

Social Security Administration (SSA)

Congressional Update



GREETINGS FROM THE ACTING COMMISSIONER

As we begin 2022 and the second session of the 117th Congress opens, I want to wish you a happy new year.

Social Security's goal is to ensure that everyone who needs our services can access them. Our employees are ready to work with your staff to serve all your constituents, especially during these unprecedented times.

Kilolo Kijakazi
Acting Commissioner of Social Security

LEGISLATIVE BULLETINS

For information on major legislation from the 117th Congress with provisions affecting Social Security, please visit <https://www.ssa.gov/legislation/117th.html>

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

PRESS RELEASES
ssa.gov/news/press/releases



Securing today
and tomorrow

An Update on Reentry

Social Security is pleased to share that we have successfully reached agreements with our three labor unions on our reentry plan. We understand that many of you have been concerned about your constituents' ability to conduct business with us while we have been offering limited in-person services due to the pandemic. We believe that these agreements are a significant step toward improving your constituents' access to our services. Thank you and your constituents for your patience during these challenging times.

Some of our executives reentered on December 1, 2021. We plan reentry for most employees on March 30, 2022 to allow us to ensure that the necessary measures are in place to keep your constituents and our employees safe and is consistent with our union agreements.

We anticipate that field offices will increase in-person service to the public, without an appointment, in early April. Please note that your constituents who walk into our field offices without appointments may encounter delays. We will begin limited in-person hearings in March with our management judges. We plan to expand in-person hearings in the spring and early summer based on required notice to affected claimants.

As we expand the availability of in-person service, we will continue to encourage your constituents to go online to conduct business with us at [SSA.gov](https://ssa.gov), call us for help at our National 800 Number or the local field office if they cannot complete their business online; and schedule appointments. Our National 800 Number is **1-800-772-1213**. Contact information for your constituents' local field offices is available at <https://secure.ssa.gov/ICON/main.jsp>.

We will continue to monitor the course of the pandemic. We will keep you updated as we move forward with our reentry process, which allows us the flexibility to react to pandemic conditions. If you have further questions, please contact the Office of Legislation and Congressional Affairs at **(202) 358-6030**.



CASEWORK CORNER

We publish a biannual Congressional Inquiries Guide for congressional use only. We send caseworkers in district offices a copy upon entering Congress. You can request a copy at ssa.gov/legislation/congguide.html

Your local Regional Communications Director can assist you with everything from casework to connecting advocates for People Facing Barriers with SSA. To find your RCD, visit www.ssa.gov/agency/rcds.html



HILL STAFF HELP

You can access OLCA's fact sheets to help you answer inquiries from your boss or constituents at ssa.gov/legislation/resources.html

Congressional Constituent Relations Staff Highlights

Our Congressional Constituent Relations Staff (CCRS) expedites critical casework and special handling requests and inquiries from district, State, and Capitol Hill offices. Our mission is to ensure Congressional inquiries are completed as quickly and efficiently as possible. Contact information for CCRS may be found in the Congressional Inquiries Guide (Guide). If you need a copy of the Guide, please follow the instructions in the sidebar.

In FY 2021, CCRS assisted with over 6,600 congressional staff inquiries. This includes the work of our Congressional Liaison office, which took over 330 claims and post-entitlement actions, responded to almost 1,700 congressional and public inquiries, and handled over 100 direct contacts with current and former Members of Congress.

IT Modernization Update

With the end of fiscal year 2021, Social Security has completed four years of our five-year IT Modernization (IT MOD) plan. We would like to share some of our most significant business outcomes with you. During FY2021, we:

- Released the Claims Status Tracker in *my Social Security* to provide customers with an at-a-glance disability claim summary including personalized next steps and estimated timeframes for updates
- Improved Login.gov and ID.me federation and introduced improvements to our identity verification process, resulting in a 35 percentage point increase in successful registrations, from 45% to 80%. There are now over 65 million customers with a *my Social Security* account.
- Released Feedback Hub and Unified Voice Customer Experience Feedback Tool to collect feedback from customers using any service channel and present customer feedback in a single view to inform future direction in business processes, automation, and IT solutions.
- Debuted a Mobile Check-in application to allow visitors to check in for their appointment from their personal device, without the need to touch the kiosk.
- Implemented seventeen enhancements in the Processing Center (PC) Automation efforts to save over 13 workyears or \$1.3 million.

For more information on any of these accomplishments, or IT MOD in general, please contact the Office of Legislation and Congressional Affairs at **(202) 358-6030**.

Cost of Living Adjustment (COLA) for 2022

Social Security and Supplemental Security Income benefits for your constituents have increased 5.9 percent this calendar year. The increased payments began on December 30, 2021 for SSI beneficiaries, and on January 1, 2022 for Social Security beneficiaries. Your constituents received notifications by mail and online via their *my Social Security* accounts about their 2022 benefit amount.

The Social Security Act prescribes how we calculate the COLA. For more information about the COLA and its calculation, please visit <https://www.socialsecurity.gov/cola>. For additional information about the Social Security COLA, tax, benefit, and earning amounts for 2022, please review our fact sheet at <https://www.ssa.gov/news/press/factsheets/colafacts2022.pdf>.

Coming Soon: “Slam the Scam” Day 2022

SSA continues partnering with our Office of the Inspector General (OIG) to promote awareness about Social Security scams. In 2021, the OIG received over 568,000 scam complaints (down from over 718,000 in 2020). OIG works with the Department of Justice and other law enforcement agencies to identify and pursue scammers.

To educate and protect the public against scamming, **we are holding our third “Slam the Scam” Day on March 10, 2022.**

More information is available at <https://oig.ssa.gov>

