

2.F Administrative Data: Offices and Staff

Table 2.F1.—Number of SSA offices, 2000

Organization	Number
SSA headquarters (Baltimore, Maryland)	1
Regional offices ¹	10
Field offices ²	1,340
Level 1	567
Level 2	721
Resident stations	52
Teleservice centers	36
Program service centers ³	6
Data operations centers ⁴	1
Office of Hearings and Appeals:	
Headquarters (Falls Church, Virginia)	1
Regional offices	10
Hearing offices	139
Satellite offices	4

¹ Regional offices are located in Boston, MA; New York, NY; Philadelphia, PA; Atlanta, GA; Chicago, IL; Dallas, TX; Kansas City, MO; Denver, CO; San Francisco, CA; and Seattle, WA.

² In December 1997, the field offices were redesignated as Level 1, 2, or resident stations depending on the characteristics of the facility, service area, and other conditions.

³ Program service centers are located in Jamaica, NY; Philadelphia, PA; Birmingham, AL; Chicago, IL; Kansas City, MO; and Richmond, CA.

⁴ The data operations center is located in Wilkes-Barre, PA.

Table 2.F2.—Number and percentage of SSA employees, by grade, September 30, 2000¹

Employees	Total	GS 1–4	GS 5–8	GS 9–12	GS13–15	SES
Total number ²	61,038	1,616	20,428	32,079	6,915	127
Percent:						
Women	72.2	78.5	82.5	70.9	45.7	38.5
All minorities	40.9	45.1	54.5	35.8	23.4	35.4
Black	27.1	32.3	35.3	24.3	15.7	22.8
Hispanic	10.2	9.2	14.8	8.5	4.8	10.2
Asian or Pacific Islander	2.6	2.8	3.4	2.3	1.9	1.6
American Indian or Alaskan Native	1.0	.8	1.3	.7	1.0	.8
Employees with severe disabilities	2.3	10.3	3.8	1.2	.8	.8

¹ Data from SSA's Affirmative Employment Plan.

² Includes all full-time and part-time permanent employees.

Table 2.F3.—Number of work years, fiscal years 1991–2000

Year	Full-time permanent staff ¹	Total work years ²
1991	63,715	66,040
1992	62,398	68,135
1993	61,640	66,623
1994	62,434	66,741
1995 ³	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

¹ On duty at end of fiscal year; includes seasonal employees.

² Includes full-time, part-time, and temporary employees; employees in special programs; and overtime hours worked.

³ Includes 1,055 positions that were transferred from the Department of Health and Human Services to SSA when SSA became an independent agency (under P.L. 103-296, effective Mar. 31, 1995).

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Table 2.F4.—Old-Age and Survivors Insurance, fiscal year 2000

[Numbers in thousands]

Workload	Number of claims		
	Total	Worker	Family members and survivors
Beginning-of-year pending	53.1	23.3	29.8
Received	3,356.2	1,869.7	1,486.5
Processed ¹	3,379.9	1,876.5	1,503.4
End-of-year pending	29.3	16.5	12.8

¹ See table 6.A1 for data on number of awards.

Source: Office of Information Management, Office of Systems, District Office Workload Report (DOWR).

Table 2.F5.—Disability Insurance, fiscal year 2000

[Numbers in thousands]

Workload	Number of claims		
	Total	Worker	Family members and survivors
Beginning-of-year pending	321.2	307.1	14.1
Received	1,595.6	1,376.5	219.1
Processed ¹	1,574.7	1,346.2	228.5
End-of-year pending	341.9	337.3	4.6

¹ See table 6.A1 for data on number of awards.

Source: Office of Information Management, Office of Systems, DOWR.

Table 2.F6.—Supplemental Security Income, fiscal year 2000

[Numbers in thousands]

Workload	Number of claims		
	Total	Aged	Blind/disabled
Beginning-of-year pending	365.7	7.5	358.2
Received	1,699.60	153.5	1,546.1
Processed ¹	1,645.60	153.4	1,492.2
End-of-year pending	419.7	7.6	412.1

¹ See table 7.A8 for data on number of awards.

Source: Office of Information Management, Office of Systems, DOWR.

2.F Administrative Data: Service Delivery

Table 2.F7.—Accuracy rates and use of 800 telephone number, fiscal years 1995–2000

Item	1996	1997	1998	1999	2000
Accuracy rates (in percents)					
OASI payments:					
Index of dollar accuracy	99.7	99.8	99.8	99.6	(1)
Post-entitlement payment change accuracy ²	98.4	98.0	98.5	³ 98.6	(1)
Payment review/stewardship results:					
Excess payments	99.8	99.9	99.9	99.8	(1)
Underpayments	99.8	99.9	99.9	99.9	(1)
SSI payments: ⁴					
Index of dollar accuracy ⁵	93.4	93.0	93.9	94.2	(1)
Post-eligibility	(1)	(1)	(1)	(1)	(1)
Payment review/stewardship results:					
Excess payments	94.5	94.7	93.5	94.3	(1)
Underpayments	98.8	98.9	98.8	98.3	(1)
Disability Insurance benefits: ⁶					
Initial claims	94.5	94.0	93.7	94.3	94.2
Allowances	96.5	95.9	96.1	96.5	97.0
Denials	93.6	93.1	92.3	93.0	92.4
Reconsideration	92.7	92.3	91.6	92.3	92.2
Reversals of denials	95.6	94.0	95.6	96.0	96.9
Affirmations of denials	92.3	92.0	90.9	91.6	91.3
National 800 number network (1-800-772-1213)					
Calls received (number in millions)	62.5	75.3	78.9	78.7	76.3
Average speed calls answered (in minutes)	3.0	1.9	2.7	2.0	2.5

¹ Data not available.

² Represents calendar year data.

³ Preliminary data.

⁴ Excludes determinations of disability.

⁵ Prior to FY 1999, percentages exclude errors of less than \$5. Any payments to ineligible beneficiaries are included regardless of the dollar amount of the error.

⁶ Represents cases free of decisional and documentation errors.

2.F Administrative Data: Hearings and Appeals

Table 2.F8.—Workload of SSA's Administrative Law Judges (ALJs),¹ fiscal years 1999–2001

Item	1999	2000	2001 ²
Number of ALJs	1,107	989	954
Average monthly hearing dispositions per ALJ	38	42	46
Average hearings pending per ALJ	289	348	354

¹ Excludes Regional Chief ALJs; based on average number of ALJs available during fiscal year 2000.

² Estimated data.

Table 2.F9.—Number of hearing receipts, dispositions, and end-of-year pending cases, fiscal years 2000–2001

Program	Hearing receipts		Hearing dispositions		End-of-year pending cases	
	2000	2001	2000	2001	2000	2001
Total ¹	569,276	557,422	539,426	525,636	346,756	378,542
OASI	3,419	3,345	3,220	3,154	2,554	2,745
Disability:						
DI	185,375	181,491	163,856	159,736	110,459	132,214
SSI	161,844	158,475	154,354	150,384	106,162	114,253
DI/SSI	140,758	137,850	129,905	126,573	91,673	102,950
Medicare (Parts A and B and adversarial)	77,872	76,255	88,084	85,783	35,904	26,376
Black Lung	8	6	7	6	4	4

¹ Data estimated for 2001.

Table 2.F10.—Number of civil litigation cases, fiscal year 2000

Program	New cases	Court decisions ¹	Affirmations	Reversals	Dismissals	End-of-year pending cases
Total	14,747	12,173	4,799	746	801	26,366
OASI	109	160	67	12	26	244
Disability:						
DI	5,468	4,558	1,847	332	271	9,804
SSI	4,217	3,191	1,210	157	256	7,199
DI/SSI	4,922	4,262	1,675	245	246	9,090
SSI nondisability	9	6	0	0	2	29
Black Lung	0	0	0	0	0	0

¹ Includes 5,827 remands that may not be a final court decision.

Table 2.F11.—Number of SSA Appeals Council cases, fiscal years 1999–2001

Cases	1999	2000	2001 ¹
Beginning-of-year pending	120,548	146,564	127,190
Receipts	115,150	100,950	91,370
Dispositions	91,173	134,191	128,580
End-of-year pending	144,525	113,323	89,980

¹ Estimated data.