

Guide to Contacting Elected Officials: Social Security Concerns

You can contact your elected representatives in Congress by phone, mail, or email. Calling by phone is the most effective way to communicate your concerns. If you get a voicemail, leave a message. You can both call and email; you are more likely to get a response by email.

Step 1: Find out who your representatives are and how to contact them -

<https://www.usa.gov/elected-officials>

Step 2: Before calling, write a script for what you plan to say. You can use this template -

1. Introduce yourself, including your name, city or county, and zip code
2. State your purpose
Example: "I'm calling to express my concerns about changes being made at Social Security, including [reduced staff, longer wait times, local office numbers being removed from the internet, identity verification requirements that are redundant and require office visits to understaffed offices, no drop-in services, requiring appointments without an appointment scheduling system]"
3. Make it personal
Example: "I am in the process of applying for disability benefits and I've spent hours on the phone waiting to talk to someone at Social Security. My local office doesn't have their phone number listed publicly. I tried to visit the office and they turned me away because I didn't have an appointment. I need benefits because I am not able to work due to my disability."
4. Be clear about what you want
Example: "I am asking the senator to publicly oppose the staffing cuts and new policies at Social Security that make it harder to access benefits and service"

Tips:

- Try to have a clear, calm tone in your communication. Using a highly emotional tone and/or language is not recommended. For example, say "I am calling to tell you my concerns" rather than "I am calling to tell you I AM MAD!"
- Choose one or two topics per call. You can call as often as you like.
- Keep your script short. You may get a voicemail, and you want to have enough time to say everything you want to say.
- Congressional staffers generally keep count of how many people call about a particular issue. Call often about issues that are important to you, and encourage other people to do the same.