



SOCIAL SECURITY

June 20, 2025

Mr. Richard Couture
General Committee Spokesperson
American Federation of Government Employees (AFGE)

By email only: Richard.Couture@ssa.gov

Dear Mr. Couture,

This is informational notice that, due to a bona fide operational need, in accordance with Article 10, Section 6A of the 2019 SSA-AFGE National Agreement, the Social Security Administration is suspending flextime in the Teleservice Centers (TSCs) effective **Monday, June 23, 2025**. AFGE TSC employees who have 8am (Eastern Time) as part of their flexband will revert to a fixed shift of 7:45am (Eastern Time) to 4:15pm (Eastern Time). All other shifts will otherwise be unchanged but will revert to their respective core hours. Due to the suspension of flextime, Flexible 5/4/9 and the opportunity to earn credit hours will also be suspended. Managers are currently contacting employees and beginning Monday will hold meetings with staff to discuss the specific expectations for their installation.

The use of a fixed shift in the TSCs is necessary as current TSC flextime practices render the Agency unable to provide the level of service required to support agency telephone service operations and provide timely telephonic service to the American public when phone lines open daily at 8am Eastern Time.

Please contact John Kuhn at John.D.Kuhn@ssa.gov with any questions.

Sincerely,

/s/ Eddie Taylor

Eddie Taylor
Associate Commissioner
Office of Labor-Management and Employee Relations