



SOCIAL SECURITY

The Commissioner

June 10, 2024

The Honorable Dan Sullivan
U.S. Senate
Washington, DC 20510

Dear Senator Sullivan:

Thank you for meeting with me on June 5. I appreciate the need to improve Social Security service for Alaskans. I wanted to follow up with information not only about our current services, but the improvements we are making.

In addition to our three field offices in Anchorage, Fairbanks, and Juneau, we currently offer video service at the following five locations:

- **Norton Sound Health Corporation in Nome**
 - Two days per month for a total of six hours
 - 77 individuals served from October 2023 – May 2024
- **Kodiak Job Center**
 - Two days per month for a total of six hours
 - 272 individuals served from October 2023 – May 2024
- **Kenai Senior Center**
 - Two days per month for a total of six hours
 - 238 individuals served from October 2023 – May 2024
- **Ketchikan Job Center**
 - Two days per month for a total of six hours
 - 170 individuals served from October 2023 – May 2024
- **Aging and Disability Resource Center in Mat-Su Valley**
 - One day per month with seven available appointments
 - 28 individuals served from October 2023 – May 2024

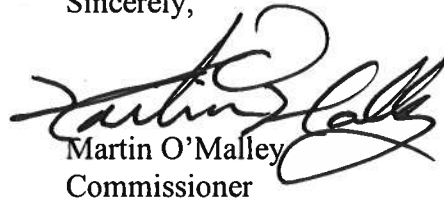
Beginning in July 2024, I am pleased to share that we will make the following improvements:

- We will add an additional day of video service at the Aging and Disability Resource Center in Mat-Su Valley. This will increase the available video appointments each week from seven to twelve.
- Out of 20 hires we will make for the entire Seattle Region, we are placing 5 of those backfills in Alaska to continue providing essential services.
- We will also implement a statewide marketing plan to improve constituent and community awareness of available video service locations.

I would like to do more and do it more quickly, but the agency's staffing has been reduced to a 25-year low. We are nonetheless committed to making these changes to improve service and better meet the needs of individuals in Alaska. Thanks to Congress we are now out of a hiring freeze and able to add limited staff to our field offices.

These improvements will allow us to better serve the individuals in your communities and ensure they have access to the services they need. Thank you for your understanding and continued support as we work to improve service for all Alaskans. If you have questions or wish to discuss this issue in more detail, please do not hesitate to contact me, or have your staff contact Tom Klouda, our Deputy Commissioner for Legislation and Congressional Affairs, at (202) 358-6030. I am sending a similar letter to Senator Murkowski and Representative Peltola.

Sincerely,



Martin O'Malley
Commissioner