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Social Security Online

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Social Security Information for People Affected by Hurricane Katrina

Updated: 09/03/05

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If You Get Benefit Payments

The Social Security Administration is doing everything it can to ensure that monthly payments get to beneficiaries affected by Hurricane Katrina.

[Information for Social Security Employees Affected by Hurricane Katrina](#)

For paper checks

The United States Postal Service (USPS) has suspended mail service in some areas damaged by Hurricane Katrina. USPS is establishing temporary mail delivery stations so you can pick up your Social Security check. To help prevent identity fraud, USPS will ask you for a photo ID.

If you are not able to go to a temporary mail delivery station, you can go to any open Social Security office and request an immediate payment.

For Direct Deposit

If you receive your Social Security payment by direct deposit, your Social Security payment is scheduled to be deposited to your account as usual. However, if you experience any difficulty getting your payment, you can go to any open Social Security office and request an immediate payment.

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Closed Social Security Offices

As of Saturday, September 3rd, the following Social Security offices are closed:

- Louisiana
 - Bogalusa
 - Covington
 - Hammond
 - Kenner
 - New Orleans Downtown
 - New Orleans Bywater
 - New Orleans East
 - New Orleans Westbank

- New Orleans Teleservice Center
- Office of Hearings and Appeals, Metairie
- Office of Hearings and Appeals, New Orleans
- Disability Determination Services, New Orleans (Metairie)

- **Mississippi**

- Biloxi
- Gulfport
- Hattiesburg
- Moss Point
- Office of Hearings and Appeals, Hattiesburg
- Office of Hearings and Appeals, Jackson
- Disability Determination Services

For more information on the nearest open Social Security office, you can call 1-800-772-1213 (TTY 1-800-325-0778).

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Social Security Offices With Extended Hours

The following offices will be open Saturday, September 3rd for the hours indicated below.

- **Arkansas**

- Jonesboro Opening Saturday 9:00 - 2pm

- **Florida:**

- Ft. Walton Beach (8:30 - 3:30)
- Panama City (8:30 - 3:30)
- Pensacola (8:30 - 3:30)

The following offices will be open Saturday, September 3rd and/or Monday, September 5th, for the hours indicated below.

- **Louisiana**

- Alexandria , LA – Saturday and Monday 8:00 a.m. – 4:00 p.m.
- Baton Rouge , LA - Saturday and Monday 9:00 a.m. – 4:00 p.m.
- Baton Rouge (North), LA - Saturday and Monday 9:00 a.m. – 4:00 p.m.
- Houma , LA - Saturday 8:00 a.m. – 4:00 p.m.
- Lafayette , LA - Saturday 8:00 a.m. -- 12:00 noon

- Leesville , LA - Saturday 9:00 a.m. – 4:00 p.m.
- Monroe , LA - Saturday 8:00 a.m. – 4:00 p.m.
- Morgan City , LA - Saturday 8:00 a.m. – 4:00 p.m.
- New Iberia , LA - Saturday 8:00 a.m. – 12:00 noon
- Opelousas , LA - Saturday 8:00 a.m. – 12:00 noon
- Plaquemine , LA - Saturday and Monday 9:00 a.m. – 4:00 p.m.
- Ruston , LA - Saturday 8:00 a.m. – 4:00 p.m.
- Shreveport , LA - Saturday 9:00 a.m. – 4:00 p.m.
- **Mississippi:**
 - Brookhaven (9:00 - Noon)
 - Cleveland (9:00 - 2:00)
 - Columbus (8:00 - 3:30)
 - Greenville (9:00 - 2:00)
 - Greenwood (8:00 - Noon)
 - Grenada (8:00 - Noon)
 - Jackson (9:00 - Noon)
 - Kosciusko (8:30 - 12:30 P.M.)
 - Laurel (8:00 - 1:00 P.M.)
 - McComb (9:00 - Noon)
 - Meridian (8:00 - Noon)
 - Natchez (9:00 - 1:00)
 - Newton, (8:30 - 3:30)
 - Olive Branch (8:00 - Noon)
 - Philadelphia (8:00 - Noon)
 - Starkville (8:00 - 1:00)
 - Tupelo (9:00 - Noon)
 - Vicksburg (9:00 - 1:00)
- **Texas**
 - San Antonio (South), TX – Saturday and Monday 9:00 a.m. – 4:00 p.m.
 - San Antonio (West), TX - Sunday 9:00 a.m. – 4:00 p.m. **Only on Sunday**
 - Conroe , TX - Saturday 8:00 a.m. – 12:00 noon
 - Houston (SE), TX - Saturday 8:00 a.m. – 12:00 noon
 - Pasadena , TX - Saturday 8:00 a.m. – 12:00 noon
 - Port Arthur , TX - Saturday 8:00 a.m. – 12:00 noon
 - Beaumont, TX - Saturday 8:00 a.m. – 12:00 noon
 - Dallas (North), TX – Saturday – 8:00 a.m. -

- 12:00 noon.
- Dallas (Fair Park), TX - Saturday – 8:00 a.m. -12:00 noon
- McKinney , TX - Saturday – 8:00 a.m. - 12:00 noon
- Dallas (Oak Cliff), TX - Saturday – 8:00 a.m. -12:00 noon
- Dallas (West), TX - Saturday – 8:00 a.m. - 12:00 noon.
- Waxahachie , TX - Saturday – 8:00 a.m. - 12:00 noon.
- Dallas (Pleasant Grove), TX - Saturday – 8:00 a.m. -12:00 noon
- Ft. Worth (South), TX - Saturday – 8:00 a.m. -12:00 noon.
- Temple, TX – Saturday 7:00 a.m. - 3:30 p.m.
- **SSA employees will also be providing services at the following locations during the times indicated:**
 - Kelly Air Force Base (San Antonio) – Saturday, September 3rd through Monday September 5th – 8:00 a.m. – 5:00 p.m.
 - Astrodome (Houston) – Saturday, September 3rd through Monday September 5th – 7:00 a.m. – 8:00 p.m.

For more information on the nearest open Social Security office, you can call **1-800-772-1213** (TTY **1-800-325-0778**).

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Other Useful Links

- [FirstGov: Hurricane Katrina Recovery \(en Español\)](#)
- [USPS National Mail Service Update page](#)
 - [U.S. Postal Service Moves To Re-Connect Hurricane Victims With Their Mail](#)
- [American Red Cross:](#)
 - Call **1-800-HELPNOW** (1-800-435-7669)
 - [Get disaster information in English and en Español.](#)
- [CDC: Hurricane Katrina \(en Español\)](#)
- [Federal Emergency Management Agency \(FEMA\)](#)
- [HHS, Administration on Aging: *Disaster Preparedness Manual for the Aging Network*](#)

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Topics Social Security and Medicare
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How do I locate a Social Security Office?

Question

How do I locate a Social Security Office?

Answer

Social Security - Office Locator
Social Security Administration

Toll-free: 800-772-1213

TTY: 800-325-0778

Web Link: <http://s00dace.ssa.gov/pro/foi/foi-home.html>

This locator can help you find the address of a local SSA office. Telephone numbers to local offices are not available. Please contact the toll-free customer service center for assistance.

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Updated: 09/02/05

Information from
the Postal Service

FOR IMMEDIATE RELEASE
Contact: USPS Media Relations
September 1, 2005 202-268-2155
News Release No. 05-068
www.usps.com

U.S. POSTAL SERVICE ESTABLISHES TEMPORARY LOCATIONS FOR SOCIAL SECURITY CHECK DISTRIBUTION FOR HURRICANE KATRINA VICTIMS

WASHINGTON - The U.S. Postal Service and the Social Security Administration have established temporary, alternative locations for the distribution of Social Security checks to Louisiana and Mississippi residents who are unable to receive regular mail delivery service. In addition, efforts are underway to establish a postal presence at the Houston Astrodome for evacuated Louisiana residents.

In Louisiana, the following check distribution sites have been established and will operate on Friday, September 2 from 8 a.m. through 7 p.m. and from Saturday, September 3 through Monday, September 5 from 8 a.m. through 5 p.m.:

- The Des Allemands Post Office, located at 17242 Highway 90, will distribute checks addressed to residents of Venice (70091), Boothville (70038), Buras (70041), Port Sulphur (70083), Lafitte (70067), Barataria (70036), Belle Chase (70037), Gretna (70053/56), Harvey (70058), Marrero (70072), Westwego (70094) and Algiers (70114/70131).
- The La Place Post Office, located at 190 Belle Terre Boulevard, will distribute checks addressed to residents of Point-a-La Hache (70082), St. Bernard (70085), Violet (70092), Meraux (70075), Chalmette (70043), Arabi (70032), Kenner (70062/65), Metairie (70001-70006) and Braithwaite (70040).
- The Hamond Post Office, located at 105 North Railorad Avenue, will distribute checks addressed to residents of Mandeville (70471), Madisonville

(70447) and Slidell (70458).

In the City of New Orleans, checks for all other New Orleans ZIP Codes will be available as follows:

- The La Place Post Office, 190 Belle Terre Blvd (70068), Friday, September 2 through Saturday September 3 from 8 a.m. through 5 p.m.
- The Gonzalez Post Office, 1706 S. Burnside Avenue (70737), Sunday, September 4 through Monday, September 5 from 8 a.m. through 5 p.m.
- The Baton Rouge Downtown Station, 750 Florida Blvd. (70802), Tuesday, September 6 through Wednesday, September 7 from 8 a.m. through 5 p.m.

Beginning Thursday, September 8, unclaimed checks will be forwarded, if a forwarding address is on file. Those that cannot be forwarded will be returned to the Social Security Administration. For residents of Louisiana ZIP Codes not included in these lists, checks will be delivered as usual.

In Mississippi, the following check distribution sites have been established and will operate on Thursday, September 1 from 5 p.m. until sunset and from Friday, September 2 through Sunday, September 4, from 9 a.m. through 3 p.m.:

- The Escatawpa Post Office, located at 4100 Rabby Street, will distribute checks to residents of Hurley (39555), Gautier (39553), Pascagoula (39563 and 39567) and Ocean Springs (39564).
- The Biloxi Northbay Post Office, located at 356 Ginger Drive, will distribute checks to residents of Biloxi (39530, 39531, 39532, 39540), McHenry (39561) and Perkinston (39573).
- The Gulfport Larkin Smith Mail Facility, located at 11110 Highway 49, will distribute checks to residents of Gulfport (39501/03/07), Kiln (39556), Pearlinton (39573), Lakeshore (39558), Waveland (39576), Pass Christian (39571), Long Beach (39560) and Bay St. Louis (39520/25).
- Residents of Wiggins (39577) and Saucier (39574) will be able to pick up their checks at their local Post Office.

At all locations, postal employees will be requesting identification.

Since 1775, the Postal Service and its predecessor, the Post Office Department, has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that visits 142 million homes and businesses every day, six days a week and is the only service provider delivering to every address in the nation. The Postal Service receives no taxpayer dollars for routine operations, but derives its operating revenues solely from the sale of postage, products and services. With annual revenues of more than \$69 billion, it is the world's leading provider of mailing and delivery services, offering some of the most affordable postage rates in the world. The Postal Service delivers more than 46 percent of the world's mail volume-some 206 billion letters, advertisements, periodicals and packages a year-and serves seven and a half million customers each day at its 37,000 retail locations nationwide. Its website, usps.com, attracts more than 21 million visitors each month.

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