



SOCIAL SECURITY

Refer to:
S9H: 2025-FOIA-02238
Civil Case No.: 1:25-cv-03384

March 11, 2026

Ms. Skye Perryman and Mr. Aman George
Democracy Forward Foundation
P.O. Box 34553
Washington, DC 20043
foia@democracyforward.org

Dear Ms. Perryman and Mr. George:

I am responding to your July 2, 2025 Freedom of Information Act (FOIA) request to the Social Security Administration (SSA) for the following records from January 20, 2025 to the date of the search:

1. A copy of the March 13, 2025 memorandum from Acting Deputy Commissioner Doris Diaz to Acting Commissioner Leland Dudek on, “Strengthening Identity Assurance for SSA Transactions”;
2. Copies of videos of weekly operational meetings posted to YouTube at the direction of Acting Commissioner Leland Dudek; and
3. Any studies, evaluations, assessments, and/or data collections concerning the following that were conducted after January 20, 2025:
 - A. Number of daily visits to SSA offices;
 - B. Length of wait times to reach a representative via SSA’s national 800 number;
 - C. Length of wait times for a call back from SSA;
 - D. Missed or delayed payments to beneficiaries; or
 - E. Frequency of SSA website crashes and/or system outages.

With regard to items 1 and 2, the records you seek are publicly available in SSA’s Electronic Reading Room at <https://www.ssa.gov/foia/readingroom.html> under *Proactive Disclosures (Current Year)*:

- Item 1: [March 13th Memorandum: Strengthening Identity Assurance for SSA Transactions](#)
- Item 2: The six responsive videos are listed below:
 - [Weekly Operational Report Meeting March 14, 2025 \[VIDEO\]](#)
 - [Weekly Operational Report Meeting March 21, 2025 \[VIDEO\]](#)
 - [Weekly Operational Report Meeting March 28, 2025 \[VIDEO\]](#)
 - [Weekly Operational Report Meeting April 4, 2025 \[VIDEO\]](#)

- [Weekly Operational Report Meeting April 18 2025 \[VIDEO\]](#)
- [Weekly Operational Report Meeting April 25, 2025 \[VIDEO\]](#)

We understand you withdrew items 3B and 3C of your request for records.

In response to item 3A, please view the enclosed spreadsheet. We have no records responsive to items 3D and 3E. The FOIA does not require an agency to give opinions, conduct research, answer questions, or create records to satisfy a FOIA request. See 20 C.F.R. § 402.15(d).

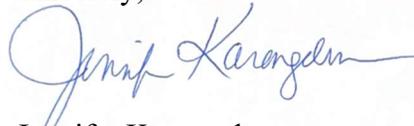
We previously advised that no fees would apply to items 1 or 2 of your request. We also previously granted a partial fee waiver for item 3 of your request. Please note that the agency is not assessing any fees associated with the remaining portion of your request.

Since this request is the subject of pending litigation (Case No.: 1:25-cv-03384), please refer any questions to our counsel:

Assistant U.S. Attorney Matthew T. Shea
U.S. Attorney's Office, District of Maryland
36 S. Charles Street, Fourth Floor
Baltimore, Maryland 21201
(410) 209-4800

Thank you for your request.

Sincerely,



Jennifer Karangelen
Acting Freedom of Information Officer

Enclosure



SOCIAL SECURITY

MEMORANDUM

Date: March 13, 2025

To: Leland Dudek
Acting Commissioner

From: Doris Diaz, *Doris Diaz*
Acting Deputy Commissioner,
Operations

Subject: Strengthening Identity Assurance for SSA Transactions

Background

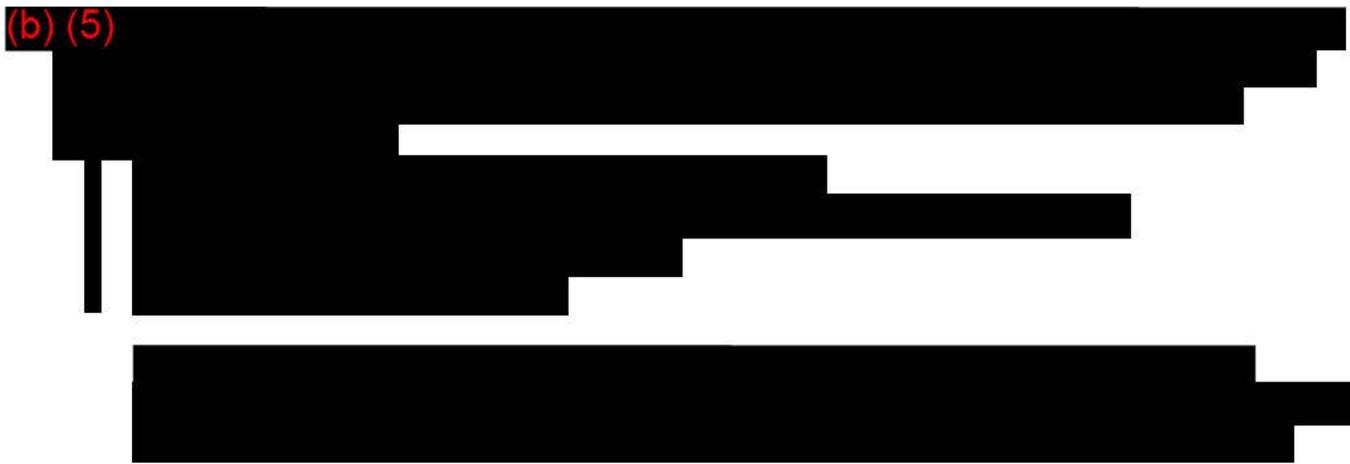
SSA processes millions of benefits applications and post-entitlement changes annually, making the agency vulnerable to identity fraud. Inconsistent identity assurance standards across service delivery channels have exposed SSA to fraud risks, prompting the agency to consider strengthening identity proofing measures.

Issue

To mitigate identity fraud and protect Title II and Title XVI payments, SSA is exploring standardizing identity proofing across service channels:

Recommendations:

(b) (5)



(b) (5)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

(b) (5)

CLEARANCE

Office of Mission Support _____ Cleared Through *Sean Brune*

Office of External Affairs _____ Cleared Through *Jeffrey Buckner*

Office of Legal and Policy _____ Cleared Through *Mark Steffensen*.

Office of Disability Adjudication _____ Cleared Through *Jay Ortis*

Chief Information Officer _____ Cleared Through *Michael Russo*

[Weekly Operational Report Meeting March 14, 2025 \[VIDEO\]](#)

[Weekly Operational Report Meeting March 21, 2025 \[VIDEO\]](#)

[Weekly Operational Report Meeting March 28, 2025 \[VIDEO\]](#)

[Weekly Operational Report Meeting April 4, 2025 \[VIDEO\]](#)

[Weekly Operational Report Meeting April 18 2025 \[VIDEO\]](#)

[Weekly Operational Report Meeting April 25, 2025 \[VIDEO\]](#)

COMPONENT	YEAR	MONTH	WEEK	Day Date	VISITORS
Grand Total					34,884,534
FIELD OFFICES	2025	1/31/2025	1/24/2025	Total	453,172
				1/21/2025	110,544
				1/22/2025	105,362
				1/23/2025	114,315
				1/24/2025	122,951
			1/31/2025	Total	637,487
				1/25/2025	23
				1/26/2025	9
				1/27/2025	140,331
				1/28/2025	129,397
				1/29/2025	122,423
				1/30/2025	120,358
				1/31/2025	124,946
				2/28/2025	2/7/2025
		2/1/2025	54		
		2/2/2025	29		
		2/3/2025	143,682		
		2/4/2025	133,727		
		2/5/2025	126,125		
		2/6/2025	112,796		
		2/7/2025	127,604		
		2/14/2025	Total		597,567
			2/8/2025		31
			2/9/2025		15
			2/10/2025		137,710
			2/11/2025		124,356
			2/12/2025	110,679	
			2/13/2025	112,040	
		2/14/2025	112,736		
		2/21/2025	Total	482,466	
			2/15/2025	27	
			2/16/2025	16	
			2/17/2025	29	
			2/18/2025	133,012	
			2/19/2025	109,970	
			2/20/2025	114,544	
			2/21/2025	124,868	
		2/28/2025	Total	650,062	
			2/22/2025	34	
			2/23/2025	34	
			2/24/2025	141,685	
2/25/2025	130,578				
2/26/2025	123,160				
2/27/2025	124,871				
2/28/2025	129,700				

3/28/2025	3/7/2025	Total	655,496
		3/1/2025	17
		3/3/2025	142,328
		3/4/2025	131,742
		3/5/2025	124,543
		3/6/2025	126,775
		3/7/2025	130,091
	3/14/2025	Total	658,627
		3/8/2025	4
		3/10/2025	143,356
		3/11/2025	133,663
		3/12/2025	128,490
		3/13/2025	126,783
		3/14/2025	126,331
	3/21/2025	Total	664,618
		3/15/2025	1
		3/17/2025	138,109
		3/18/2025	133,642
		3/19/2025	128,220
		3/20/2025	130,604
		3/21/2025	134,042
	3/28/2025	Total	702,032
		3/22/2025	1
		3/24/2025	147,563
		3/25/2025	142,903
		3/26/2025	135,310
		3/27/2025	136,406
		3/28/2025	139,849
4/25/2025	4/4/2025	Total	689,007
		3/29/2025	2
		3/31/2025	137,737
		4/1/2025	145,100
		4/2/2025	132,432
		4/3/2025	135,603
		4/4/2025	138,133
	4/11/2025	Total	697,195
		4/5/2025	2
		4/7/2025	151,317
		4/8/2025	142,209
		4/9/2025	135,638
		4/10/2025	133,371
		4/11/2025	134,658
	4/18/2025	Total	659,935
		4/12/2025	1
		4/14/2025	152,582
		4/15/2025	141,153
		4/16/2025	130,673

		4/17/2025	126,261
		4/18/2025	109,265
	4/25/2025	Total	648,220
		4/19/2025	2
		4/21/2025	132,581
		4/22/2025	133,711
		4/23/2025	127,691
		4/24/2025	125,818
		4/25/2025	128,417
5/30/2025	5/2/2025	Total	669,142
		4/26/2025	64
		4/28/2025	142,460
		4/29/2025	134,102
		4/30/2025	128,223
		5/1/2025	130,424
		5/2/2025	133,869
	5/9/2025	Total	675,314
		5/3/2025	98
		5/5/2025	149,578
		5/6/2025	138,862
		5/7/2025	131,960
		5/8/2025	128,927
		5/9/2025	125,889
	5/16/2025	Total	651,506
		5/10/2025	77
		5/12/2025	138,109
		5/13/2025	134,036
		5/14/2025	127,386
		5/15/2025	126,748
		5/16/2025	125,150
	5/23/2025	Total	638,290
		5/17/2025	105
		5/19/2025	138,873
		5/20/2025	131,177
		5/21/2025	124,394
		5/22/2025	123,207
		5/23/2025	120,534
	5/30/2025	Total	524,659
		5/24/2025	103
		5/27/2025	133,242
		5/28/2025	131,192
		5/29/2025	129,345
		5/30/2025	130,777
6/27/2025	6/6/2025	Total	676,014
		5/31/2025	18
		6/2/2025	146,083
		6/3/2025	140,449

		6/4/2025	131,350
		6/5/2025	129,235
		6/6/2025	128,879
	6/13/2025	Total	674,639
		6/7/2025	99
		6/9/2025	144,957
		6/10/2025	138,308
		6/11/2025	131,266
		6/12/2025	130,019
		6/13/2025	129,990
	6/20/2025	Total	551,450
		6/14/2025	87
		6/16/2025	145,422
		6/17/2025	137,982
		6/18/2025	129,999
		6/20/2025	137,960
	6/27/2025	Total	669,295
		6/21/2025	132
		6/23/2025	143,549
		6/24/2025	135,277
		6/25/2025	129,796
		6/26/2025	130,077
		6/27/2025	130,464
7/25/2025	7/4/2025	Total	542,874
		6/28/2025	21
		6/30/2025	145,862
		7/1/2025	140,635
		7/2/2025	132,222
		7/3/2025	124,134
	7/11/2025	Total	679,087
		7/7/2025	143,505
		7/8/2025	141,493
		7/9/2025	133,507
		7/10/2025	130,823
		7/11/2025	129,759
	7/18/2025	Total	645,867
		7/12/2025	87
		7/14/2025	141,191
		7/15/2025	133,446
		7/16/2025	125,391
		7/17/2025	122,682
		7/18/2025	123,070
	7/25/2025	Total	614,035
		7/19/2025	94
		7/21/2025	133,461
		7/22/2025	127,522
		7/23/2025	120,186

			9/10/2025	127,278
			9/11/2025	124,949
			9/12/2025	126,468
		9/19/2025	Total	638,287
			9/13/2025	194
			9/15/2025	137,303
			9/16/2025	129,656
			9/17/2025	124,059
			9/18/2025	122,226
			9/19/2025	124,849
		9/26/2025	Total	643,429
			9/20/2025	9
			9/22/2025	136,611
			9/23/2025	131,661
			9/24/2025	124,551
			9/25/2025	123,712
			9/26/2025	126,885
2026	10/31/2025	10/3/2025	Total	631,272
			9/27/2025	11
			9/29/2025	140,750
			9/30/2025	133,955
			10/1/2025	120,288
			10/2/2025	115,002
			10/3/2025	121,266
		10/10/2025	Total	588,731
			10/6/2025	130,701
			10/7/2025	120,367
			10/8/2025	114,554
			10/9/2025	112,954
			10/10/2025	110,155
		10/17/2025	Total	477,035
			10/14/2025	129,287
			10/15/2025	120,646
			10/16/2025	114,655
			10/17/2025	112,447
		10/24/2025	Total	554,891
			10/20/2025	122,482
			10/21/2025	112,976
			10/22/2025	108,250
			10/23/2025	104,609
			10/24/2025	106,574
		10/31/2025	Total	530,200
			10/27/2025	115,070
			10/28/2025	109,072
			10/29/2025	102,581
			10/30/2025	101,033
			10/31/2025	102,444

11/28/2025	11/7/2025	Total	561,377	
		11/3/2025	123,627	
		11/4/2025	113,532	
		11/5/2025	109,077	
		11/6/2025	107,372	
		11/7/2025	107,769	
	11/14/2025	Total	467,081	
		11/10/2025	106,983	
		11/12/2025	116,585	
		11/13/2025	120,737	
		11/14/2025	122,776	
	11/21/2025	Total	611,593	
		11/15/2025	3	
		11/17/2025	134,677	
		11/18/2025	125,554	
		11/19/2025	118,186	
		11/20/2025	116,131	
		11/21/2025	117,042	
	11/28/2025	Total	340,374	
		11/22/2025	60	
		11/24/2025	130,291	
		11/25/2025	117,185	
		11/26/2025	92,804	
		11/28/2025	34	
	12/26/2025	12/5/2025	Total	644,571
			11/29/2025	4
			12/1/2025	142,111
			12/2/2025	121,668
12/3/2025			130,212	
12/4/2025			125,768	
12/5/2025		124,808		
12/12/2025		Total	600,029	
		12/6/2025	62	
		12/8/2025	131,432	
		12/9/2025	122,712	
		12/10/2025	116,994	
		12/11/2025	114,607	
12/12/2025		114,222		
12/19/2025		Total	555,046	
		12/13/2025	53	
		12/15/2025	119,837	
		12/16/2025	115,398	
		12/17/2025	105,864	
		12/18/2025	109,221	
12/19/2025		104,673		
12/26/2025		Total	258,204	
		12/20/2025	56	

		12/22/2025	118,502
		12/23/2025	99,671
		12/24/2025	19,088
		12/26/2025	20,887
1/30/2026	1/2/2026	Total	414,193
		12/27/2025	4
		12/29/2025	127,093
		12/30/2025	115,390
		12/31/2025	75,332
		1/2/2026	96,374
	1/9/2026	Total	650,576
		1/3/2026	20
		1/5/2026	141,036
		1/6/2026	130,548
		1/7/2026	126,988
		1/8/2026	126,464
		1/9/2026	125,520
	1/16/2026	Total	622,492
		1/10/2026	63
		1/12/2026	135,162
		1/13/2026	129,272
		1/14/2026	121,781
		1/15/2026	117,463
	1/23/2026	Total	481,970
		1/17/2026	34
1/20/2026		129,601	
1/21/2026		121,860	
1/22/2026		119,618	
1/30/2026	Total	479,616	
	1/24/2026	55	
	1/26/2026	59,864	
	1/27/2026	88,044	
	1/28/2026	104,004	
	1/29/2026	112,090	
	1/30/2026	115,559	
2/27/2026	2/6/2026	Total	612,634
		1/31/2026	9
		2/2/2026	118,557
		2/3/2026	119,851
		2/4/2026	125,920
		2/5/2026	124,969
	2/6/2026	123,328	
	2/13/2026	Total	632,661
		2/7/2026	15
		2/9/2026	133,507

			2/10/2026	130,036
			2/11/2026	123,717
			2/12/2026	123,590
			2/13/2026	121,796
		2/20/2026	Total	523,719
			2/14/2026	15
			2/17/2026	140,409
			2/18/2026	130,868
			2/19/2026	126,922
			2/20/2026	125,505
		2/27/2026	Total	610,502
			2/21/2026	45
			2/23/2026	111,402
			2/24/2026	115,860
			2/25/2026	124,435
			2/26/2026	126,923
			2/27/2026	131,837
	3/27/2026	3/6/2026	Total	277,441
			2/28/2026	42
			3/2/2026	141,062
			3/3/2026	136,337