

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2024 HISP CX Action Plan

Social Security Administration

As a High Impact Service Provider (HISP), SSA focuses on improving customer experience and delivery for the following services:

- 1) Applying for a replacement Social Security card:** People may need a replacement Social Security card for various reasons, such as misplacement, damage, or updating information due to a name change. A Social Security Number (SSN) is crucial for working in the United States, and the card may be required for accepting a job, enrolling in health insurance, or accessing specific government services.
- 2) Applying for Social Security retirement benefits:** Customers aged 62 and over who qualify may file to access retirement, and Medicare benefits beginning at age 65. SSA provides benefits to over 71 million Social Security beneficiaries and Supplemental Security Income (SSI) recipients.
- 3) Applying for adult disability benefits:** The Social Security and Supplemental Security Income disability programs are the largest of the Federal programs that assist people with disabilities. About 7.6 million disabled workers and 4.2 million disabled adults with little or no income receive monthly benefits under these programs.

What we will deliver in 2025:

- **Streamline the adult disability benefits application process to reduce claim processing time and improve customer experience**

SSA will conduct research to evaluate several processes SSA designed to address barriers related to processing time and other customer pain points. Findings from this and other research will support identification of additional pain points and support formulation of plans intended to reduce the average processing times for initial disability applications.

- **Improve the claims status tracker on my Social Security**

The claim status tracker on my Social Security is designed to provide increased transparency for applicants throughout the claims process, reducing the emotional burden applicants experience. SSA will continue to examine, collect feedback about, and implement improvements to the claim status tracker for the more than 64 million individuals with a my Social Security account.

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Social Security Administration

What we will deliver in 2025:

- **Establish and implement SSA-wide guidance for conducting Customer Experience and Plain Language Notice Reviews**

SSA will build upon policies and best practices around using plain language and inclusivity in written communications to draft customer-centered design principles and standards that will be incorporated into the standard Notice Clearance Process. This will be adopted agency-wide to support SSA to construct consistent, customer-friendly written communications, helping to ensure notices are understandable, and SSA's more than 67 million customers are informed and guided, so they know what they need to do and when they need to do it.

- **Implement and expand use of digital delivery channels for communications and service delivery**

SSA will expand the use of digital communications channels, such as email, Message Center, and two-way texting, across programs and benefits to allow customers faster access to information and opportunities to respond more quickly to SSA requests. SSA will measure customer feedback on the use of digital channels related to application, appeals, and notification processes. SSA will also socialize the availability of these automated services so customers can choose the service channel that works best for them.