

Table 2.F1—Number of SSA offices, 2011

Office	Number
Headquarters (Baltimore, Maryland)	1
Regional offices ^a	10
Area Offices	54
Field offices ^b	1,278
Level 1	640
Level 2	595
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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2.F SSA Administrative Data: Offices and Staff

Table 2.F2—Number of SSA employees and percentage with selected characteristics by grade, September 30, 2011

Characteristic	All grade levels	GS 1–4	GS 5–8	GS 9–12	GS 13–15	SES
	<i>Number</i>					
Total ^a	65,600	236	17,997	34,848	10,529	150
	<i>Percentage of total</i>					
Women	68.2	61.9	74.7	70.7	56.4	42.7
Minorities	49.8	56.3	59.0	51.1	35.8	29.3
Black	28.7	46.6	35.9	27.8	22.0	20.0
Hispanic	14.3	6.8	16.8	15.6	7.6	6.7
Asian/Pacific Islander	5.6	3.0	5.0	6.2	5.1	1.3
American Indian/Alaska Native	1.3	0.0	1.3	1.4	1.1	1.3
Employees with targeted disabilities	2.0	18.6	3.5	1.4	1.0	1.3

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

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

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

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Table 2.F3—Number of work years, fiscal years 1995–2011

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

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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