

# United States Senate

WASHINGTON, DC 20510

April 7, 2025

Leland Dudek  
Acting Commissioner  
Social Security Administration  
6401 Security Blvd.  
Baltimore, MD 21235

Dear Acting Commissioner Dudek:

We write with concern regarding reports we began receiving last week about disruption in Social Security benefits for Supplemental Security Income (SSI) recipients. These beneficiaries are some of the most vulnerable in the nation—low-income seniors and children and adults with disabilities—and face extraordinary hardship if their benefits are delayed or disrupted. The reports come as the Trump Administration and Elon Musk’s DOGE have invaded the Social Security Administration (SSA), improperly accessed SSA data, announced closures of Social Security offices, implemented policies making it more difficult for citizens to claim their benefits or address problems with them, and threatened further cuts to SSA.<sup>1</sup> It would be outrageous if the Trump Administration, either due to incompetence or nefarious planning, is already disrupting, or threatening to disrupt, Social Security payments for the most vulnerable citizens in the country.

Our constituents have provided multiple disturbing reports of problems with their own SSI accounts or accounts that they manage for a disabled family member. They informed our offices that, after signing into their account on the Social Security Administration (SSA)’s website, where they normally see their monthly benefit amount and other information about their benefits, they instead found messages stating that they or their loved ones are “currently not receiving payments.”<sup>2</sup> The payment history and all data about benefits related to these accounts had also disappeared. Some of these constituents have informed us that the issue was quickly resolved and that their profiles now accurately reflect that they are recipients, but it is unclear if these problems have been fully resolved.

This alarming episode raises fresh questions about operations at SSA and the effects of the Department of Government Efficiency (DOGE)’s attacks on the agency, which you have helped facilitate.<sup>3</sup> They are just the latest in a slew of concerning developments at the SSA—including

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<sup>1</sup> Center on Budget and Policy Priorities, “Trump Administration, DOGE Activities Risk SSA Operations and Security of Personal Data,” Jacob Leibenluft, Devin O’Connor, and Kathleen Romig, April 1, 2025, <https://www.cbpp.org/research/social-security/trump-administration-doge-activities-risk-ssa-operations-and-security-of>.

<sup>2</sup> Talking Points Memo, “Possible New Disruption of SSI (Social Security) Payments,” Josh Marshall, April 1, 2025, <https://talkingpointsmemo.com/edblog/possible-disruption-of-ssi-and-ssdi-payments>.

<sup>3</sup> Letter from Senator Warren to Acting SSA Commissioner Leland Dudek, March 2, 2025, [https://www.warren.senate.gov/imo/media/doc/letter to ssa re doge data access.pdf](https://www.warren.senate.gov/imo/media/doc/letter%20to%20ssa%20re%20doge%20data%20access.pdf).

increased wait times and website crashes<sup>4</sup>—that have resulted from DOGE’s efforts to hollow out the SSA by slashing the workforce and closing offices across the country. Indeed, we are concerned that these efforts are a precursor to attempts to make further cuts to Social Security, or privatize it entirely.<sup>5</sup>

SSI supports the most vulnerable Americans by providing monthly payments to children and adults with disabilities as well as seniors with very little income or resources.<sup>6</sup> SSI recipients experience economic precarity at high rates, and even brief disruptions to benefits could have devastating impacts for these beneficiaries. Forty percent of SSI recipients still have incomes below the poverty line, even including their SSI benefits.<sup>7</sup> SSI imposes strict income and asset restrictions on beneficiaries, meaning that people receiving SSI cannot have more than \$2,000 in their bank account (or \$3,000 for a couple) at a time.<sup>8</sup> This means that if benefits are disrupted, beneficiaries have extremely limited resources to fall back on.

These recent reports of disruption—or threats of disruption— of Social Security benefits is deeply troubling. To understand the source of these problems, whether they have been resolved, and the implications for the future of Social Security, we ask that you please respond to the following questions by April 12, 2025:

1. Beginning on March 31, 2025, how many SSI beneficiaries received notices on their mySSA account indicating that they were “currently not receiving benefits”?
2. What was the cause of this misinformation appearing on their accounts?
3. How long did this misinformation appear on their accounts before the problem was resolved?
4. How many individuals experienced disruptions in benefits, such as delays or denials of benefits?
5. What was the cause of these disruptions?
6. How long did delays or denials of payments last before they were resolved by SSA?
7. Have you confirmed that all impacted beneficiaries’ payments have been restored?
8. Has SSA provided any clarification or communication to affected beneficiaries on the misinformation? If so, please provide copies of such notices.
9. Was this disruption related to actions taken by DOGE or actors affiliated with DOGE?
  - a. Was this disruption caused by layoffs among staff administering SSI or administering SSA’s online portal?

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<sup>4</sup> The Washington Post, “Long waits, waves of calls, website crashes: Social Security is breaking down,” Lisa Rein and Hannah Natanson, March 25, 2025, <https://www.washingtonpost.com/politics/2025/03/25/social-security-phones-doge-cuts/>.

<sup>5</sup> Letter from Senator Warren to SSA Commissioner Nominee Frank Bisignano, March 23, 2025, [https://www.warren.senate.gov/imo/media/doc/warren\\_wyden\\_letter\\_to\\_bisignano.pdf](https://www.warren.senate.gov/imo/media/doc/warren_wyden_letter_to_bisignano.pdf).

<sup>6</sup> Social Security Administration, “Supplemental Security Income (SSI),” <https://www.ssa.gov/ssi>.

<sup>7</sup> Center on Budget and Policy Priorities, “Policymakers Should Expand and Simplify Supplemental Security Income,” Kathleen Romig and Sam Washington, May 4, 2022, <https://www.cbpp.org/research/social-security/policymakers-should-expand-and-simplify-supplemental-security-income>.

<sup>8</sup> Social Security Administration, “SSI Spotlight on Resources,” <https://www.ssa.gov/ssi/spotlights/spot-resources.htm>.

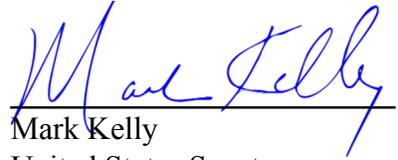
- b. Did the layoffs among staff administering SSI or administering SSA's online portal cause delays in resolving these problems or responding to individuals needing assistance as a result of these problems?

Thank you for your attention to this important matter.

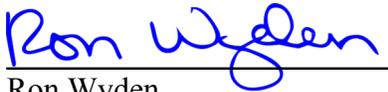
Sincerely,



Elizabeth Warren  
United States Senator



Mark Kelly  
United States Senator



Ron Wyden  
United States Senator