

SSA FIELD OPERATIONS FACT SHEET

Updated February 2011

- Approximately 29,000 bargaining unit employees
- Served over 45.4 million visitors to its more than 1,300 field offices in communities across America
- Directly serve the American public either face to face, by telephone or by the Internet
- Over 70% of employees are female
- In FY 2010, SSA employees took and/or processed:
 - 5.2 million applications for Old Age and Survivors benefits
 - 3.1 million applications for Disability benefits
 - 1.5 million hearings and appellant requests
 - 2.4 million Supplemental Security Income redeterminations to detect and prevent payment errors and ensure continuing accuracy of benefits
 - 250 million annual earnings items for wage earners and self-employed individuals
 - 862,444 Continuing Disability Reviews to ensure proper payment of benefits
 - 18.4 million applications for a Social Security Number
- Additionally in FY 2010, SSA employees:
 - Answered over 63.2 million 800-number telephone calls in 35 teleservice centers
 - Answered over 58 million telephone calls in 1300 field offices
 - 4.7 million public use of electronic services
 - Ensure more than 59.7 million beneficiaries receive 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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