

Table 2.F1—Number of SSA offices, 2021

| Office | Number |
|--|--------|
| Headquarters (Baltimore, Maryland) | 1 |
| Regional offices ^a | 10 |
| Area Offices | 51 |
| Field offices ^b | 1,235 |
| Level 1 | 637 |
| Level 2 | 555 |
| Resident stations | 36 |
| Social Security Card Centers ^c | 7 |
| Teleservice centers | 22 |
| Program service centers ^d | 6 |
| Data operations center ^e | 1 |
| Office of Hearings Operations | |
| Headquarters (Falls Church, Virginia) | 1 |
| Regional offices ^f | 10 |
| Hearing offices | 164 |
| Satellite hearing offices | 2 |
| National hearing centers ^g | 5 |
| Satellite national hearing center offices ^g | 2 |
| National case assistance centers ^g | 5 |
| Satellite national case assistance center offices ^g | 2 |
| Permanent remote sites | 162 |

SOURCES: Social Security Administration, Office of Public Service and Operations Support and Office of Hearings Operations.

NOTE: Satellite offices are counted separately; that is, they are not included in the hearing office, national hearing center, or national case assistance center counts.

- 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; Manhattan, New York; Philadelphia, Pennsylvania; Orlando, Florida; and Minneapolis, Minnesota.
- 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. Includes the central office of the national hearing centers/national case assistance centers. See footnote g.
- g. 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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2.F SSA Resources and Operations: Offices and Staff

Table 2.F2—Number of SSA employees and percentage with selected characteristics by grade, September 30, 2020

| Characteristic | All grade levels | GS 1–4 | GS 5–8 | GS 9–12 | GS 13–15 | SES |
|--------------------------------------|----------------------------|--------|--------|---------|----------|------|
| | <i>Number</i> | | | | | |
| Total ^a | ^b 61,651 | 152 | 15,760 | 33,707 | 10,210 | 148 |
| | <i>Percentage of total</i> | | | | | |
| Women | 64.6 | 63.2 | 68.6 | 66.8 | 55.6 | 46.6 |
| Minorities | 56.1 | 55.9 | 64.9 | 56.7 | 43.6 | 35.8 |
| Black | 30.5 | 34.9 | 40.8 | 28.6 | 23.8 | 19.6 |
| Hispanic | 15.6 | 13.8 | 15.8 | 18.1 | 9.2 | 6.1 |
| Asian/Pacific Islander | 7.4 | 6.6 | 5.5 | 7.9 | 9.0 | 8.8 |
| American Indian/Alaska Native | 1.3 | 0.0 | 1.2 | 1.3 | 1.1 | 1.4 |
| Employees with targeted disabilities | 3.5 | 17.8 | 5.3 | 3.1 | 2.0 | 0.0 |

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 1,674 permanent agency employees in the 7 pay plans that are not part of the GS or SES classifications.

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2.F SSA Resources and Operations: Offices and Staff

Table 2.F3—Number of SSA full-time staff and work years, fiscal years 1995–2021

| 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 |
| 2014 | 62,956 | 64,006 |
| 2015 | 63,466 | 67,004 |
| 2016 | 62,685 | 65,798 |
| 2017 | 61,250 | 63,957 |
| 2018 | 61,011 | 64,095 |
| 2019 | 60,450 | 64,576 |
| 2020 | 60,364 | 62,291 |
| 2021 | 58,952 | 61,830 |

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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