

Social Security Administration (SSA)

# Congressional Update



## Customer Service Updates

We have implemented the requirements of the Creating Advanced Streamlined Electronic Services for Constituents (CASES) Act (H.R. 1079 in the 116th Congress). The Electronic Request for Consent to Disclose is now available to your adult constituents who are identity proofed and authenticated with a Login.gov or ID.me account, or via our internal authentication systems. Please note that at this time, we cannot accept electronic requests for consent to disclose information from a parent or guardian of a minor child or of an incompetent adult.

## New States for Online Name Change Due to Marriage

As of February 10, 2024, your constituents with marriage certificates issued by Colorado, Virginia, and Wisconsin can use the Internet Social Security Number Replacement Card (iSSNRC) name change due to marriage feature. Seventeen jurisdictions now participate in marriage certificate verification services.

Your constituents can sign into their [my Social Security](#) accounts to submit their request. They will also need to provide information from a driver's license or state identification issued by a state participating in the AAMVA Driver's License Data Verification Process (except for Alaska, New Hampshire, and Oklahoma). We are working with the remaining States to find solutions for their participation.

## Mobile Check-in

When your constituents visit their local Social Security offices, they will now be able to check in from their own mobile devices if they prefer. When they arrive at the office, they can simply scan the QR code to check in for both scheduled appointments and non-scheduled visits to receive an electronic ticket showing their place in line and receive a mobile alert when it is their turn to be helped.

## [my Social Security](#) available to those outside U.S.

Your constituents who are living abroad are now able to create a my Social Security account and access many of our online services using their ID.me credential. This will allow them to:

- Check their earnings or the status of their application or appeal;
- View, print or save a benefit verification letter or replacement SSA-1099-1042S tax statement; and
- Access online notices.

For more information, please visit <https://www.ssa.gov/foreign/>

## Past Benefit Statements Online

Your constituents can now use their [my Social Security](#) account to download a copy of their SSA-1099 or SSA-1042S tax form (also known as a Social Security Benefit Statement) for the past six years in which they received benefits. The Benefit Statement shows the total amount of benefits a person received from Social Security in a calendar year.

## MARTIN J. O'MALLEY SWORN IN AS COMMISSIONER

On December 20, 2023, Martin J. O'Malley was sworn in by Senator Ben Cardin as Commissioner of Social Security. His term expires on January 19, 2025.

In a statement, the Commissioner expressed gratitude for the opportunity to lead SSA, saying "I am honored for the opportunity of a lifetime to lead Social Security's outstanding public servants forward, together, in such an important mission to help the agency to delivery critical services to the American people."

Commissioner O'Malley previously served as Governor of Maryland from 2007 to 2015, following two terms as Mayor of the City of Baltimore. He is a pioneer in using performance management technologies in government and has written extensively about how to govern for better results by measuring outputs on a real-time basis.

## WANT MORE INFORMATION FROM SOCIAL SECURITY?

Check our other [publications](#)

## SOCIAL SECURITY UPDATE [SSA.gov/news/newsletter](https://ssa.gov/news/newsletter)

## SOCIAL SECURITY MATTERS BLOG [blog.ssa.gov](https://blog.ssa.gov)

## PRESS RELEASES [ssa.gov/news/press/releases](https://ssa.gov/news/press/releases)



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### CASEWORK CORNER

We publish a biannual Congressional Inquiries Guide for congressional use only. We send caseworkers in district offices a copy upon entering Congress. You can request a copy at [ssa.gov/legislation/congguide.html](https://ssa.gov/legislation/congguide.html)



### HILL STAFF HELP

OLCA's fact sheets to help you answer inquiries from your boss or constituents are available at [ssa.gov/legislation/resources.html](https://ssa.gov/legislation/resources.html)



### CONGRESSIONAL STATISTICS

Visit [ssa.gov/policy/docs/factsheets/cong\\_stats](https://ssa.gov/policy/docs/factsheets/cong_stats) for the number of Social Security and SSI beneficiaries in each state and district.

## Recent Hearings Recap

Members of SSA leadership have recently testified at several congressional hearings.

- On October 18, 2023, SSA's Acting Commissioner, Dr. Kilolo Kijakazi, testified at the House Committee on Ways and Means, Subcommittee on Social Security, on **protecting beneficiaries from the harm of improper payments**.
- On October 26, 2023, SSA's Acting Assistant Deputy Commissioner for Operations, Linda Kerr-Davis, testified at the hearing of the House Committee on Ways and Means, Subcommittee on Social Security, entitled **"One Million Claims and Growing: Improving Social Security's Disability Adjudication Process"**.
- On November 29, 2023, Executive Counselor to the Commissioner, Oren "Hank" McKnelly II, testified at the hearing of the House Committee on Oversight, Subcommittee on Government Operations and the Federal Workforce, entitled **"Oversight of Federal Agencies' Post-Pandemic Telework Policies: Part II"**.

The written testimony from these hearings is available at

<https://www.ssa.gov/legislation/118th.html>. You can find testimony from previous Congresses (back to the 113th) at <https://www.ssa.gov/legislation/priorcongress.html>.

## Assisting Your Constituents with Limited English Proficiency

We have resources in many languages to help those of your constituents with limited English proficiency access Social Security programs, services, and benefits.

We offer free interpreters in more than 200 languages by telephone or in person for those of your constituents who may require language assistance in real time.

Our website [SeguroSocial.gov](https://SeguroSocial.gov) provides online resources in Spanish, including information on retirement benefits, disability benefits, and Supplemental Security Income (SSI) payments.

Instructions for applying for a Social Security number (SSN) card are available in 17 languages, including English and Spanish. Your constituents can use these instructions to complete the official form to request an SSN card in English.

We also offer many of our publications in languages other than English. Visit our Social Security Information in Other Languages page at <https://www.ssa.gov/site/languages/en/> to view these resources.

If any of your constituents experience difficulty receiving services due to a language barrier issue, please contact your Regional Communications Director (RCD). RCD information can be found at <https://www.ssa.gov/agency/rcds.html>.

## New WEP/GPO Resources

We recently launched an updated webpage to provide your constituents with more information about the Windfall Elimination Provision (WEP) and Government Pension Offset (GPO), available at <https://www.ssa.gov/prepare/government-and-foreign-pensions>.

This page includes self-service calculators to allow your constituents to instantly get an estimate of how WEP or GPO might affect their benefit, and instructions on how they can contact us for help getting more exact figures. We hope this information will help your constituents understand the rules and policies related to WEP and GPO and how they might be affected.

## Data on Race and Ethnicity

We collect information on race and ethnicity during applications for new or replacement Social Security number (SSN) cards. Currently, this information is collected through applications completed through our Online Social Security Number Application or internet Replacement Social Security Card tools, or at a local Social Security office or card center. Providing this information is voluntary and does not affect decisions on benefit applications. Soon, we will also voluntarily collect this information from parents in participating states during the hospital birth registration process when they request an SSN for their newborn.

This data is used for research and statistical purposes, which help us determine whether we are equitably serving your constituents and expanding access to our programs by allowing us to understand who our benefit payments and programs are helping and who they are not.

