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Subject: Local Social Security Offices Expand In-Person Services

Good Afternoon,

On April 7, 2022, local Social Security offices resumed in-person services for people without an appointment. Please inform participants of the expanded in-person services and be prepared to share the below information:

The [Social Security Administration](#) (SSA) strongly encourages people to continue to use online services, call for help, and schedule in-person appointments. Scheduling an appointment at your local Social Security office will save you time. Offices are expecting longer wait times for walk-in appointments as operations adjust to expanded in-person services.

To get online Social Security services, go to: ssa.gov/onlineservices/.

Many Social Security services are also conveniently available by dialing toll-free, 1-800-772-1213. People who are deaf or hard of hearing may call Social Security's TTY number, 1-800-325-0778.

If you plan on visiting a Social Security office, remember:

- You must complete a [self-assessment checklist](#) to see if it is safe for you to enter an office.
- Everyone must wear a mask. They will provide a mask if you do not have one.
- Hand sanitizer is available.
- You may need to wait outside because space in offices may be limited. Please plan for the weather.
- Please come alone unless you require help with your visit. If you require help, we can only permit one adult to join you. Children are allowed.
- If you do not have an appointment, you should expect long lines, especially during the busiest times in our offices: Mondays, the morning after a federal holiday, and the first week of the month.

View a list of offices closed to in-person service (telephone only) or providing in-person

service only by appointment at the SSA's [Office Closings and Emergencies](#) webpage.

Please do not send social security numbers or claims information over the Internet or email because it is not secure. Those questions should be directed to SSA's toll free service at 1-800-772-1213 or toll free TTY service at 1-800-325-0778.

This email will be posted to the [BWF Work Programs Help Desk Home Page](#).