

Social Security Administration (SSA)

# Congressional Update



## An Introduction to our Congressional Liaison Office

The SSA Liaison office is located in Rayburn House Office Building G1-41. Our specialists are fully equipped to ensure quick access to information and assistance for Members of Congress and their staff, initiate claims-related activities, and respond to inquiries from Members on behalf of their constituents. We are available 8:30 a.m. to 5:00 p.m. Monday through Friday. While the liaison office is closed to walk-in service due to the COVID-19 pandemic, you can reach our staff via telephone (**202.225.3133**).

Our specialists are able to:

- Process requests for new or replacement social security number cards;
- Adjudicate applications for Retirement, Survivor and Medicare benefits;
- Process representative payee requests;
- Start or change direct deposit of benefits;
- Process changes of address for Retirement, Survivors, and Disability Insurance beneficiaries;
- Provide benefit estimates, benefit verifications, and status updates on pending claims; and
- Much more!

The Liaison staff also participates in district staff training seminars with: the Wounded Warrior Fellowship Program, the Congressional Research Service at the Library of Congress, the Senate Office of Education and Training, and the Congressional Staff Academy. Information about these seminars is available through the sponsoring organizations.

We always encourage district and state staff to also establish relationships with local field offices to help facilitate casework inquiries. If you need assistance establishing contact with your local offices, please contact your regional communications director (RCD) or our Legislative and Constituent Services Staff (LCSS). Find contact information for RCDs at <https://www.ssa.gov/agency/rcds.html>. LCSS may be reached by email at [olca.ccrs.criticalcase@ssa.gov](mailto:olca.ccrs.criticalcase@ssa.gov) or by phone at **410.965.3930**. Staff wishing to learn more about specific policies or needing technical assistance on legislative matters should contact our Congressional Affairs staff at **202.358.6030**.

SSA publishes the Congressional Inquiries Guide (Guide) to assist congressional offices with Social Security-related issues. The Guide contains an overview of SSA, descriptions of various aspects of the Social Security and Supplemental Security Income programs, and useful SSA points of contact. Request the Congressional Inquiries Guide at <https://www.ssa.gov/legislation/congguide.html>

The Guide is produced for congressional offices only.

## SOCIAL SECURITY TURNS 86 YEARS OLD

On August 14, 1935, President Franklin D. Roosevelt signed the *Social Security Act*, landmark legislation that continues to provide financial protection to our nation's people.

President Roosevelt said *"We can never insure one hundred percent of the population against one hundred percent of the hazards and vicissitudes of life, but we have tried to frame a law which will give some measure of protection to the average citizen and to his family against the loss of a job and against poverty-ridden old age."*

Read more about the establishment and changes to Social Security over the years at <https://www.ssa.gov/history>

### 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/)



### OVER 60 MILLION AMERICANS HAVE *my* Social Security ACCOUNTS

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



### EDUCATORS' TOOLKIT

Educators can find resources to help develop lessons on Social Security and the importance of planning for the future at [www.ssa.gov/thirdparty/groups/educators.html](https://www.ssa.gov/thirdparty/groups/educators.html)

## Programs to Assist Constituents Facing Barriers in the SSI/SSDI Application Process

Social Security understands that many of you continue to have concerns about your constituents who are facing barriers during the COVID-19 pandemic. We would like to share additional information about initiatives to provide assistance with applications for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) in partnership with third-party organizations.

We are pleased to announce that we have recently designated positions in our field offices to work with organizations in local communities to help often-underserved individuals. Our Liaisons will work directly with certain national, faith-based, and community organizations to help us reach people who need our services. So far, we have commitments from over 700 organizations, and the list is growing.

Our over 650 Liaisons are located in field offices based on need and proximity to our partner organizations. Organizations in your state or district that are interested in partnering with us and gaining direct access to a Liaison should contact the appropriate Regional Communications Director (RCD) for your state. Information for RCDs may be found at: <https://www.ssa.gov/agency/rcds.html>.

We would also like to draw your attention to the SSI/SSDI Outreach, Access, and Recovery (SOAR) program, funded by the Substance Abuse and Mental Health Services Administration (SAMHSA). SOAR is designed to increase access to SSI and SSDI for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, or co-occurring substance use disorder. (Per statute, an individual is not eligible for benefits if drug abuse or alcoholism is material to his or her disability.)

After completing training, SOAR case managers assist clients in completing and compiling materials to create high-quality SSI/SSDI claims application packages. Throughout the application process, case managers act as an authorized representative on their clients' behalf when interacting with SSA. SAMHSA maintains a technical assistance center to support SOAR programs and practitioners. To learn more about SOAR, please visit <https://soarworks.samhsa.gov>.

SOAR programs are available in all 50 states and the District of Columbia (DC). For more information on SOAR in your state, please visit <https://soarworks.samhsa.gov/directory>.

### House Oversight Hearing on FITARA and SSA Information Technology

On July 28, Deputy Commissioner for Systems Sean Brune testified at a House Committee on Oversight and Government Reform Subcommittee on Government Operations hearing on the Federal Information Technology Acquisition Reform Act. Deputy Commissioner Brune'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).

### Improved Implementation of the ALS Disability Insurance Access Act of 2019

As of the end of May, we have automated the elimination of the five-month waiting period for disability insurance claims with a diagnosis of Amyotrophic Lateral Sclerosis (ALS) with an award date of 7/23/20 or later. Previously, we were manually processing such cases after the law was enacted in December 2020.

### Keep Up to Date with COVID-19 Related Developments at SSA

Throughout the pandemic period, we have tried to keep the public informed about changes to service delivery and to address the most frequently asked questions about our programs and operations at our special Coronavirus page. Please continue to monitor <https://www.ssa.gov/coronavirus/> for developments.

