

Dear [*Benefits Enrollment Center*]:

Thank you for providing services to our most vulnerable citizens. With your help, we are able to provide services to thousands of older adults and people with disabilities.

Recently, representatives from the Social Security Administration and the National Council on Aging met to discuss how to increase collaboration among Benefits Enrollment Centers and the local Social Security offices in your area. Together we developed a new strategy for connecting you with your local Social Security representative, which we've outlined below. We encourage you to follow these simple steps to ensure that we are providing the best service to the citizens we serve.

**For Benefits Enrollment Centers who currently DO NOT have an ongoing relationship with a local Social Security field office**, you may visit Social Security's website, [www.socialsecurity.gov](http://www.socialsecurity.gov) to select and submit a request at the [Ask for a Speaker](#) link found under the ***Menu/Agency Information***. This will initiate a meeting request with the local Public Affairs Specialist or Social Security representative, who will provide information on Social Security's programs, benefits and services; similarly, you will share information about the services you provide in your communities.

This meeting may include: (a) an overview of Social Security; (b) a virtual tour of Social Security's website and SSA Express; (c) publications and other public information materials for use in high traffic areas; and (d) answers to any questions you may have about Social Security. You in turn will want to also provide information about your services, website, and how you communicate and interact with the community. Following this initial meeting the Social Security representative will remain your point of contact and can address any issues or concerns, can conduct presentations and/or provide informational materials for the local community efforts.

**For Benefits Enrollment Centers who already have an established relationship with a local Social Security field office**, you will not need to do anything and should continue to work through your current contacts.

We believe this new process will help in aiding us in areas where there is a need and allows us to build an effective working relationship with our partner. Thank you for your continued support and dedication. We look forward to hearing from you soon and getting some feedback.

James Firman  
CEO  
National Council on Aging

Bob Patterson  
Acting Associate Commissioner  
for External Affairs  
Social Security Administration