

Congress of the United States

Washington, DC 20515

July 23, 2025

The Honorable Frank Bisignano
Commissioner
Social Security Administration
250 E Street, SW, Suite 8030
Washington, DC 20254

Dear Commissioner Bisignano,

We write as Members of Congress who are concerned about the negative impacts that reductions in force (RIFs) will have on constituent casework processing.

As you know, a crucial service provided by Members of Congress to their constituents is assistance with federal agencies. From ensuring constituents receive their tax refunds to Social Security payments, from supporting with passport renewals to U.S. Postal Service delivery – to name just a few – congressional offices are here to help. Each year, congressional offices return millions of dollars to constituents through the casework process.

Unfortunately, the Department of Government Efficiency's plans to slash the federal workforce will likely lead to fewer personnel available to support constituents, many of whom need time-sensitive assistance. Already, caseworkers in Congress have received bounce-back emails and no-replies from legislative liaison offices that were previously responsive to congressional inquiries.

On February 26, 2025, the Office of Management and Budget (OMB) and Office of Personnel Management (OPM) issued a memo titled "Guidance on Agency RIF and Reorganization Plans Requested by Implementing The President's 'Department of Government Efficiency' Workforce Optimization Initiative." This memo required each agency to submit to OMB and OPM a two-phase Agency RIF and Reorganization Plan (ARRP) by April 14, 2025. Notably, the ARRPs must include the following:

"For agencies that provide direct services to citizens (such as Social Security, Medicare, and veterans' health care), the agency's certification that implementation of the ARRPs will have a positive effect on the delivery of such services."

However, reporting states that at least some services are experiencing negative impacts. For example, the backlog in retirement benefit claims received by the Social Security Administration increased to almost 575,000 applications as of May 17, 2025. Additionally, the Internal Revenue Service National Taxpayer Advocate's Fiscal Year 2026 report states that as of the beginning of June 2025, the IRS has decreased its staffing by almost 26 percent – which may impact casework services. And amidst this series of rapid layoff announcements, Congress has yet to receive access to real-time, authoritative data sources tracking separations from the federal workforce and their impacts.


With this in mind, we request responses to the following by no later than July 31, 2025:


1. Please provide a complete copy of the agency's ARRP (both Phase 1 and Phase 2), including the Phase 2 certification that implementation of the ARRP will have a positive effect on the delivery of citizen services. Please explain how the agency will measure any alleged positive effect.
2. Please provide the total number of federal workers at the agency who worked with congressional offices to respond to constituent casework inquiries prior to the announcement of planned RIFs.


3. Please provide the total number of federal workers at the agency who worked with congressional offices to respond to constituent casework inquiries who have been separated from the federal workforce since the announcement of planned RIFs.
4. Please provide the current total number of federal workers at the agency who work with congressional offices to respond to constituent casework inquiries.
5. Please provide the following data points:
 - a. Average caseload **before** the announcement of planned RIFs.
 - b. Average caseload **after** the announcement of planned RIFs.
 - c. Average case time **before** the announcement of planned RIFs.
 - d. Average case time **after** the announcement of planned RIFs.
 - e. Average number of closed cases **before** the announcement of planned RIFs.
 - f. Average number of closed cases **after** the announcement of planned RIFs.
6. Please provide a responsive casework point of contact at the agency, including the name of casework liaison, their email address, and phone number.

Thank you for your consideration of this matter. A similar letter is being sent to the Internal Revenue Service.


Sincerely,


Gilbert Ray Cisneros, Jr.
Member of Congress

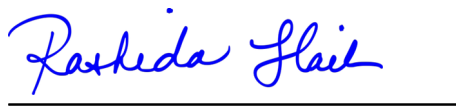

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Val Hoyle
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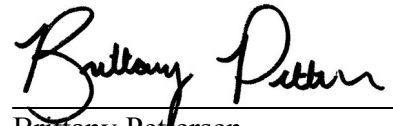

Ed Case
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Rashida Tlaib
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Sarah Elfreth
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Ro Khanna
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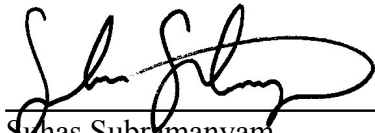
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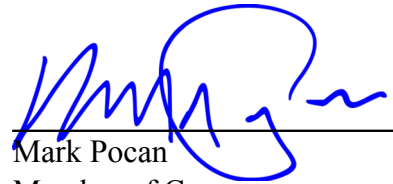
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Bonnie Watson Coleman
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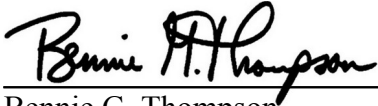
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Chris Deluzio
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James P. McGovern
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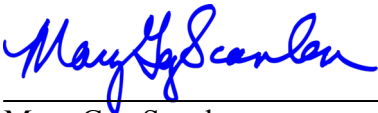
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Kim Schrier, M.D.
Member of Congress



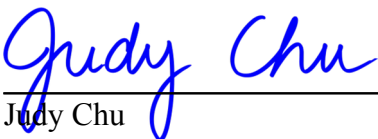
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Mary Gay Scanlon
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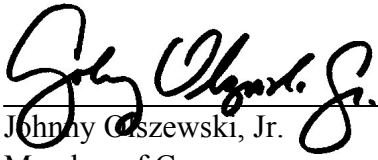
Pramila Jayapal
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Jared Huffman
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Seth Moulton
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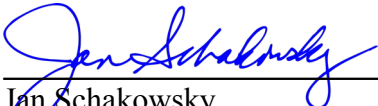
Diana DeGette
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Laura Friedman
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Mark DeSaulnier
Member of Congress



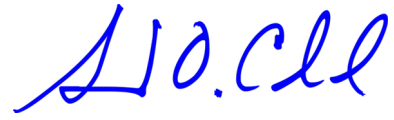
Jan Schakowsky
Member of Congress



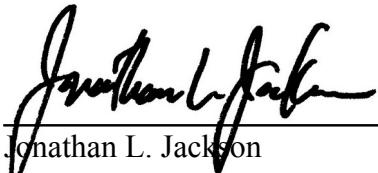
Joe Courtney
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Rick Larsen
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Salud Carbajal
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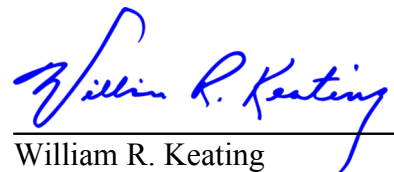
Jonathan L. Jackson
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Nellie Pou
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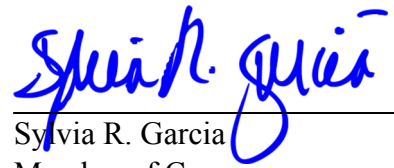
Shri Thanedar
Member of Congress



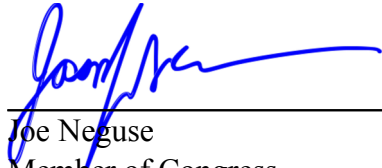
William R. Keating
Member of Congress



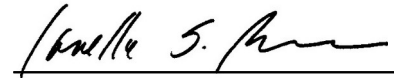
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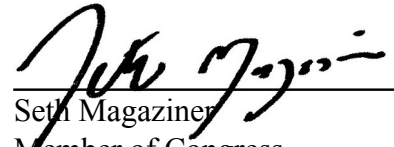
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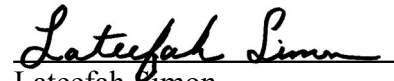
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