

2.F SSA Administrative Data: Offices and Staff

Table 2.F1—Number of SSA offices, 2012

Office	Number
Headquarters (Baltimore, Maryland)	1
Regional offices ^a	10
Area Offices	54
Field offices ^b	1,263
Level 1	641
Level 2	579
Resident stations	31
Social Security Card Centers ^c	12
Teleservice centers	30
Program service centers ^d	6
Data operations center ^e	1
Office of Disability Adjudication and Review	
Headquarters (Falls Church, Virginia)	1
Regional offices	10
Hearing offices	162
Satellite offices	7
National hearing centers ^f	5
National case assistance centers ^f	1

SOURCES: Social Security Administration, Office of Public Service and Operations Support's database and Office of Disability Adjudication and Review's Case Control System.

- a. Regional offices are located in Boston, Massachusetts; New York, New York; Philadelphia, Pennsylvania; Atlanta, Georgia; Chicago, Illinois; Dallas, Texas; Kansas City, Missouri; Denver, Colorado; San Francisco, California; and Seattle, Washington.
- b. Field offices are designated as level 1, level 2, or resident stations depending on the characteristics of the facility, service area, and other conditions.
- c. Social Security Card Centers are located in Queens, New York; Brooklyn, New York; Bronx, New York; Philadelphia, Pennsylvania; Orlando, Florida; Minneapolis, Minnesota; North Phoenix, Arizona; Downtown Phoenix, Arizona; Las Vegas, Nevada; San Diego, California; National City, California; and Sacramento, California.
- d. Program service centers are located in Jamaica, New York; Philadelphia, Pennsylvania; Birmingham, Alabama; Chicago, Illinois; Kansas City, Missouri; and Richmond, California.
- e. The data operations center is located in Wilkes-Barre, Pennsylvania.
- f. The National centers are part of the Social Security Administration's strategy to address the historic hearings backlogs and reduce case processing time by increasing adjudicatory capacity and efficiency with a focus on the electronic hearing process.

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Table 2.F2—Number of SSA employees and percentage with selected characteristics by grade, September 30, 2012

Characteristic	All grade levels	GS 1–4	GS 5–8	GS 9–12	GS 13–15	SES
	<i>Number</i>					
Total ^a	^b 63,927	218	16,372	34,718	10,615	139
	<i>Percentage of total</i>					
Women	67.8	60.6	74.5	70.3	56.5	46.8
Minorities	50.2	54.6	59.4	51.6	36.6	30.2
Black	28.6	40.8	36.6	27.6	22.3	18.7
Hispanic	14.5	8.7	16.9	16.0	7.8	7.2
Asian/Pacific Islander	5.8	4.1	4.7	6.6	5.5	2.9
American Indian/Alaska Native	1.3	0.9	1.3	1.4	1.0	1.4
Employees with targeted disabilities	2.0	18.8	3.7	1.4	1.0	0.7

SOURCE: Social Security Administration's Human Resources Management Information System.

NOTES: Totals do not necessarily equal the sum of rounded components.

GS = General Schedule; SES = Senior Executive Service.

a. Includes all full-time and part-time permanent employees.

b. Includes 1,865 permanent agency employees in the 7 pay plans that are not part of the GS or SES classifications.

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Table 2.F3—Number of work years, fiscal years 1995–2013

Year	Full-time permanent staff ^a	Total work years ^b
1995	62,504	67,063
1996	62,133	66,726
1997	61,224	69,378
1998	59,943	67,210
1999	59,752	66,459
2000	60,434	65,521
2001	61,490	65,562
2002	61,914	65,742
2003	63,569	65,343
2004	63,186	^c 66,154
2005	63,696	^d 68,026
2006	61,692	66,878
2007	60,206	63,939
2008	61,920	64,358
2009	65,203	67,170
2010	67,548	70,758
2011	64,744	69,936
2012	62,943	67,208
2013	59,823	64,601

SOURCE: Social Security Administration's Payroll Reports.

a. On duty at end of fiscal year; includes seasonal employees.

b. Includes full-time, part-time, and temporary employees; employees in special programs; and overtime hours worked.

c. Includes 178 work years for activities related to Medicare Modernization Act.

d. Includes 1,962 work years for Medicare Modernization Act.

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