
Social Security Administrative Data

The Social Security Administration is headquartered in Baltimore, Maryland. Major headquarter components include the National Computer Center that contains SSA's mainframe computers, much of the executive staff for policy and programs, as well as field support components. SSA's field structure is divided into 10 geographic regions containing over 1,300 field installations in communities throughout the country. Office sizes range from large urban offices with 50 or more employees to remote resident stations staffed by one or two individuals. Each region, headed by a Regional Commissioner, is staffed with specialists to handle regional administrative tasks and to assist field offices with operational issues. In addition, there are teleservice centers located in all regions. Each teleservice center manages the public's Social Security business throughout the nation using state of the art communications systems. The six program service centers provide direct service to the public and support for the field offices in all aspects of Social Security's workloads.

SSA also provides personal and automated services through its toll free telephone number (1-800-772-1213). The 800 number network received about 79 million calls in 1999.

Tables 2F1–2.F11 present administrative and workload data on the operations of the Social Security Administration. Data for years since 1994 appear in the 1995 and subsequent issues of the *Annual Statistical Supplement* to the *Social Security Bulletin*. Comparable data for previous years were published yearly in SSA's *Annual Report to Congress*.