



News Release

SOCIAL SECURITY

Social Security Increases Transparency and Accountability

Shares More Information Online

The Social Security Administration (SSA) announced today several new initiatives and resources to promote greater transparency and accountability.

“President Trump has been clear that good government must serve the People. This begins with being transparent in how its government makes decisions and operates as good stewards of the resources entrusted to it,” said Lee Dudek, Acting Commissioner of Social Security. “With this guiding principle in mind, Social Security is taking several important steps to increase transparency and accountability in order to help others understand our agency’s work and the complexities we navigate.”

What to Know about Proving Your Identity: SSA [recently announced](#) it is strengthening identity proofing requirements for people who do not use a personal [my Social Security](#) account to apply for cash benefits or to change direct deposit information for benefits. To help the public understand the new policy, SSA today published a new webpage, [What to Know about Proving Your Identity | SSA](#).

Weekly Operational Report Meetings: Acting Commissioner Dudek meets with his senior leadership team throughout the week to tackle a range of challenges facing the agency. During the Weekly Operational Report (WOR) meeting, leaders focus on specific topics, the options presented to the acting commissioner, and the resulting decisions made during these meetings. Beginning March 14, 2025, each WOR is recorded and published to [SSA’s YouTube channel](#). The WOR Playlist is available here: [SSA Weekly Operational Report Meetings](#)

Agency Actions: Acting Commissioner Dudek also published online a summary of select agency challenges, options presented, and the Acting Commissioner’s ultimate decisions. SSA plans to update this page periodically to include notable matters the current Administration is solving. [Agency Actions | SSA](#)

National 800 Number Wait Times: The American people do not receive the prompt customer service they deserve when calling the agency's 800 number. Despite the knowledge, dedication, and experience of SSA's telephone representatives, customers wait too long to speak with a representative. People deserve to know the wait time challenges they will face if unable to use the agency's [secure and convenient online services](#). Acting Commissioner Dudek is increasing the level of detail shared with the public to provide an honest and transparent view of wait times. [Social Security Performance | SSA](#) and [Contact Social Security By Phone](#)

Efficiencies and Cost Avoidance: SSA works closely with the General Services Administration to identify unused and underutilized office space. SSA published its [Efficiencies and Cost Avoidance](#) webpage that lists soft-term lease terminations, including an explanation for each location and whether any change affects the public or not. For nearly all locations, the space being terminated is only a small room within the larger Social Security office location.

Workforce Update: SSA identified opportunities to optimize its workforce by offering voluntary opportunities to depart the agency or move to a frontline customer service position. The [Workforce Update | News | SSA](#) webpage briefly explains each voluntary option and how many employees accepted that option.

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