

2.F SSA Resources and Operations: Offices and Staff

Table 2.F1—Number of SSA offices, 2024

Office	Number
Headquarters (Baltimore, Maryland)	1
Regional offices ^a	10
Area Offices	51
Field offices ^b	1,231
Level 1	638
Level 2	550
Resident stations	36
Social Security Card Centers ^c	7
Teleservice centers	23
Program service centers ^d	8
Data operations center ^e	1
Office of Hearings Operations	
Headquarters (Falls Church, Virginia)	1
Regional offices ^f	10
Hearing offices	162
Satellite hearing offices	5
National hearing centers ^g	5
National case assistance centers ^g	5
Permanent remote sites	168

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. Single program service centers are located in Jamaica, New York; Philadelphia, Pennsylvania; Birmingham, Alabama; Chicago, Illinois; Kansas City, Missouri; and Richmond, California. Two additional centers are located at SSA headquarters in Baltimore, Maryland.
- 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 SSA'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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Table 2.F2—Number of SSA employees and percentage with selected characteristics by grade, September 30, 2023

Characteristic	All grade levels	GS 1–4	GS 5–8	GS 9–12	GS 13–15	SES
	<i>Number</i>					
Total ^a	^b 60,733	97	16,393	31,822	10,807	160
	<i>Percentage of total</i>					
Women	65.6	56.7	72.8	66.7	55.9	44.4
Minorities	55.7	51.4	64.8	56.4	44.2	32.7
Black	30.6	31.9	40.8	28.8	23.3	20.6
Hispanic	16.2	13.4	17.5	18.3	10.0	6.8
Asian/Pacific Islander	7.5	5.1	5.3	8.0	9.8	3.5
American Indian/Alaska Native	1.2	1.0	1.2	1.3	1.1	1.8
Employees with targeted disabilities	3.5	12.3	4.5	3.5	1.9	1.2

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 1,454 permanent agency employees in the 7 pay plans that are not part of the GS or SES classifications.

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Table 2.F3—Number of SSA full-time staff and work years, fiscal years 1995–2024

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
2022	56,907	60,570
2023	60,026	61,771
2024	57,148	60,817

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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