

## Legacy of MLB legend Dave Parker will live on

Column: "The Cobra," set to be inducted into Hall of Fame, will never be forgotten. **In Sports**

## Hate comments, criticism pour in over 'Love Island'

Fans going too far with negativity this season, viewers and mental health experts say. **In Life**



CHRIS DAY/  
USA TODAY NETWORK

## Barbecuing for the 4th? What will cost more

People can expect to pay 2.2% more than last year for their cookout, says a Wells Fargo Agri-Food Institute analysis. See the breakdown. **In Money**

# USA TODAY

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"How can you know how the Social Security Administration is doing with regard to answering calls or processing benefit applications unless you have these metrics?"

Rep. Judy Chu, D-California

## Help line for Social Security under fire

Critics say not reporting wait times is misleading

Sarah D. Wire  
USA TODAY

Members of Congress and advocates say the Social Security Administration is providing the public with misleading information about how long it will take to resolve their problems.

Over the past several weeks, the agency has stopped making public 34 real-time performance metrics about things like how long they will have to wait to reach a live person on the phone, and how long applications for new senior benefits or Social Security benefits take to be approved. The metrics have been used for years to show how time-consuming it can be to reach a live person at certain locations or through the national 800 number, and as an accountability measure for the agency.

Instead the webpage now emphasizes how quickly problems can be resolved online, and says the "average speed of answer," which excludes call-back wait time, is 19.2 minutes.

USA TODAY reporters called Social Security's 800 line multiple times over several days and found the wait times to be consistently over an hour. Multiple times they did not reach a live person before the line disconnected with no warning.

Social Security Commissioner Frank Bisignano told members of Congress June 25 that 3 out of 4 people who call that 800 number use a call-back feature so they are not waiting on the phone. He said he took the wait time metric off the website because he thought it kept people from calling.

"If you show that you got an hour and a half wait time, well people are going to be discouraged and not call," he said.

When California Rep. Judy Chu asked him to reinstate the metrics so members of Congress and the public can have an accurate barometer of the agency's performance, Bisignano avoided answering the question until Chu's time to ask questions expired.

"How can you know how the Social Security Administration is doing with regard to answering calls or processing benefit applications unless you have

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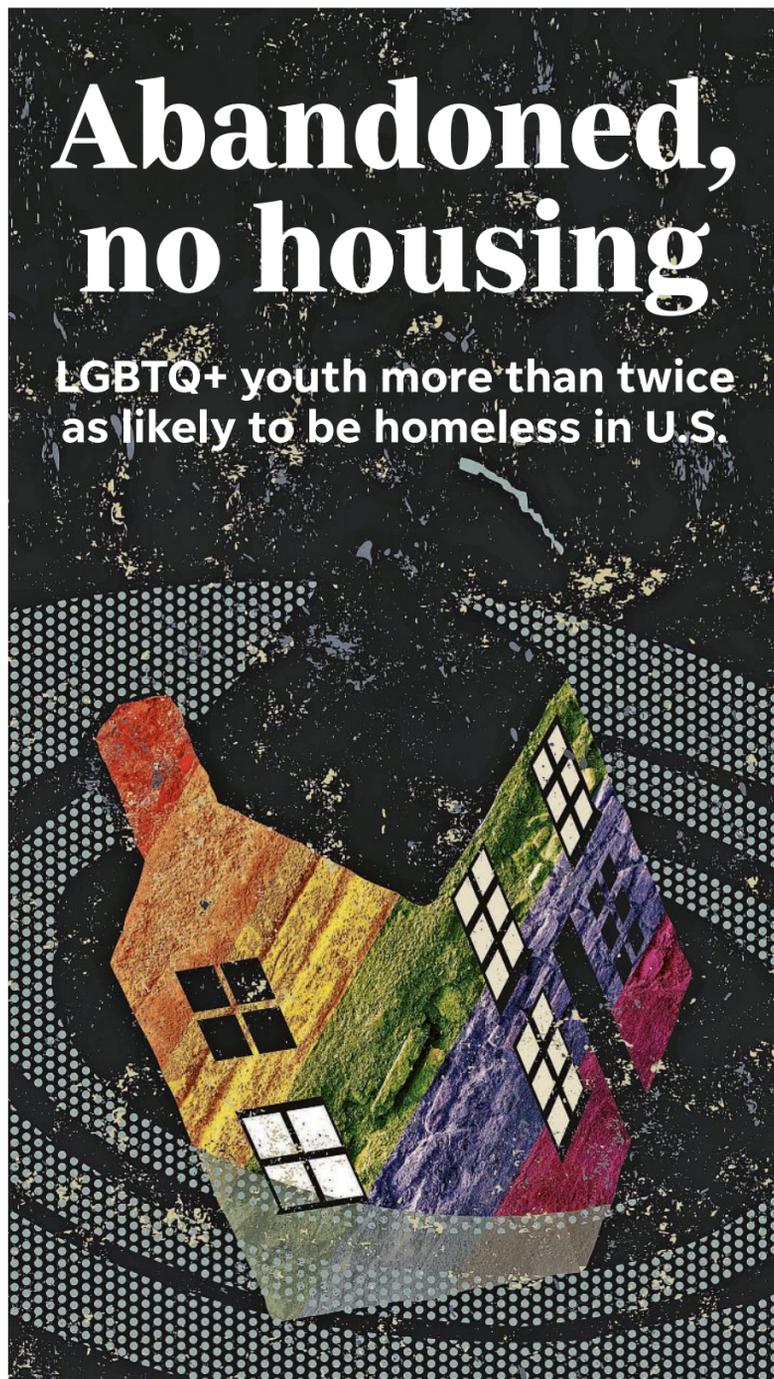


ILLUSTRATION BY TIFFANY CLEMENS/USA TODAY; GETTY IMAGES

## Abandoned, no housing

LGBTQ+ youth more than twice as likely to be homeless in U.S.

Rachel Hale USA TODAY

The No. 7 train was the warmest place for Iden Campbell McCollum to sleep. • He took the subway to his job at Burger King and spent many nights looping its route to Flushing, curled up over heaters that provided a brief respite from New York City's winters. • At the time, he was a recent high school graduate who had aged out of foster care and found himself homeless and battling severe depression.



Iden Campbell McCollum's advocacy work focuses on youth suicide prevention and life skills education.

PROVIDED BY IDEN CAMPBELL MCCOLLUM

His struggle was exacerbated by confusion about his gender identity. He didn't know any transgender people or have the language to describe what he was experiencing, but he knew he was different, and that his parents wouldn't accept him.

"I really didn't have any family, mostly because they assumed that I was a lesbian," Campbell McCollum, now 57, says. "I didn't have anybody to talk to about it because I had never seen another person like me."

It's been several decades since Campbell McCollum's experience living on the streets of New York City, yet for many LGBTQ+ young

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## Birthright ruling scares migrants

Trump plan could affect up to 255K babies a year

Trevor Hughes and Josh Meyer  
USA TODAY

DENVER – The Supreme Court's reticence to stop President Donald Trump from revoking automatic birthright citizenship to anyone born in the United States has set off shockwaves among migrant communities.

The court's June 27 ruling does not change the status of anyone subject to birthright citizenship, and it gives lower courts 30 days to further consider the issue. Advocates immediately filed a class-action lawsuit to block Trump's plan, which would end automatic citizenship for babies born in the United States unless their parents are also citizens or legal, permanent residents.

The measure is not retroactive, meaning it would only apply to babies born after it takes effect, if allowed by the courts.



A person stands with a U.S. flag attached to them, after the high court dealt a blow to the power of federal judges. NATHAN HOWARD/REUTERS

Among those suing to stop Trump's plan is "Liza," a Texas-based Russian-born graduate student who gave birth after the president issued his executive order. Liza, who has been granted anonymity by the federal courts in recognition of her immigration status, said she fears going to the Russian embassy to register their child's birth because her husband has applied for asylum in the United States after fleeing their homeland.

Liza's baby is currently protected from losing U.S. citizenship due to a preliminary injunction issued by a lower court, which will now consider the merit's of Trump's plan. Liza said she was "sick with worry" that the courts would rule before her baby was born.

"Thankfully our baby was born health and happy. ... We remain worried even now that one day the government would take away our baby's citizenship," she said during a news

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## Supreme Court decisions mark big wins for Trump

Recap of justices' rulings on porn, LGBTQ+ schoolbooks, Obamacare. **2A**

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