



Template for Reaching Out to Your Elected Officials Regarding the Social Security Failures

SUBJECT: Urgent Action Needed to Fix the Social Security Administration Crisis

Dear [Representative/Senator] [Last Name],

I am writing as your constituent to express deep concern about the growing crisis at the Social Security Administration (SSA), which is directly harming the millions of Americans—over 67 million each month—who rely on this essential program to survive.

The facts are alarming:

- Callers are experiencing **wait times of four to five hours**, often without resolution.
- The **SSA website crashes repeatedly**, cutting off vital access to benefits.
- **12% of SSA staff** have been cut, and field offices are closing.
- A new **in-person verification policy** is creating insurmountable barriers for seniors, disabled individuals, and those without access to transportation or technology.

This is not sustainable. It is not humane. And it is not acceptable.

Social Security is a foundational promise of our country—a lifeline, not a luxury. I urge you to take immediate action to:

1. **Fully fund SSA operations and restore staffing to adequate levels**
2. **Pause harmful in-person verification mandates until access barriers are resolved**
3. **Investigate and resolve the recurring failures in SSA's digital infrastructure**
4. **Hold hearings on SSA performance and leadership accountability**

The current situation is a breakdown of governance and service delivery, and it requires urgent correction. I respectfully ask that you prioritize the well-being of your constituents by acting now to restore functionality, dignity, and trust to the Social Security system.

Thank you for your time and attention to this critical matter. I look forward to seeing your public commitment to protecting the people who rely on this program every day.

Sincerely,

[Your Name]

[Your Address]

[Your City, State, ZIP Code]

[Your Email Address]

[Optional: Your Phone Number]

Use this template for an email or as a script for a telephone call or message and be sure to
TELL THEM SUSAN SENT YOU!