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March 28, 2022

Dr. Kilolo Kijakazi  
Acting Commissioner  
Social Security Administration  
6401 Security Boulevard  
Baltimore, MD 21235

Dear Acting Commissioner Kijakazi:

I am writing to follow up on the December 8, 2021, letter I joined, led by Senator Tim Scott and Senator Mike Crapo, that urged the Social Security Administration (SSA) to immediately reopen its field offices to the public after having been closed for nearly 21 months. Your office indicated in January that it was planning reentry of its teleworkers on March 30, and anticipating that field offices would resume in-person services to the public in early April. Your office, however, still has not indicated the specific date in April that the field offices will reopen to the public. This lack of clarity to the millions of Americans who rely on Social Security creates many problems.

It has now been two full years since the SSA suspended in-person services because of the COVID-19 pandemic. While the SSA reportedly submitted its reentry plan to the Office of Management and Budget in July 2021, it has still failed to fully reopen its offices to the public. The resulting disruptions to millions of Social Security beneficiaries are especially difficult for individuals and seniors in rural areas who do not have reliable telephone or Internet access and experience mail backlogs and delays in receiving benefit payments.

Social Security is a bedrock of our nation's social safety net. On behalf of the nearly 70 million Americans who receive benefits from the SSA, I am writing to reiterate the need for the SSA to reopen its field offices as quickly as possible. I am also requesting that you provide to me the date on which SSA's field offices will reopen to the public for in-person services. Our nation's seniors and beneficiaries of SSA programs deserve no less.

Sincerely,



Susan M. Collins  
United States Senator