

2008 Articles, TV and Radio Shows on Social Security Backlog/Service/Funding Issues

1. Storm Lake (Iowa) Tribune: Future of Storm Lake Social Security office uncertain (1/3/08)

http://www.zwire.com/site/news.cfm?newsid=19164538&BRD=1304&PAG=461&dept_id=180485&rfi=6

2. Federal Computer Week: GAO: Rising claims, fewer employees feed SSA disability backlog (1/10/08)

<http://www.fcw.com/online/news/151278-1.html>

3. Cleveland Plain Dealer: Cleveland's long waits for disability hearings will be reduced (1/11/08)

http://blog.cleveland.com/metro/2008/01/clevelands_long_waits_for_disa.html (with graphs)

<http://www.cleveland.com/news/plaindealer/index.ssf?/base/news/1200043855184570.xml&coll=2&thispage=1>

4. New York Times Editorial: Refugees in the Cold (1/12/08)

http://select.nytimes.com/mem/tnt.html?_r=2&emc=tnt&tntget=2008/01/12/opinion/12sat3.html&tntemail=y&oref=slogin&oref=slogin

5. Las Vegas Sun Editorial: Lack of planning (1/12/08)

<http://www.lasvegassun.com/news/2008/jan/12/lack-planning/>

6. South Bend Indiana Tribune: Years lost in wait for disability payments (1/13/08)

<http://www.southbendtribune.com/apps/pbcs.dll/article?AID=/20080113/News01/801130362>

7. South Bend Indiana Tribune Letter to Editor: Left struggling (1/13/07)

<http://www.southbendtribune.com/apps/pbcs.dll/article?AID=/20080113/Opinion/801130540/1063/Opinion>

8. South Bend (Indiana) Tribune: Disability benefits applicants get a hand (1/14/08)

<http://www.southbendtribune.com/apps/pbcs.dll/article?AID=/20080114/News01/801140337/0/FRONTPAGE>

9. CBS Evening News: Disabled And Waiting (1/14/08)

http://www.cbsnews.com/stories/2008/01/14/cbsnews_investigates/main3712627.shtml

10. Channel 33 (WYTV) Youngstown: Social Security Backlog (1/14/08)

<http://www.wytv.com/news/local/13782147.html>

11. Fargo woman among "hundreds" waiting for disability benefits (Grand Forks Herald, Dickinson Press, Bismarck Tribune and Jamestown Sun) (1/15/08)

<http://www.jamestownsun.com/ap/index.cfm?page=view&id=D8U5VRC00>

<http://www.grandforksherald.com/articles/index.cfm?id=63814§ion=news>

<http://www.thedickinsonpress.com/ap/index.cfm?page=view&id=D8U5VRC00>

<http://www.bismarcktribune.com/articles/2008/01/15/news/state/146607.txt>

12. CBS News: "Failing The Disabled" (1/15/08)

http://www.cbsnews.com/stories/2008/01/15/cbsnews_investigates/main3718129.shtml

13. WTVH TV (Syracuse, NY): Social Security Backlog (1/15/08)

<http://www.wtvh.com/home/related/13809942.html>

14. WANE-TV Coverage You Can Count On: Social Security Failing a Fort Wayne Man (1/16/08)

<http://www.wane.com/Global/story.asp?S=7689627>

15. SSA AFGE Radio Talk on Staffing Issues and Other Concerns (1/16/08)

<http://www.federalnewsradio.com/?nid=300>

16. Federal Computer Week: SSA must cut disability backlog to brace for boomer flood (1/17/08)

<http://www.fcw.com/online/news/151326-1.html>

17. The Ledger (Lakeland, Florida): Disorder Puts Man Out of Job, In the Dark (1/17/08)

<http://www.theledger.com/article/20080117/NEWS/801170457/1039>

18. Empire State News: Crowley wants increased Social Security benefits, reduce backlog for disabled (1/17/08)

<http://www.empirestatenews.net/News/20080117-9.html>

19. Democrat Herald (Albany, Oregon): Reinstate the General Assistance Program (1/17/08)

<http://www.dhonline.com/articles/2008/01/17/lifestyles/generations/generations02.txt>

20. CBS News: Sudden Reversal Of Federal Disability Of One Federal Disability Decision (1/18/08)

<http://www.cbsnews.com/blogs/2008/01/18/primarysource/entry3730762.shtml>

21. Morning Sentinel (Maine): Town out of assistance funds (1/19/08)

<http://morningsentinel.mainetoday.com/news/local/4672666.html>

22. The Plain Dealer (Cleveland Ohio): Latest pledge to speed up disability system must lead to action: an editorial (1/19/08)

<http://www.cleveland.com/politics/plaindealer/index.ssf?/base/opinion/1200735084190660.xml&coll=2>

23. Reno Gazette-Journal: State office slashes disability backlog (1/20/08)

<http://news.rgj.com/apps/pbcs.dll/article?AID=/20080120/NEWS18/80120027>

24. Federal Times: Spending bill sparks hiring binge (1/21/08)

<http://federaltimes.com/index.php?S=3321282>

25. Sun Sentinel (Broward/Palm Beach County, Florida): Social Security office closing puts burden on Hallandale's elderly (1/21/08)

<http://www.sun-sentinel.com/news/local/broward/sfl-flsocial0118sbjan21,0,5530588.story?track=rss>

26. Times Leader (Wilkes Barre, PA): Stimulus check in the mail? Not as easy as it sounds (1/24/08)

http://www.timesleader.com/news/national/20080124_24checks_1a_ART0.html

27. Vero Beach Press-Journal: Letter: Social Security office understaffed in Vero (1/24/08)

<http://www.tcpalm.com/news/2008/jan/24/letter-social-security-office-understaffed-vero/>

28. Amherst (NY) Times: Higgins Introduces the Social Security Customer Improvement Act (1/24/08)

<http://amhersttimes.wnymedia.net/blogs/2008/01/24/higgins-introduces-the-social-security-customer-service-improvement-act/>

29. WTAE TV (Pittsburgh): Local Rep. Altmire Raises Social Security Issues (1/25/08)

<http://www.thepittsburghchannel.com/call4action/15139563/detail.html>

30. Chattanooga Times Free Press: Tennesseans have long waits for disability claims (1/27/08)

<http://www.timesfreepress.com/news/2008/jan/27/tennesseans-have-long-waits-disability-claims/>

31. CQWeekly-In Focus: An Agency Unready, Willing and Disabled (1/28/08)

32. Belleville (Illinois) News-Democrat: Allsup is set to expand its services (1/28/08)

<http://www.bnd.com/business/story/239853.html>

33. Fed Manager: From The Hill - New York Representative Introduces Social Security Customer Service Improvement Act (1/29/08)

<http://www.fedmanager.com/article.php?ID=423>

34. South Bend (Indiana Tribune): Tips about getting disability benefits (1/29/08)

<http://www.southbendtribune.com/apps/pbcs.dll/article?AID=/20080129/NEWS01/801290527>

35. Southeast Missourian: The wait for disability (1/31/08)

<http://www.semissourian.com/story/1308012.html>

36. Pilot Tribune (Storm Lake, Iowa): Union warns of SS office closing (1/31/08)

http://www.zwire.com/site/news.cfm?newsid=19249561&BRD=1304&PAG=461&dept_id=180485&rfti=6

37. Government Executive: Agencies' management grades continue to rise (1/31/08)

http://www.govexec.com/story_page.cfm?articleid=39193&dcn=todaysnews

38. Government Executive: Bill would press agencies to reduce improper payments (1/31/08)

http://govexec.com/story_page.cfm?articleid=39191&dcn=todaysnews

39. The Post Journal (Jamestown, New York): Higgins Targets Social Security During Dunkirk Visit (2/1/08)

<http://post-journal.com/articles.asp?articleID=24443>

40. Times Herald-Record (Hudson Valley NY): Hall to aid in fight for benefits (2/2/08)

<http://www.recordonline.com/apps/pbcs.dll/article?AID=/20080202/NEWS/802020316>

41. Federal Times: Agency budget highlights (2/5/08)

<http://federaltimes.com/index.php?S=3353503>

42. Washington Post: Social Security, DHS Say Bush's Budget Falls Short (2/6/08)

<http://www.washingtonpost.com/wp-dyn/content/article/2008/02/05/AR2008020502919.html?hpid=topnews>

43. Rochester City Newspaper: HEALTH CARE: Dying for help (2/6/08)

<http://www.rochestercitynewspaper.com/news/articles/HEALTH+CARE%3A+Dying+for+help>

44. Business First (Buffalo): Social Security drops office-closing plan (2/7/08)

<http://www.bizjournals.com/buffalo/stories/2008/02/04/daily37.html>

45. Government Executive: Extra funds could help Social Security improve claims processing (2/7/08)

http://www.govexec.com/story_page.cfm?articleid=39244&dcn=todaysnews

46. Sun Times (Heber Springs, Arkansas): Op-Ed / Carol Balderree: Reflections on 23 years (2/7/08)

<http://www.thesuntimes.com/articles/2008/02/08/news/news13.txt>

47. Federal Times: Bush budget seeks 26,000 more employees (2/11/08)

<http://federaltimes.com/index.php?S=3364164>

48. Government Executive: Coalition calls for more Social Security funding and oversight (2/12/08)

http://www.govexec.com/story_page.cfm?articleid=39274&dcn=todaysnews

49. WSHB TV (Kansas City): Investigators: Social Insecurity (2/13/08)

http://www.nbcactionnews.com/content/investigative/story.aspx?content_id=e84a7078-adf3-4d4b-9304-27d2fb6e24be

50. South Bend (IN) Tribune: Cutting red tape for Hoosiers (2/15/08)

<http://www.southbendtribune.com/apps/pbcs.dll/article?AID=/20080215/Opinion/980336182/1062/Opinion>

51. Columbus (Ohio) Dispatch: Brown asks for probe of Social Security allegations (2/17/08)

<http://www.php.dispatch.com/text/stories/20080217-A6-00.php>

52. Tucson Citizen: Giffords blasts Social Security for stonewalling disability cases (2/20/08)

<http://www.tucsoncitizen.com/daily/local/77391.php>

53. WTRF TV (Ohio Valley-Wheeling): Ohio Congressman Wilson Calls For Action (2/21/08)

<http://www.wtrf.com/story.cfm?func=viewstory&storyid=35125>

54. The Chief-Leader: AFGE Criticizes Social Security Office Closings (2/22/08)

<http://www.thechief-leader.com/news/2008/0222/News/014.html>

55. The Missoulian (Montana): Forum turns to Social Security inefficiencies (2/22/08)

<http://www.missoulian.com/articles/2008/02/22/news/mtregional/news07.txt>

56. KECI TV (Missoula, MT): Troubles with Social Security Disability Benefits (2/22/08)

http://www.keci.com/montana_news.php?id=fde7a8721ae735b253739a75a9cd07d0

57. People profiled on KATU News get help they sought (Portland, Oregon) (2/23/08)

<http://www.katu.com/news/15912047.html>

58. Lawrence Journal-World & News (Kansas): Disability backlog creating hardship (2/24/08)

http://www2.ljworld.com/news/2008/feb/24/disability_backlog_creating_hardship/

59. Federal Times: Buried under backlogs (2/25/08)

<http://federaltimes.com/index.php?S=3387368>

60. WCPO TV (Cincinnati/Northern Kentucky): I-Team Investigation: Social Security Crisis (2/25/08)

http://www.wcpo.com/content/news/fresh/story.aspx?content_id=26AB4C79-8DE0-432F-AB2C-FE5CA4733578&gsa=true

61. New Jersey Herald (Newton, NJ): MS patients constantly struggle while waiting for Social Security (2/26/08)

<http://www.njherald.com/297648026232755.php>

62. The Associated Press: Social Security Cuts Disability Backlog (2/28/09)

http://ap.google.com/article/ALeqM5iJipinq5JSKtfn5Q_3OIWbY5B48AD8V3IAR04

63. CQ Today: Social Security Chief Predicts Five Years to Clear Claims Backlog (2/28/09)

<http://www.cqpolitics.com/wmspage.cfm?docID=news-000002678721>

64. Disability News & Views - Radio Interview with Linda Fullerton, President, Social Security Disability (2/28/08)

<http://www.disabilitynewsradio.com/LindaFullertonFeb2008.mp3>

65. Washington Post: Disability Cases Pending, Pending... (2/29/08)

http://www.washingtonpost.com/wp-dyn/content/article/2008/02/28/AR2008022803625_2.html

66. Government Executive: Social Security chief calls eliminating backlog a 'moral imperative' (2/29/08)

http://www.govexec.com/story_page.cfm?articleid=39412&dcn=todaysnews

67. Fed Talk Radio Show: Legislative Happenings Occurring at NCSSMA (2/29/08)

http://icestream.bonnint.net:8000/dc/fnr/fed_talk!/FEDTALK_02-29-2008.mp3.m3u

68. Asheville Citizen-Times: Social Security disability system is nothing less than a national disgrace (2/29/08)

<http://www.citizen-times.com/apps/pbcs.dll/article?AID=/20080229/OPINION03/80227061/1006/OPINION>

69. The Topeka Capital-Journal (Kansas): Two new judges hired (3/2/08)

http://www.cjonline.com/stories/030208/kan_252884202.shtml

70. Bristol Press (CT): Social Security office dodges bullet ... for year (3/3/08)

http://www.bristolpress.com/WebApp/appmanager/JRC/BigDaily;jsessionid=FZJnHN1TFcS6SxvXn1bTBqXJzg0NRgv49LV4R5Hg4KIY5v1mYDJf!1529331623?nfpb=true&_pageLabel=pg_article&r21.pgpath=%2FTBP%2FHome&r21.content=%2FTBP%2FHome%2FContentTab_Feature_1678318

71. KOAA TV (Pueblo, CO): Pueblo West family looking for help (3/5/08)

http://www.koaa.com/aaa_top_stories/x9315685

72. WKRC TV Channel 12 (Cincinnati) - Woman Waits Months for Social Security Decision (3/7/08)

<http://www.local12.com/mediacenter/local.aspx?videoId=25450>

http://www.local12.com/content/troubleshooter/story.aspx?content_id=39181810-c10d-49e8-ab18-bbab407f17c8

73. Tuscaloosa News (Alabama): Disabled and then rejected (3/11/08)

<http://www.tuscaloosaneews.com/article/20080311/NEWS/368643985/1007>

74. Milwaukee Journal-Sentinel: Feet in the Fire (3/15/08)

<http://www.jsonline.com/story/index.aspx?id=728613>

75. WSBT TV (South Bend, IN): Tens of thousands of Hoosiers in Social Security Disability backlog (3/18/08)

<http://www.wsbt.com/news/local/16776626.html>

76. Tacoma Weekly: Rally at Ft. Lewis aims to reach out to veterans and active service members (3/20/08)

<http://www.tacomaweekly.com/article/1738>

77. AARP Bulletin: Editors' Letter: How About a Government That Works? (March 2008)

http://www.aarp.org/bulletin/yourlife/editors_letter_a_government_that_works.html

78. Albany Democrat-Herald: Learning to help others help themselves (3/21/08)

http://www.dhonline.com/articles/2008/03/21/news/local/3loc05_training.txt

79. The Star Ledger (Newark, NJ): Governance, elections and politics in America (3/22/08)

http://www.nj.com/njvoices/index.ssf/2008/03/governance_elections_and_polit.html

80. Kansas City Star Editorial: Social Security cheating hurts the vulnerable (3/25/08)

<http://voices.kansascity.com/node/790>

81. WHQR Radio (Wilmington, NC): Mental Health Care Pt. 4 - Paying For Coverage (3/25/08)

http://www.publicbroadcasting.net/whqr/news.newsmain?action=article&ARTICLE_ID=1249864§ionID=1

82. KAAL TV (Rochester MN): Delays with Disability Checks (3/26/08)

<http://kaaltv.com/article/stories/S391972.shtml?cat=10151>

83. News-Press (Ft. Myers, FL): Disability help comes too late for some folks (3/27/08)

<http://www.news-press.com/apps/pbcs.dll/article?AID=/20080327/COLUMNISTS40/803270381/1002/NEWS01>

84. Times Herald-Record (Hudson Valley, New York): With Hall's help, man finally gets disability benefits (3/28/08)

<http://www.recordonline.com/apps/pbcs.dll/article?AID=/20080328/NEWS/803280362>

85. Kansas City Start: Letters to the Editor on Social Security Backlog (3/28/08)

http://blogs.kansascity.com/unfettered_letters/2008/03/social-securi-1.html

86. Gaston Gazette (Gastonia, NC): Social Security disability delay preceded Gaston County man's suicide (3/29/08)

http://www.gastongazette.com/news/security_18738_article.html/disability_social.html

87. Gaston Gazette (Gastonia, NC): More than a year later, suicide still haunts mother (3/30/08)

http://www.gastongazette.com/news/mckee_18788_article.html/suicide_lynn.html

88. KIDK TV (Idaho Falls, ID): One Woman's Fight (3/30/08)

<http://www.kidk.com/news/health/17143076.html>

89. New York Times: Insurers Faulted as Overloading Social Security (4/1/08)

http://www.nytimes.com/2008/04/01/business/01disabled.html?_r=1&hp&oref=slogin

90. Star Bulletin (Honolulu): Judge's absence leaves disabled adrift in Hawaii (4/3/08)

<http://starbulletin.com/2008/04/03/editorial/commentary.html>

91. New York Times Letter to the Editor: The Social Security Backlog (4/5/08)

http://www.nytimes.com/2008/04/05/opinion/1web05social.html?_r=1&ref=opinion&oref=slogin

92. St. Petersburg Times: Bogus disability claims (4/5/08)

<http://www.tampabay.com/opinion/editorials/article443705.ece>

93. The News Journal (Delaware): Backed-up disability claims only add to woes of Social Security system (EDITORIAL) (4/5/08)

<http://www.delawareonline.com/apps/pbcs.dll/article?AID=/20080405/OPINION11/804050320/1004/OPINION>

94. Dallas Morning News: Disabled often wait years for Social Security payment (4/6/08)

http://www.dallasnews.com/sharedcontent/dws/bus/stories/DN-disability_06bus.ART0.State.Edition1.463e97a.html

95. The Daily Star (Oneonta, NY): Arcuri: Social Security offices must stay open (4/8/08)

http://www.thedailystar.com/local/local_story_099040022.html

96. Fox6 San Diego: The Long Wait for Benefits Leave Some Desperate (4/8/08)

http://www.fox6.com/news/local/story.aspx?content_id=9caf6315-4f70-4e98-83f3-2fa8f5c0c65d&rss=tick

97. Business First: SSA delays need attention, Higgins says (4/14/08)

<http://www.bizjournals.com/buffalo/stories/2008/04/14/daily2.html?surround=Ifn>

<http://boston.bizjournals.com/boston/othercities/buffalo/stories/2008/04/14/daily2.html>

<http://washington.bizjournals.com/washington/othercities/buffalo/stories/2008/04/14/daily2.html>

98. WGRZ News (Buffalo, NY): Anger Over Social Security Backlog (4/14/08)

http://www.wgrz.com/news/news_article.aspx?storyid=57107#StoryChatAnchor#StoryChatAnchor

99. The Buffalo News: Higgins targets two-year delay in local Social Security appeals (4/15/08)

<http://www.buffalonews.com/cityregion/story/323692.html>

100. Las Vegas Sun: Lines for Social Security cards may just get longer (4/16/08)

<http://www.lasvegassun.com/news/2008/apr/16/lines-social-security-cards-may-just-get-longer/>

101. The New York Times: Immigration, Off the Books (4/17/08)

<http://www.nytimes.com/2008/04/17/opinion/17thu1.html?ex=1366171200&en=dab52a7b6a0b9e16&ei=5124&partner=permalink&exprod=permalink>

102. The Buffalo News: Fix Social Security delays (4/18/08)

<http://www.buffalonews.com/opinion/editorials/story/326003.html>

103. Quad-City Times: Clinton Social Security office to close (4/18/08)

<http://www.qctimes.com/articles/2008/04/18/news/local/doc48094d26cbe33453838806.prt>

104. The Buffalo News: Clinton letter addresses Social Security backlog (4/18/08)

<http://www.buffalonews.com/cityregion/buffaloerie/story/326122.html>

105. Syracuse TV: Social Security benefits for the severely ill: Your Stories (4/21/08)

TV Broadcast:

<http://www.9wsyr.com/mediacenter/local.aspx?videoid=238571@video.wixt.com&navCatId=5>

Text: http://www.9wsyr.com/content/news/your_stories/story.aspx?content_id=b8fc3815-63a6-4df0-a96c-26715bf79c2e&rss=112

106. ABC News: Shot Five Times By Her Husband Then Denied Social Security Benefits (4/22/08)

<http://blogs.abcnews.com/politicsasusual/2008/04/shot-five-tim-1.html>

107. The Talk Radio News Service: House Committee on Ways and Means investigates clearing the disability backlog (4/23/08)

<http://talkradionews.com/2008/04/house-committee-on-ways-and-means-investigates-clearing-the-disability-backlog/>

108. Congress Daily: HOUSE PANEL UNIMPRESSED BY DISABILITY BACKLOG REDUCTION

109. Federal Computer Week: Social Security plans IT improvements (4/23/08)

<http://www.fcw.com/online/news/152328-1.html>

110. OPB News (Oregon): Commissioner Questioned Over Social Security Claim Delays (4/23/08)

Radio Broadcast: <http://stream1.opb.org/media/news/2008/04/0423socialsecurity.mp3>

Text: <http://news.opb.org/article/commissioner-questioned-over-social-security-claim-delays/>

111. Houston Chronicle: Appeals still lag at certain benefit sites (4/24/08)

<http://www.chron.com/disp/story.mpl/front/5725903.html>

112. Clinton (Iowa) Herald: Clinton Social Security Office to close (4/24/08)

http://www.clintonherald.com/local/local_story_115104455.html

113. Federal Times: Social Security turns to technology to help pare down claims backlog (4/25/08)

<http://federaltimes.com/index.php?S=3498144>

114. Empire State News: Higgins says lack of space is ‘poor argument’ for staffing shortfalls in Social Security disability office (4/25/08)

<http://www.empirestatenews.net/News/20080425-5.html>

115. Frederick (Maryland) News-Post: Social Security Administration backlogged and overburdened (4/27/08)

<http://www.fredericknewspost.com/sections/news/display.htm?storyID=74296>

116. Democrat Chronicle: Push on for more SSA help in region (4/29/08)

<http://www.democratandchronicle.com/apps/pbcs.dll/article?AID=/20080429/NEWS01/804290334>

117. Clinton (Iowa) Herald: Push on to save Social Security office (4/30/08)

http://www.clintonherald.com/local/local_story_121102726.html

118. The Galveston Daily News: Cramped SS offices prompted move (4/30/08)

<http://galvestondailynews.com/story.lasso?ewcd=2b5fca5c27742371>

119. Bend Bulletin: A painful process (5/1/08)

120. Clinton (Iowa) Herald: Social Security office saved from closure (5/3/08)

http://www.clintonherald.com/local/local_story_123234341.html

121. Quad-City Times: Social Security office stays in Clinton (5/3/08)

<http://ads.qctimes.com/articles/2008/05/03/news/local/doc481bee1c1295f450122496.prt>

122. New Jersey Herald (Newton): Social Security comes through (5/4/08)

http://www.njherald.com/secure_story/329329644247043.php

123. The News & Observer (Raleigh, North Carolina): Boomers are put on hold (5/4/08)

<http://www.newsobserver.com/business/story/1060306.html>

<http://www.sunherald.com/business/story/551434.html> (Rerun in Sun Herald, Biloxi, MS)

124. The Galveston Daily News: Why not open second Social Security office? (5/4/08)

<http://galvestondailynews.com/story.lasso?ewcd=354683ed69bf61ec>

125. CBS 46 Investigates: Social Security Backlog (Atlanta) (5/5/08)

<http://www.cbs46.com/news/16168716/detail.html>

126. Times Observer (Warren PA): Why Won't They Help? Brain Tumor left Warren woman unable to work, but feds say she's not disabled (5/5/06)

<http://timesobserver.com/news/articles.asp?articleID=7994>

127. The Hill: Plans for immigration fixes show deep divisions in House (5/6/08)

<http://thehill.com/leading-the-news/plans-for-immigration-fixes-show-deep-divisions-in-house-2008-05-06.html>

128. Orange County Register: Employment verification days are numbered (5/6/08)

<http://www.ocregister.com/articles/security-social-system-2035598-immigration-verify>

129. Atlanta Constitution Journal: Foes: Flaws in E-Verify spell trouble for hiring (5/7/08)

http://www.ajc.com/services/content/business/stories/2008/05/07/everify_0507.html?cxtype=rss&cxsvc=7&cxcac=6

130. The Daily Record (Rochester, NY): In pain, thousands wait for Social Security system in U.S. (5/8/08)

<http://www.dolanmedia.com/view.cfm?recID=373814>

131. Federal Times: SSA customers on hold, GAO finds (5/9/08)

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