

SSA FIELD OPERATIONS FACT SHEET

Updated February 2019

- Approximately 26,700 bargaining unit employees
- Served over 45 million visitors to its more than 1,200 field offices in communities across America
- Directly serve the American public either face to face, by telephone or by the Internet
- Over 66.5% of employees are female
- In FY 2018, SSA employees took and/or processed:
 - 5.9 million applications for Old Age and Survivors benefits
 - 2.3 million applications for Disability benefits
 - 560 thousand hearing and appeal requests
 - 2.8 million Supplemental Security Income redeterminations to detect and prevent payment errors and ensure continuing accuracy of benefits
 - 285 million annual earnings items for wage earners and self-employed individuals
 - 2.2 million Continuing Disability Reviews to ensure proper payment of benefits
 - 17 million applications for a Social Security Number
- Additionally in FY 2018, SSA employees:
 - Answered over 36 million 800-number telephone calls in 35 teleservice centers
 - Answered over 70 million telephone calls in 1200 field offices
 - Assisted over 44.1 million visitors in 1200 field offices and card centers
 - Ensured over 67 million beneficiaries received their Social Security and or Supplemental Security Income checks on time.

SSA employees are the first line of defense in the prevention of fraud, waste and abuse of programs administered by the Social Security Administration.

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