

A series of thin, black, overlapping geometric lines (polygons and triangles) are scattered across the upper left portion of the orange background.

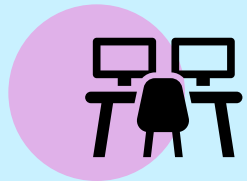
# CHANGE WELL PROJECT

PARTNERING TO STRENGTHEN COMMUNITY SYSTEMS

## Escalating Concerns

# How to Escalate Concerns

When you are not getting movement after waiting a reasonable amount of time, you have several options. How long is reasonable to wait depends on the circumstances.



## Escalate Within the Office

If a claims specialist isn't responding to you or isn't taking appropriate action, you can ask for the contact information of the Operations Supervisor (OS) or District Manager (DM) and reach out to them



## Contact SSA's Public Affairs Office

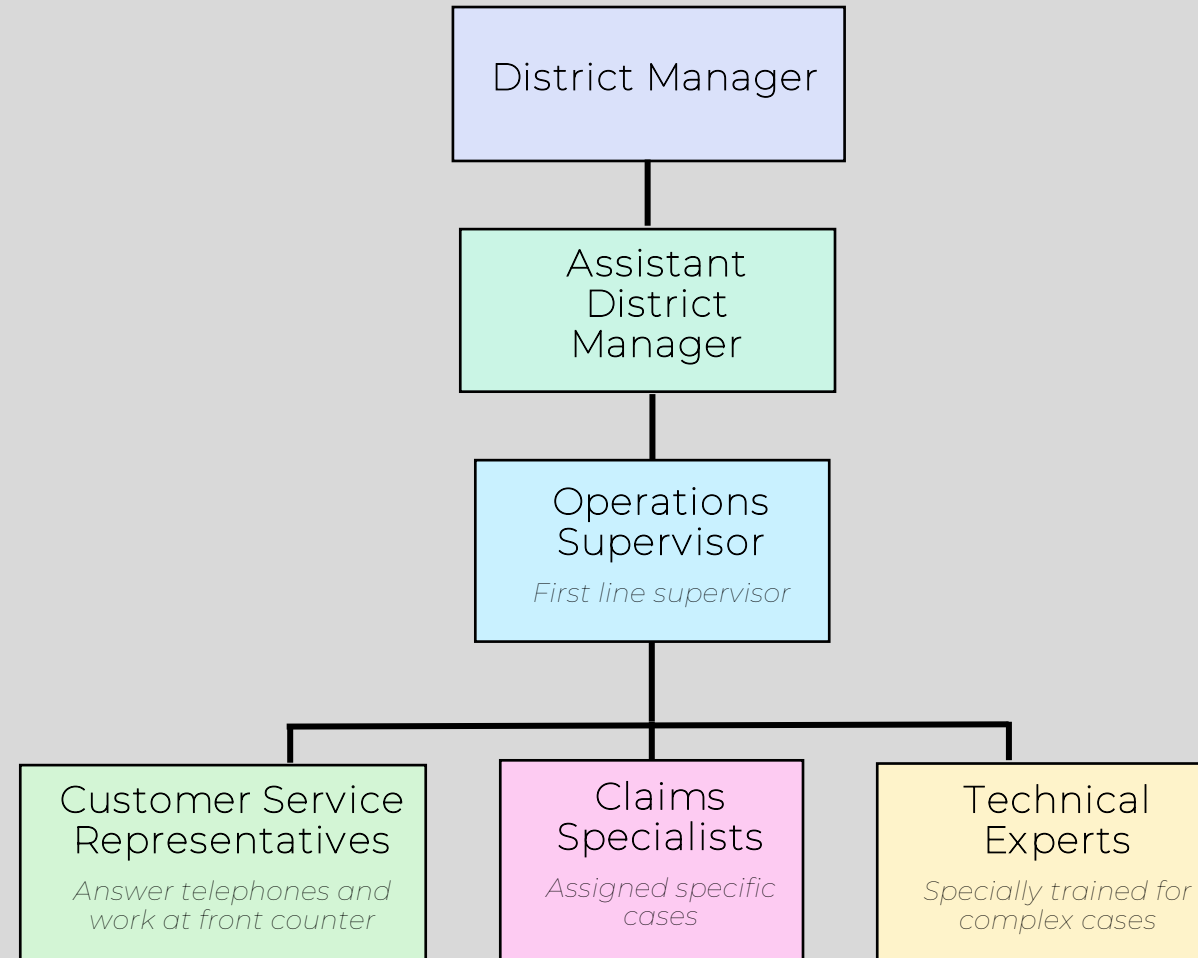
If escalating within the office isn't working, reach out to the Public Affairs Specialist for your office. If that person isn't responsive, reach out to the Regional Public Affairs Office



## Make a Congressional Complaint

If Public Affairs doesn't address the problem, you can reach out to the participant's Member of Congress and file a Congressional Complaint

# Social Security Administration Field Office Organization Chart



# Social Security Administration Public Affairs Specialists

Regional Communications Director

Patricia Raymond

[sf.rpa@ssa.gov](mailto:sf.rpa@ssa.gov)

(510)970-8430

Public Affairs Specialist for Northern  
California and Sacramento

Michael Texeira

(877)656-5837, ext. 11911

[Michael.Teixeira@ssa.gov](mailto:Michael.Teixeira@ssa.gov)

Public Affairs Specialist for San  
Francisco Bay Area and San Jose

Grace Samson

(877) 700-4842

[Grace.Samson@ssa.gov](mailto:Grace.Samson@ssa.gov)

Public Affairs Specialist for Los  
Angeles County

Guillermo Barron

(866)931-0340, ext. 11831

[Guillermo.Barron@ssa.gov](mailto:Guillermo.Barron@ssa.gov)

Public Affairs Specialist for following  
counties:

Orange and San Diego

Jeffrey Rodriguez

(888) 452-7964, ext. 24305

[Jeffrey.Rodriguez@ssa.gov](mailto:Jeffrey.Rodriguez@ssa.gov)

Public Affairs Specialist for  
following counties:

Los Angeles, Santa Barbara, San Luis  
Obispo, and Ventura

Jacqueline Zaragoza

(888)256-3394, ext. 27201

[Jacqueline.Zaragoza@ssa.gov](mailto:Jacqueline.Zaragoza@ssa.gov)

Public Affairs Specialist for following  
cities and counties: Riverside, San  
Bernardino, Pomona, West Covina,  
Glendora

Teresa Campbell

(866) 964-0991, ext. 12407

[Teresa.Campbell@ssa.gov](mailto:Teresa.Campbell@ssa.gov)

# Filing a Congressional Complaint

1. Find out who the recipient's Member of Congress is by looking at <https://www.house.gov/representatives/find-your-representative>
2. Once you find out the representative's name, go to their website
3. Typically, the website will have a section called "Constituent Services" or something similar
4. Once in that section of the website, look for "Help with a Federal Agency" or something similar
5. You will need to either complete a Casework Authorization Form or otherwise provide the participant's information to the Member of Congress's website
6. The participant will typically need to sign the form in order for a staff member from the Member of Congress's office be able to speak with you or advocate on the participant's behalf. You then submit that paperwork to the Member of Congress's office.
7. The staff member will then reach out to SSA. They should be able to give you an update after several weeks although it can take longer.