

**RANKING MEMBER**  
CHILDREN & FAMILIES  
CRIME VICTIMS, CRIME & CORRECTIONS

THE SENATE  
STATE OF NEW YORK



**ROB ROLISON**  
39<sup>th</sup> District

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**COMMITTEE MEMBER**  
AGING  
ALCOHOLISM & SUBSTANCE USE DISORDERS  
LOCAL GOVERNMENT, LABOR

January 23, 2025

Dear Acting Commissioner King,

On behalf of residents of New York State Senate District 39, I am writing to express my deep disappointment regarding the temporary closure of the Poughkeepsie Social Security Administration (SSA) office located at 332 Main St, Poughkeepsie, NY 12601, beginning on January 30, 2025.

This office and its dedicated staff serve as a critical resource for the residents of the Hudson Valley, providing essential services to seniors, individuals with disabilities, and others who require in-person assistance to navigate complex Social Security processes. The disruption caused by this closure, temporary or not, creates real, tangible challenges for those who rely on timely access to their hard-earned benefits.

It is unacceptable to expect residents to travel to the Middletown SSA office for assistance and only offer a small contact station in Poughkeepsie beginning February 17, 2025. Forcing residents to travel almost one hour, facing mobility challenges, limited transportation or fixed incomes is a shock, lacks empathy, and disregards the SSA's mission to care for American people in an equitable, efficient, and caring manner.

I urge the SSA to provide a detailed plan outlining how services will be maintained for Poughkeepsie residents during this closure and when residents can expect the office to re-open following renovations. This plan must include expanded virtual or remote services, increased availability and outreach to the affected residents, and alternative in-person options that do not require unreasonable travel. The well-being of so many in the Hudson Valley depends on the SSA's ability to provide uninterrupted, accessible services.

I look forward to your prompt attention to this matter and to working together to ensure that all individuals continue to have access to the Social Security services they need and deserve

Sincerely,

A handwritten signature in black ink that reads "R. G. Rolison".

Robert G. Rolison  
New York State Senate  
39<sup>th</sup> District