

**Table 2.F1—Number of SSA offices, 2010**

Office	Number
Headquarters (Baltimore, Maryland)	1
Regional offices <sup>a</sup>	10
Area Offices	54
Field offices <sup>b</sup>	1,297
Level 1	628
Level 2	630
Resident stations	31
Social Security Card Centers <sup>c</sup>	8
Teleservice centers	33
Program service centers <sup>d</sup>	6
Data operations center <sup>e</sup>	1
Office of Disability Adjudication and Review	
Headquarters (Falls Church, Virginia)	1
Regional offices	10
Hearing offices	156
Satellite offices	7
National hearing centers <sup>f</sup>	5
National case assistance centers <sup>f</sup>	2

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; Orlando, Florida; Minneapolis, Minnesota; North Phoenix, Arizona; Downtown Phoenix, Arizona; Las Vegas, Nevada; 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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## 2.F SSA Administrative Data: Offices and Staff

**Table 2.F2—Number of SSA employees and percentage with selected characteristics by grade, September 30, 2010**

Characteristic	All grade levels	GS 1–4	GS 5–8	GS 9–12	GS 13–15	SES
	<i>Number</i>					
Total <sup>a</sup>	68,883	438	21,253	34,642	10,633	155
	<i>Percentage of total</i>					
Women	68.2	58.4	73.7	71.0	56.2	43.2
Minorities	49.2	56.2	57.9	50.0	34.5	25.2
Black	28.5	38.8	34.6	27.6	21.8	18.1
Hispanic	14.0	11.9	16.8	15.0	7.2	5.2
Asian/Pacific Islander	5.4	4.3	5.3	6.0	4.6	0.6
American Indian/Alaska Native	1.3	1.1	1.4	1.4	1.1	1.3
Employees with targeted disabilities	2.0	11.6	3.3	1.4	0.9	1.3

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

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

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**Table 2.F3—Number of work years, fiscal years 1995–2010**

Year	Full-time permanent staff <sup>a</sup>	Total work years <sup>b</sup>
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	<sup>c</sup> 66,154
2005	63,696	<sup>d</sup> 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

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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