

Changes to Accessing Help From Social Security

Between January 2025 and April 2026 the Social Security Administration (SSA) lost more than 8,000 employees which was a reduction of over 14 percent and the largest staffing reduction in history. Without enough employees to staff offices and respond to telephone calls the agency is initiating national services to distribute calls and appointments.

These initiatives include re-routing calls and setting up a national appointment scheduling calendar.

According to The Center for Medicare Advocacy, those reaching out for help to Social Security need to know the following:

- Beware that SSA may call you from an area code you might not recognize, which scammers can take advantage of, so be very careful about who you are speaking with.
- Calls to your local field office may be re-routed to another county or state.
- Always keep a log of the date/time/person spoken to and what was said. This is important because remedies are only available if you have proof that a SSA employee provided misinformation.
- SSA encourages individuals to conduct as much business as possible online through *my* Social Security accounts.
- SSA states that individuals with disabilities and/or in need of accommodations can still request those accommodations through their local field office, by calling the national customer service number at 1-800-772-1213, or by emailing their request to the following address: Section.504.public.inquiry@ssa.gov.