Monthly Information Package

October 2024

Columns & Features

[CELEBRATING 89 YEARS OF SOCIAL SECURITY 2](#_Toc157603798)

SOCIAL SECURITY INSTALLS NEW KIOSKS TO IMPROVE CUSTOMER CHECK-IN PROCESS [3](#_Toc157603799)

STAY HEALTHY AND INDEPENDENT WITH SENIOR NUTRITION PROGRAMS [4](#_Toc157603800)

NATIONAL SAVINGS DAY REMINDS US TO PLAN FOR THE FUTURE [5](#_Toc157603801)

WHY IT’S IMPORTANT TO TELL US ABOUT CHANGES WHEN YOU GET SOCIAL SECURITY BENEFITS [6](#_Toc157603802)

Produced at U.S. taxpayer expense.

Social Security Column

# CELEBRATING 89 YEARS OF SOCIAL SECURITY

By <Name>

Social Security <Title> in <Place>



For nearly 90 years, Social Security has provided income protection to millions of retirees, people with disabilities, their dependents, and families who’ve lost a family member who worked and paid Social Security taxes before they died. In addition to paying benefits, we issue millions of Social Security numbers each year, maintain wage records to make sure workers get the benefits they have earned, and much more. The scope of what we do is enormous, and we are proud to serve the American people. Whether providing service online at SSA.gov, over the telephone, or in person, our goal is to help you understand your eligibility for benefits and the best way to apply for them.

We also work to make sure our programs, particularly Supplemental Security Income (SSI), remain accessible to you. SSI provides monthly payments to adults and children with a disability or blindness, and to adults age 65 and older, who have limited income and resources. This year we announced that we are expanding SSI eligibility criteria by:

* Updating the public assistance household definition.
* Removing food from in-kind support and maintenance.
* Expanding rental subsidy nationwide.

Find more information about SSI at [www.ssa.gov/ssi/](https://www.ssa.gov/ssi/).

We are dedicated to protecting the well-being of the people we serve. It is important to us that every person who is eligible for benefits gets them timely and accurately. That is how we help secure today and tomorrow.

To learn more about the history of Social Security, visit [www.ssa.gov/history](https://www.ssa.gov/history/index.html). Please share this information with your friends and loved ones who may need it.

# # #

**Social Security Column**

# SOCIAL SECURITY INSTALLS NEW KIOSKS TO IMPROVE CUSTOMER CHECK-IN PROCESS

By <Name>

Social Security <Title> in <Place>



At Social Security we strive to make our services more accessible while maintaining your privacy. We installed new kiosks in most of our local offices to make it easier for you to check in and conduct business with us. The kiosks are private, easy to use without assistance, and provide consistent service to our customers.

Modifications to earlier screens have improved the check-in process, especially for our customers who are blind or have low vision. Each kiosk is compliant with the Americans with Disabilities Act (ADA) and includes the following features:

* Accessible keypads.
* Audio headphone jacks (complimentary headphones are available upon request).
* Braille instructions for how to use the kiosk and report any accessibility issues.
* Built-in thermal printers and ticket dispensers.
* Enhanced 508-compatible check-in software.
* Touchscreen monitors with privacy filters.

These kiosks are just one more way we’re improving the customer service experience in our offices. Last year, we began offering Mobile Check-in Express. It allows customers to use their mobile device to scan a QR code at their local office to check in for scheduled and walk-in appointments.

By turning on their device’s location services and mobile notifications, visitors receive:

* An electronic ticket so they know their place in line.
* An alert when an employee is ready to help them.
* Information about their interview location.
* An invitation to participate in our feedback survey.

With our new kiosks and Mobile Check-In Express, our check-in process has never been easier. To learn more about our commitment to accessibility, visit [www.ssa.gov/accessibility](https://www.ssa.gov/accessibility/index.html).

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**Social Security Column**

# STAY HEALTHY AND INDEPENDENT WITH SENIOR NUTRITION PROGRAMS

By <Name>

Social Security <Title> in <Place>



Are you eligible for Social Security retirement benefits or already receiving them? Did you know that you can also receive healthy meals and other nutrition services through the national Senior Nutrition Program? Local meal programs in communities across the country are waiting to serve you.

As we age, we have different needs, different ways we take care of our health, and different nutrients we need to get from our food. But we don’t always have enough healthy food or the desire to prepare or eat a meal. Whether you need more food, healthier food, someone to share a meal with, or better eating habits, a meal program can help.

Every day, senior nutrition programs serve almost 1 million meals to people age 60 and older. With home delivery and group meal options, you can get the food you need in a way that works best for you. They can help you avoid missing meals – and save you time and money with less shopping and cooking.

Local programs serve more than food. They also:

* Offer opportunities to connect and socialize. This improves both your mental and physical health.
* Teach you how to create a healthy eating plan. You can learn about healthy food recommendations based on your age, needs, and preferences.
* Connect you with other resources like homemaker services and transportation to help you stay connected and engaged in your community.

It’s no surprise that 9 out of 10 participants say they would recommend a senior nutrition program to a friend. We know this service can help create healthy, strong communities where people can thrive at any age.

Find a senior nutrition program in your area and help us spread the word to your loved ones, neighbors, and community. For more information on resources for older adults, please visit [eldercare.acl.gov/Public/Index.aspx](https://eldercare.acl.gov/Public/Index.aspx).

To learn more about our retirement benefits, please visit [www.ssa.gov/retirement](http://www.ssa.gov/retirement).

The Senior Nutrition Program is administered by the Administration for Community Living, part of the U.S. Department of Health and Human Services.

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Social Security Column

# NATIONAL SAVINGS DAY REMINDS US TO PLAN FOR THE FUTURE

By <Name>

Social Security <Title> in <Place>



October 12th is National Savings Day. It serves as an important reminder to plan for your financial future. Social Security is a vital part of any financial plan. We have online tools to help you understand your potential benefits and how they fit into your financial future.

Regardless of your age, you should periodically review your *Social Security Statement* (*Statement*) using your personal *my* Social Securityaccount at [www.ssa.gov/myaccount](https://www.ssa.gov/myaccount/). Your *Statement* is an easy-to-read summary of the estimated benefits you and your family could receive, including retirement, disability, and survivors benefits. You should also review your *Statement* annually to confirm your earnings history.

The retirement calculator in your personal *my* Social Security account allows you to check various benefit estimate scenarios based on the age you plan to retire. You can compare the effect different earnings and retirement start dates could have on your future benefit amount.

Please let friends and family members know how they can prepare for their financial future by signing in to their secure *my* Social Security account. If they don’t have an account, they can create one at [www.ssa.gov/myaccount](https://www.ssa.gov/myaccount/).

# # #

Social Security Column

# WHY IT’S IMPORTANT TO TELL US ABOUT CHANGES WHEN YOU GET SOCIAL SECURITY BENEFITS

By <Name>

Social Security <Title> in <Place>



If you receive Social Security, you can help to make sure we pay you the right benefit each month. You can do that by telling us about relationship or other life changes that could affect your eligibility for retirement, survivors, or disability benefits – or the benefit amount.

You and your family may miss out on additional payments you may be due if you don’t report changes to us in a timely manner. Or you may be overpaid benefits and have to pay us back.

**What you need to tell us**

To make sure you are paid correctly and receive the payments for which you are eligible, let us know right away if:

* You get married or divorced.
* Your spouse or former spouse dies.
* You become the parent of a child (including an adopted child).
* The child (or stepchild) who gets benefits on your record gets married.
* The child (or stepchild) who gets benefits on your record no longer lives with you. Note: We will need the name and address of the person with whom the child is living.

**How to report changes**

We offer several ways to report changes:

* Call us at **1-800-772-1213** (**TTY 1-800-325-0778**), Monday to Friday, 8:00 a.m. to 7:00 p.m.
* Call your local Social Security office.
* Fax, mail, or deliver your updates to your local office.

You can use our office locator at [www.ssa.gov/locator](https://www.ssa.gov/locator/) to find your local office.

If you get retirement, survivors, or disability benefits and need to update your address, phone number, or direct deposit, it’s easy to make those changes using your personal my Social Security account [www.ssa.gov/myaccount](https://www.ssa.gov/myaccount). Or you can use our automated telephone services at [www.ssa.gov/agency/contact/phone](https://www.ssa.gov/agency/contact/phone.html).

Get the right check, in the right amount, at the right time, by reporting changes right away! Please share this information with those who need it.

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