



Dear Colleague,

Although the Social Security Administration (SSA) offices have been closed to the public since the start of the coronavirus pandemic, the SSA employees have responded to phone calls at the local offices. I have received excellent feedback from families who have had helpful phone calls with Social Security personnel since the pandemic began.

We now have good news from Social Security on the possibility of scheduling in-person appointments in certain urgent situations. Please note that walk-in visits are still not available, and any in-person assistance can occur only with an appointment. Please see below for the new information that has been disseminated by Social Security, describing the type of assistance that may be provided, in urgent situations, and share it with others who may also be interested.



Securing today
and tomorrow

Dear Colleague,

During the pandemic, Social Security has continued to provide service online and by phone while our offices remain closed for walk-in service. Our local office employees are busy answering calls to their office. While we offer many online and phone options to help you, we recognize that in-person assistance is sometimes necessary.

Though walk-in service is not available, we may be able to schedule an in-person appointment in certain situations. We have updated information on our [Coronavirus Disease \(COVID-19\) web page](#) to explain situations involving help with benefits or a Social Security number when we may be able to schedule an appointment. If you believe your client qualifies for an in-person appointment, ask your client to call their local office. They can look up the phone number for their local office by accessing our [office locator](#). Please note that appointments may not be immediately available, depending on local health and safety conditions and staffing. **An in-person appointment may be possible if your client:**

- Is without food or shelter, including utilities or is without medical care or coverage and needs to apply for or reinstate benefits.
- Currently receives benefits and has an urgent need for payment to meet expenses for food, shelter, or medical treatment, and cannot receive the payment electronically.
- Is age 12 or older applying for their first SSN card.
- Needs to update or correct their SSN information (e.g., name, date of birth, or citizenship) to obtain income, resources, or medical care or coverage, or other services or benefits (e.g., filing a tax return, applying for housing, seeking an Economic Impact Payment).

Please visit and subscribe to our [Coronavirus Disease \(COVID-19\) web page](#) to keep up to date during the pandemic. I encourage you to share this information with your members, colleagues, affiliates, and other interested parties.

Sincerely,

Jeffrey Buckner
Associate Commissioner
Office of Strategic and Digital Communications
[@SSAOutreach](#)

Thank you,

Bev

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[Click here](#) to see The Arc of NJ's COVID-19 information and resource page.
[Click here](#) to access information from the State Of New Jersey on COVID-19.

You are encouraged to share this information with others who may also be interested. However, if you are forwarding this, please delete the "unsubscribe" link at the bottom of this email. If you do not remove the "unsubscribe" option and a person who receives your forwarded email clicks "unsubscribe," it would result in your name being removed from our distribution list.