimizing the risk of making improper payments and recovering overpayments when they occur. [Read more.](#)