

Resolution opposing implementation of the Social Security Administration's proposed "Vision 2025"

WHEREAS the Social Security Administration (SSA) published, on March 10, 2014, a proposed "Vision 2025" plan for making online self-service its primary method of serving its clientele, eliminating direct service to clients except in very limited circumstances, and farming out much of its workload to outside organizations while eliminating its traditional full-service field offices; and

WHEREAS outside organizations serving SSA clients would be allowed to charge for services which those clients have already paid for through their FICA taxes; and

WHEREAS SSA field offices served a record 43 million visitors in 2013, and call volume to SSA's 800 number created unprecedented delays in contacting an agent; and

WHEREAS "Vision 2025" would force most U.S. workers, their families and their survivors to fend for themselves in trying to obtain benefits they have worked for all their lives; and

WHEREAS, given that SSA field office employees get 17 weeks of training and only become fully proficient in three to four years, it is patently unrealistic to expect SSA clients (who have no such training at all) to be able to navigate the system in just a few minutes online; and

WHEREAS a mandate of online enrollment essentially requires use of a computer, thus stripping SSA access and benefits away from seniors and other vulnerable populations, including people for whom English is not a first language, people who do not have and do not know how to use computers, and people with such disabilities as early-onset Alzheimer's;

THEREFORE, BE IT RESOLVED that we urge our federal lawmakers to decisively reject "Vision 2025," and instead to mandate increased funding for SSA field workers and traditional full-service field offices; and

BE IT FURTHER RESOLVED that copies of this resolution be sent to our U.S. Senators and Congressmembers, together with a request for a response as to the specific actions they will take to implement its intent, and how soon such actions may be expected to occur.

Adopted _____ by _____

Previously adopted by 34th Legislative District Democrats on June 9, 2014
Originated by Martha Koester, *fomalhaut2003@yahoo.com*