



SOCIAL SECURITY

The Commissioner

May 7, 2025

The Honorable Kirsten Gillibrand
U.S. Senate
Washington, DC 20510

Dear Senator Gillibrand:

Thank you for your April 8, 2025 letter regarding the Social Security Administration's (SSA) service delivery. I am committed to helping deliver on President Trump's promise to protect Social Security so that all eligible individuals can access their hard-earned benefits. The American people expect and deserve better than the intolerable wait times for customer service and unconscionable delays for benefit decisions that developed under the previous administration.

Effective April 14, individuals can complete all claim types via telephone, supported by new anti-fraud capabilities designed to protect beneficiaries and streamline the customer experience. The enhanced technology enables us to identify suspicious activity in telephone claims by analyzing patterns and anomalies within a person's account. If irregularities are detected, the individual will be asked to complete in-person identity proofing to continue processing their claim. These advancements allow us to maintain the security of our services while continuing to expand access for your constituents who may be unable to file online or visit an office in person. For more information, please visit our website at ssa.gov/news/press/releases/2025/#2025-04-12 and ssa.gov/news/identity-proofing.html.

At the same time, we are working to provide better customer service across all of our programs and services while safeguarding benefits. A key part of our strategy is optimizing our workforce towards frontline customer service and freeing up administrative resources through cost avoidance and efficiency initiatives. So far, about 2,000 employees in mission support positions at SSA have accepted voluntary reassignment to a frontline customer service position. Furthermore, we have identified over \$1 billion in cost avoidance or efficiencies for fiscal year 2025 through new, common-sense approaches in areas such as payroll, information technology, contracts and grants, real property, printing, travel, and purchase card policies.

As we work to improve service and effectively steward program and administrative resources, we remain committed to serving the American people in their communities. Importantly, reports that the agency is permanently closing local field offices **are false**. Since January 1, 2025, we have not permanently closed or announced the permanent closure of any local field office. From time to time, we must temporarily close a local field office for reasons such as weather, damage, or facilities issues, and it reopens when the issues are resolved.

Finally, you mention concerns regarding public communications. SSA continues to communicate through any and all mediums to ensure the public receives timely and relevant information. In fact, just last month, I announced that SSA is reinstating National Social Security Month—a public awareness campaign held in April each year that is dedicated to helping Americans access their benefits. The agency last observed National Social Security Month in 2019, during President Trump’s first term. The early days of the COVID-19 pandemic forced the cancellation of National Social Security Month in 2020, and the previous administration never resumed the observance. This year, the period of enhanced public outreach will extend to August 14, when Social Security celebrates its 90th Anniversary.

For more information on all of our improvement efforts, please visit our website at ssa.gov/news/press/releases/2025/#2025-04-29.

I hope this information is helpful. I am sending a similar response to the co-signers of your letter.

Sincerely,

A handwritten signature in cursive script, reading "Leland Dudek".

Leland Dudek
Acting Commissioner

cc:

The Honorable Richard Blumenthal
The Honorable Elissa Slotkin
The Honorable Amy Klobuchar
The Honorable Jacky Rosen
The Honorable Chris Van Hollen
The Honorable Tammy Duckworth
The Honorable Peter Welch
The Honorable Raphael Warnock
The Honorable Alex Padilla
The Honorable Edward J. Markey
The Honorable Ruben Gallego
The Honorable Elizabeth Warren
The Honorable Angela Alsobrooks
The Honorable Cory A. Booker
The Honorable Jack Reed
The Honorable Tina Smith
The Honorable Brian Schatz
The Honorable Bernard Sanders
The Honorable Sheldon Whitehouse