

**Title:** Milwaukee Teleservice Center Collection

**Reference Code:** Mss-3388

**Inclusive Dates:** 1998, 2024

**Quantity:** 000.03 cu. ft.

**Location:** Sm mss

**Abstract:** The Milwaukee Teleservice Center (TSC) was one of 37 teleservice centers for the Social Security Administration (SSA), which served their national 1-800 telephone number. For most of its existence, the Milwaukee TSC was in Reuss Federal Plaza (310 W. Wisconsin Ave.). Created in the 1970s, the SSA teleservice centers handled phone calls regarding Social Security and allowed SSA field offices to concentrate on face-to-face interviews and more complex issues. The Milwaukee TSC was awarded the Hammer Award by Vice President Al Gore in 1996, an award “presented to teams of federal employees who have made significant contributions in support of reinventing government principles.” The Milwaukee TSC closed in October 2016.

**Scope and Content:** This collection consists of a mayoral proclamation issued by Mayor John Norquist on June 5, 1998, and a one-page history of the Milwaukee TSC written in 2024.

**Access and Use:** No restrictions

**Notes:** Donated by Gisela Ikeler, June 2024. Processed by Michael Barera, July 2024.

**See Also:** Photographs are in the Milwaukee Teleservice Center photograph collection (M-136B).