

Social Security Administration (SSA)

# Congressional Update



## Connecting with your most vulnerable constituents

Social Security shares your concern about the ability of your most vulnerable constituents to access our services while our field offices remain closed to walk-in service due to the COVID-19 pandemic. We understand that many people who are low-income, experiencing homelessness, living with mental illness, or who have limited proficiency in English have historically relied on meeting with us face-to-face to get the help they need. Partnering with community organizations and other government agencies is key for us to reach your at-risk constituents during this challenging time.

We have launched a national public outreach campaign to raise awareness of the Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) programs, which provide critical financial assistance to Americans in need. We have coordinated with the White House Office of Faith-Based and Neighborhood Partnerships and shared our website and other resources with its national network of faith and community leaders. We also collaborated with members of the claimant advocacy community on this campaign.

On March 25, we held a national call with more than 1,500 participants — advocates, community-based organizations, health care organizations, private industry, and all levels of government. As a result of this call and other events held by our outreach staff, we have secured commitments from over 2,100 partners, including over 550 that will take and submit applications.

Other key components of our outreach campaign include:

- The launch of a national advertising campaign on TV, radio, and social media, with an emphasis on children with disabilities.
- New online tools and informational pages, including:
  - Online resources for **People Helping Others** access our services.
  - Online **Outreach Materials for Vulnerable Populations** for partner groups to use.
  - Updated information for **Faith-Based and Community Groups**, including a new toolkit and fact sheets about SSI and SSDI.
- Further work with community-based groups that can assist with taking applications for SSI and SSDI.

We welcome the opportunity to partner with faith-based or community groups in your states and districts, and plan to roll out training materials to those groups that committed to help vulnerable individuals file applications. If you know of groups who might be interested in partnering with us, or would like more information, please contact your local Regional Communications Director (RCD). You can find RCD information at <https://www.ssa.gov/agency/rcds.html>.

## SIGN UP FOR A SECURE *my* Social Security ACCOUNT TODAY

In our last issue, we highlighted what your constituents can do with a secure *my* Social Security account if they do not currently receive Social Security benefits.

Now, check out what your constituents can do with my Social Security if they do receive benefits. They can:

- Request a replacement Social Security card.
- Get their benefit verification letter.
- Change their address and phone number.
- Set up or change their direct deposit.
- Request a replacement Medicare card.
- Get a Social Security 1099 form (SSA-1099).

Encourage your constituents to create their personal *my* Social Security account today at [SSA.gov/myaccount](https://ssa.gov/myaccount).

### Want more information from Social Security?

Check our other **publications**

**SOCIAL SECURITY UPDATE**  
[SSA.gov/news/newsletter](https://ssa.gov/news/newsletter)

**SOCIAL SECURITY MATTERS BLOG**  
[blog.ssa.gov](https://blog.ssa.gov)

**PRESS RELEASES**  
[ssa.gov/news/press/releases](https://ssa.gov/news/press/releases)



Securing today  
and tomorrow



### CASEWORK CORNER

You can get answers to the most frequently asked questions about Social Security at [faq.ssa.gov](https://www.ssa.gov/faq). We also provide information in multiple languages at [ssa.gov/site/languages/en/](https://www.ssa.gov/site/languages/en/)



### HILL STAFF HELP

OLCA's fact sheets to help you answer inquiries from your boss or constituents are available at [ssa.gov/legislation/resources.html](https://www.ssa.gov/legislation/resources.html)



### CONGRESSIONAL STATISTICS

Visit [ssa.gov/policy/docs/factsheets/cong\\_stats](https://www.ssa.gov/policy/docs/factsheets/cong_stats) for the number of Social Security and SSI beneficiaries in each state and district.

## Information Technology (IT) Update

Social Security is pleased to announce that we are one of just three agencies that has fully implemented the Government Accountability Office's (GAO) recommendations to fully address the responsibilities of its Chief Information Officer (CIO) in its policies. GAO notes that this implementation will allow SSA to better address IT management challenges like those found across the federal agencies. You can find an overview of this report at [www.gao.gov/products/gao-18-93](https://www.gao.gov/products/gao-18-93).

In June 2020, we established the Office of Digital Transformation, which is led by a Senior Executive who reports directly to the CIO. We have also established a Chief Business Officer to guide user-focused digital service delivery, with a focus on allowing customers to use self-service options for some of the highest-volume workloads that bring people to our field offices, such as benefit verifications.

Other recent accomplishments in our use of digital services and IT Modernization efforts include:

- Updating *my Social Security* with new functionality, which now allows claimants to check the status of their claim, view information about steps in the disability adjudication process, and see time estimates for the overall process.
- Partnering with the U.S. Digital Service to use their expertise in redesigning our agency website and improve our existing digital services.
- Adding targeted supplemental fact sheets to *my Social Security* to provide information specific to the individual, to help users make informed decisions based on their age group and earnings situation.
- Providing real-time notification for annual wage reports of critical errors for W-2 and W-2C filings, with more extensive, descriptive, and user-friendly error messages to help employers more easily file wages successfully.

We are proud of our efforts to modernize our IT infrastructure to bring better service to the American public. If you have questions or for more information, please feel free to contact our Office of Legislation and Congressional Affairs at **(202) 358-6030**.

## Senate Finance Hearing on SSA Operations during COVID-19

On April 29, SSA's Deputy Commissioner for Operations, Grace Kim, testified at a Senate Finance Committee hearing entitled "Social Security during COVID: How the Pandemic Hampered Access to Benefits and Strategies for Improving Service Delivery". Deputy Commissioner Kim's written testimony, along with all of Social Security's other testimony before the 117th Congress, is available at [www.ssa.gov/legislation/117th.html](https://www.ssa.gov/legislation/117th.html). You can find Social Security's testimony from previous Congresses at [www.ssa.gov/legislation/priorcongress.html](https://www.ssa.gov/legislation/priorcongress.html).

## Looking for detailed program policy information?

We have a publically accessible version of our Program Operations Manual System (POMS) at [secure.ssa.gov/apps10/poms.nsf/Home?readform](https://secure.ssa.gov/apps10/poms.nsf/Home?readform). POMS is a primary source of information used by our employees to process claims for Social Security benefits. The POMS web page provides a table of contents so you can browse by category, and read recent policy changes, emergency messages, and more.

