

Setting the Manner of Appearance of Parties and Witnesses at Hearings Supporting Data Document

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Prepared by: Social Security Administration/Office of Hearings Operations (OHO).

Source: The Case Processing and Management System (CPMS) and the Hearings and Appeals Case Processing System (HACPS). CPMS and HACPS are systems that allow most OHO components to control and process hearing cases and to produce management information. We are in the process of transitioning from CPMS to HACPS. During this transition period, some of the data may be in flux and may not be reproducible at a future date. The data in this document was our best estimate at the time we generated the data.

Percentage of Nonresponses

(Universe consists of cases pending as of December 16, 2020 and all subsequent hearing requests to May 11, 2023)

- Nonresponses: Approximately 25%

Date Data Generated: September 21, 2023

Note: In July 2020, OHO began mailing the “COVID-19 Remote Hearing Agreement Form” to claimants and their representatives, if any, before scheduling their hearings. The original form from July 2020 provided the telephone option only. In December 2020, OHO updated the form to also include the online video appearance option. Accordingly, as of December 2020, the form allowed claimants to agree to a telephone appearance, object to a telephone appearance, agree to an online video appearance, and object to an online video appearance. Some claimants responded to both the telephone and online video options, some responded to just one option, and some did not respond at all. The data shows the percentage of claimants who did not respond at all from December 2020 to May 2023, the end of the Coronavirus Disease 2019 (COVID-19) national public health emergency.

Table 1
Hearings Held Summary Report
March 9, 2022 – December 1, 2023

Manner of Appearance	OHO Hearings Held	Percentage of OHO Hearings Held
Telephone	392,164	70.5%
Online Video	79,990	14.4%
Video Teleconferencing (VTC)	8,267	1.5%
In Person	75,794	13.6%
Total	556,215	100.0%

Date Data Generated: December 4, 2023

Note: In March 2020, we closed our hearing offices to the public and suspended in-person and VTC appearances at hearings in response to the COVID-19 national public health emergency. We began reopening our hearing offices to the public on March 9, 2022. This table provides the number, type, and percentage of hearings held since we reopened on March 9, 2022 through December 1, 2023.

Table 2
Hearings Scheduled Summary Report

Fiscal Year	OHO Hearings Scheduled
2021	654,600
2022	516,794
2023	541,052

Date Data Generated: December 4, 2023

Note: This table provides the number of hearings scheduled by OHO in fiscal years 2021, 2022, and 2023.