

SSA FIELD OPERATIONS FACT SHEET

Updated February 2005

- Approximately 28,000 bargaining unit employees
- Located in over 1,300 community based field offices and 36 teleservice centers across the country
- Directly serve the American public either face to face, by telephone or by the Internet
- Over 73% of employees are female
- Average age of employees is about 46 years old
- In FY 2004, SSA employees took and/or processed:
 - 3.4 million applications for Old Age and Survivors benefits
 - 2.5 million applications for Disability benefits
 - 1.5 million hearings and appellant request
 - 2.3 million Supplemental Security Income redeterminations to detect and prevent payment errors and ensure continuing accuracy of benefits
 - 251.8 million annual earnings items for wage earners and self-employed individuals
 - 1.6 million Continuing Disability Reviews to ensure proper payment of benefits
 - 17.8 million applications for a Social Security Number
- Additionally in FY 2004, SSA employees:
 - Answered over 53.2 million 800 number telephone calls
 - Insure more than 51 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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