

Congress of the United States
Washington, DC 20515

The Honorable Carolyn Colvin
Acting Commissioner, Social Security Administration
6401 Security Blvd.
Baltimore, MD 21235

July 7, 2015

Dear Acting Commissioner Colvin:

On behalf of the undersigned Members of Congress, we have a concern regarding the Social Security Administration's (SSA) recently released **Vision 2025**. Our understanding is that **Vision 2025** represents SSAs' view of what the agency should look like in 10 years. If this is correct, we find it hard to understand why it includes no mention of the role of the 1,250 field offices located around the United States. Currently these offices serve 43 million visitors each year and handle almost 60 million telephone inquiries, and we are concerned by the fact that your vision includes virtually no mention of them.

We are glad to see SSA explore further uses of the Internet to assist individuals and reduce office wait times, but we do not believe the Internet is a substitute for the face-to-face service and expertise provided by trained field office personnel. Computers cannot always provide people with the options they need to understand and consider before deciding when, and for what benefit, they should be applying.

Our constituents understand this and polling on the subject indicates an overwhelming majority support SSA field offices and would like to see more established around the country. According to a survey conducted by Public Polling Associates in November, 2014, 86 percent of Americans want as many or more field offices in the future. Only 11 percent want to use the Internet or mail to request a replacement Social Security Card. When it comes to filing for benefits, just 13 percent of respondents said they wanted to file for retirement online. Even among people under 30, who are among the most computer literate, that number was only 4 percent.

We respectfully request your response to the following questions in writing as soon as possible.

1. What role do you see SSA field offices playing in 10 years that is different from the role they play today?
2. Would you say that the number of these offices should remain about the same, be reduced or be increased over that time period?
3. What is the basis for your view that the public desires to use the Internet versus seeing someone at a local office?

We thank you for your attention to this matter and look forward to your response to these important questions.

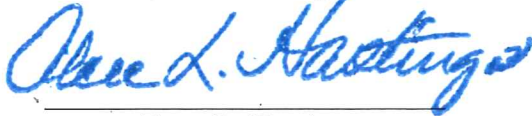
Sincerely,



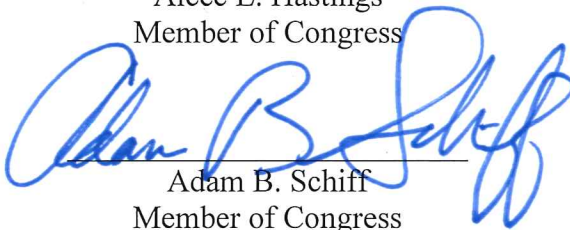
Cheri Bustos
Member of Congress



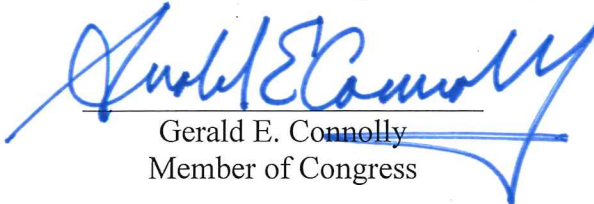
Corrine Brown
Member of Congress



Alcee L. Hastings
Member of Congress



Adam B. Schiff
Member of Congress



Gerald E. Connolly
Member of Congress



Brian Higgins
Member of Congress



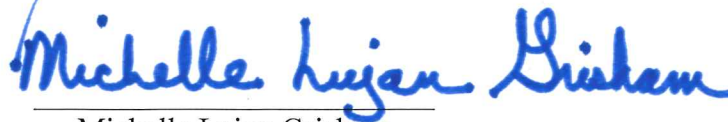
Mark Pocan
Member of Congress




Don Young
Member of Congress



Gwen Moore
Member of Congress



Michelle Lujan Grisham
Member of Congress



Maxine Waters
Member of Congress



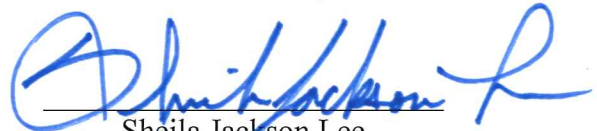
Dave Loebsack
Member of Congress



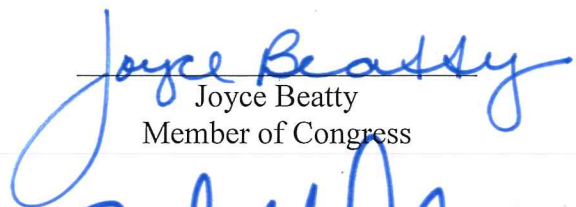
Matt Cartwright
Member of Congress



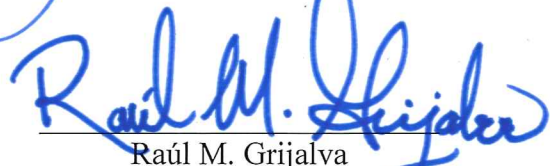
Carolyn B. Maloney
Member of Congress



Sheila Jackson Lee
Member of Congress



Joyce Beatty
Member of Congress



Raúl M. Grijalva
Member of Congress



André Carson
Member of Congress



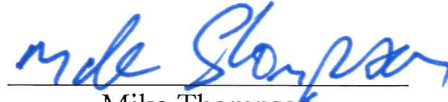
Peter DeFazio
Member of Congress



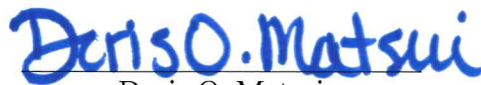
Jim Costa
Member of Congress



Jan Schakowsky
Member of Congress




Mike Thompson
Member of Congress



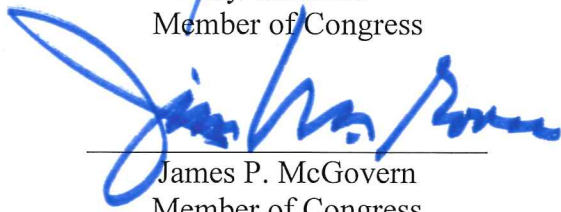
Doris O. Matsui
Member of Congress



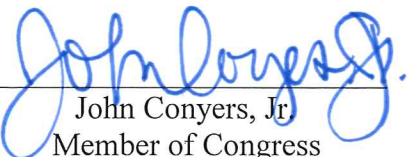
Tony Cárdenas
Member of Congress



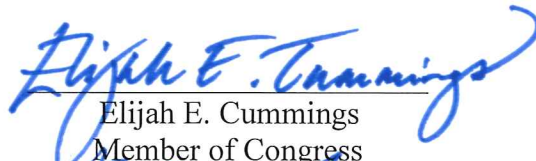
Patrick E. Murphy
Member of Congress



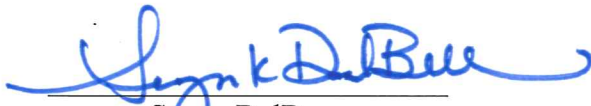
James P. McGovern
Member of Congress



John Conyers, Jr.
Member of Congress



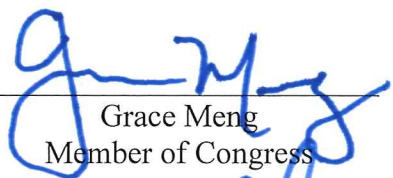
Elijah E. Cummings
Member of Congress



Suzan DelBene
Member of Congress



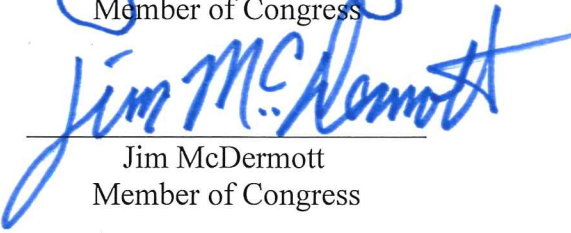
Daniel W. Lipinski
Member of Congress



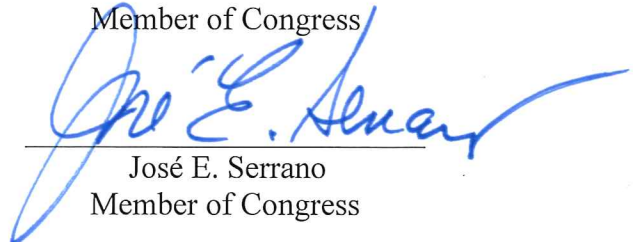
Grace Meng
Member of Congress



Mark Takano
Member of Congress



Jim McDermott
Member of Congress



José E. Serrano
Member of Congress



Chris Van Hollen
Member of Congress



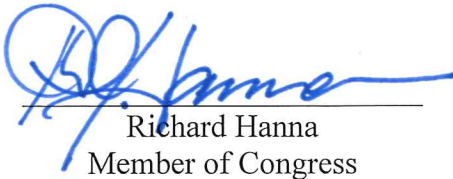
Niki Tsongas
Member of Congress



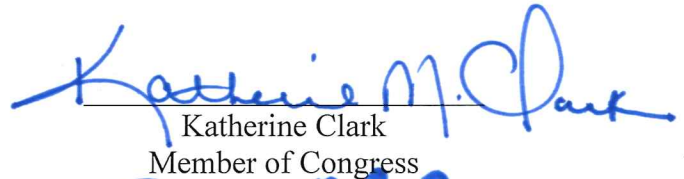
Brenda L. Lawrence
Member of Congress



Zoe Lofgren
Member of Congress



Richard Hanna
Member of Congress



Katherine Clark
Member of Congress



Chellie Pingree
Member of Congress



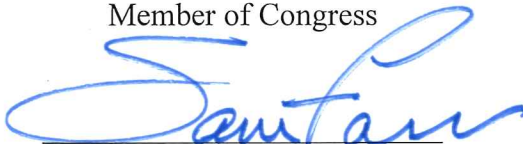
Betty McCollum
Member of Congress



C.A. Dutch Ruppersberger
Member of Congress



Adam Smith
Member of Congress



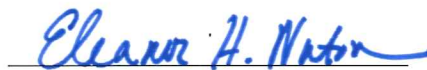
Sam Farr
Member of Congress



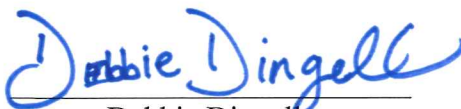
Judy Chu
Member of Congress



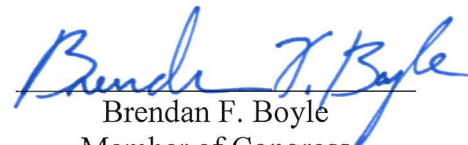
Donna F. Edwards
Member of Congress



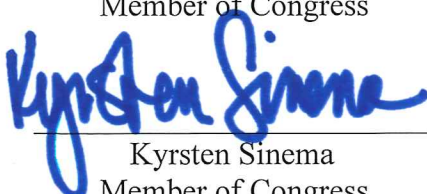
Eleanor Holmes Norton
Member of Congress



Debbie Dingell
Member of Congress



Brendan F. Boyle
Member of Congress



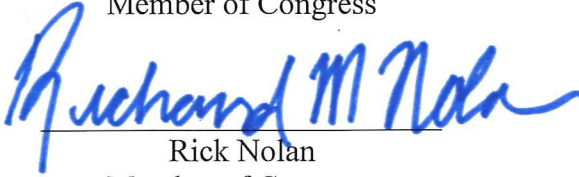
Kyrsten Sinema
Member of Congress



Kurt Schrader
Member of Congress



Derek Kilmer
Member of Congress



Rick Nolan
Member of Congress



Donald Norcross
Member of Congress



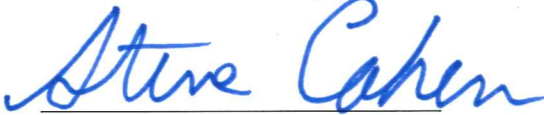
Yvette D. Clarke
Member of Congress



Marc Veasey
Member of Congress



Tim Ryan
Member of Congress



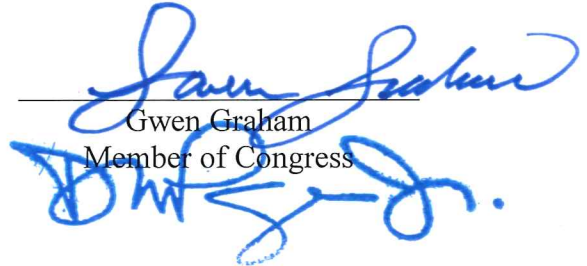
Steve Cohen
Member of Congress



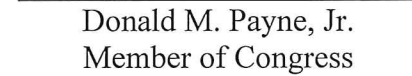
Bill Foster
Member of Congress



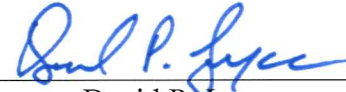
Jim Cooper
Member of Congress



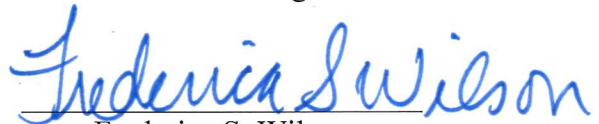
Gwen Graham
Member of Congress



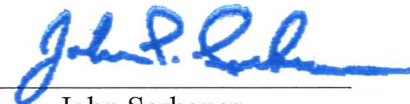
Donald M. Payne, Jr.
Member of Congress



David P. Joyce
Member of Congress



Frederica S. Wilson
Member of Congress



John Sarbanes
Member of Congress