

# Social Security Administration

**Mission Statement:** “Deliver quality Social Security services to the public.” (Source: [ssa.gov](https://www.ssa.gov))

## DEPARTMENTAL FACTS

### EMPLOYEES

**60,204**

### TOP 5 EMPLOYEE LOCATIONS



1. **Maryland:** 10,290
2. **California:** 6,126
3. **Pennsylvania:** 4,087
4. **New York:** 3,658
5. **Texas:** 3,253



### BUDGET INFORMATION

**USASpending.gov** is an official website of the U.S. government that provides an interactive way to explore federal funding.

For SSA profile: [usaspending.gov/#/agency/539](https://usaspending.gov/#/agency/539)

For FY 2020 spending by Agency: [usaspending.gov/#/explorer/agency](https://usaspending.gov/#/explorer/agency)

### EDUCATIONAL BACKGROUND

Below High School	220
High School or Equivalency	11,176
Between HS & Bachelors	10,067
Bachelors	24,771
Masters	6,946
Doctorate	286
Other	6,738

## EMPLOYEE DEMOGRAPHICS

### EMPLOYEES AGES 20 TO 29

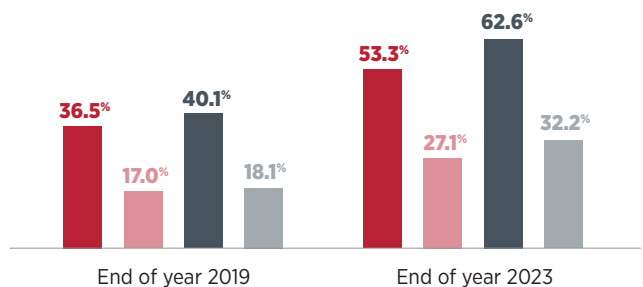
<b>SSA</b>	<b>4.9%</b>
Government-wide	6.8%
U.S. Labor Force	19.7%

### ATTRITION RATES (FY 2019)

<b>SSA</b>	<b>5.3%</b>
Government-wide	6.1%

**Note:** Attrition is defined as the number of voluntary separations from federal civil service in fiscal 2019 as a share of the total employees onboard at the beginning of the fiscal year.

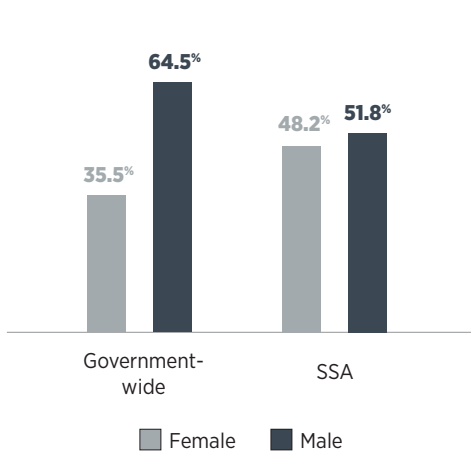
### EMPLOYEES ELIGIBLE FOR RETIREMENT



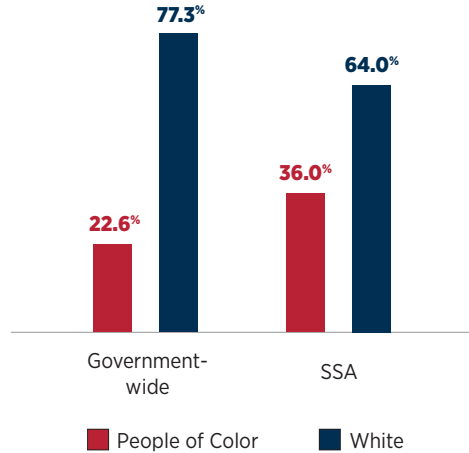
■ SSA SES ■ SSA all employees ■ Gov't-wide SES ■ Gov't-wide all employees

## DIVERSITY OF LEADERSHIP

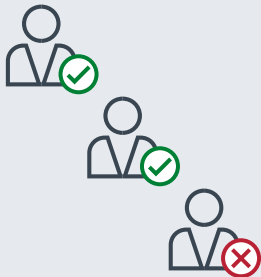
CAREER SENIOR EXECUTIVE SERVICE BY SEX



CAREER SENIOR EXECUTIVE SERVICE BY RACE AND ETHNICITY



## KEY LEADERSHIP VACANCIES



Key leadership positions include presidential appointments such as Cabinet secretaries, deputy and assistant secretaries, and other full-time critical leadership positions needing Senate confirmation.

**See:** Partnership for Public Service and Washington Post Political Appointee Tracker ([ourpublicservice.org/political-appointee-tracker/](https://ourpublicservice.org/political-appointee-tracker/))

## SOCIAL MEDIA PRESENCE

TWITTER FOLLOWERS



FACEBOOK FOLLOWERS



INSTAGRAM FOLLOWERS



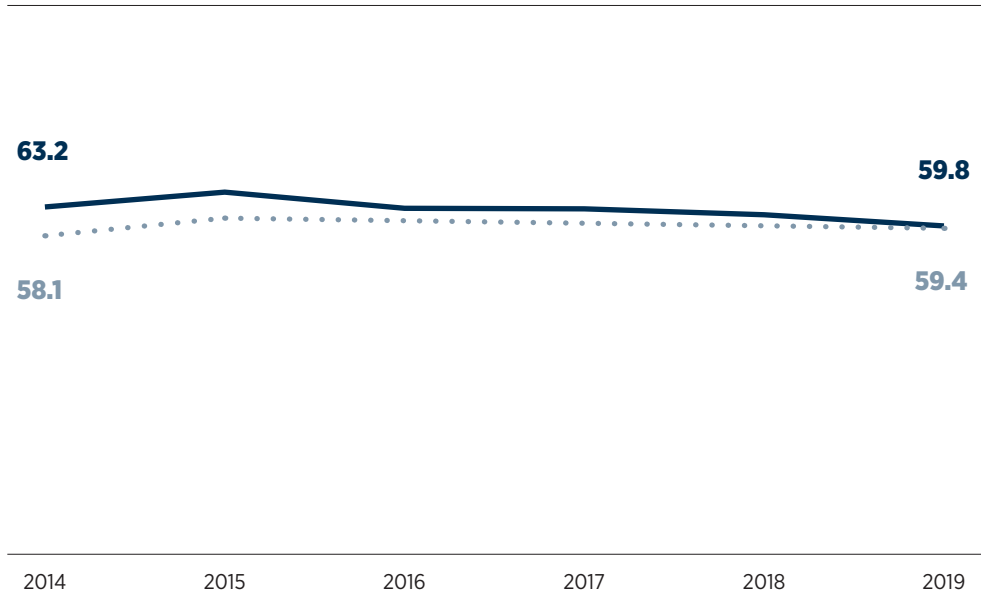
LINKEDIN FOLLOWERS



Numbers are current as of March 3, 2021.

## EMPLOYEE PERSPECTIVE

BEST PLACES TO WORK SCORES (OUT OF 100)



**14**

out of 17 large agencies  
(2019 rankings)

### SSA BPTW Engagement Score

2019 Government-wide BPTW  
Engagement Score: **61.7**

### SSA Innovation Category Score

2019 Government-wide Innovation  
Category Score: **64.4**

Employee engagement is defined as employee satisfaction, commitment, and willingness to put in discretionary effort.

**See:** Best Places to Work in the Federal Government® ([bestplacestowork.org](http://bestplacestowork.org))

## EMPLOYEE CONFIDENCE IN WHISTLEBLOWER PROTECTIONS



Percentage of respondents who agreed or strongly agreed that “I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.”

**See:** Best Places to Work in the Federal Government®

## PERFORMANCE INDICATORS

### 2021 HIGH RISK AREAS

- Improving and modernizing federal disability programs (multiple agencies).

**See:** Government Accountability Office 2021 High Risk List ([gao.gov/highrisk/overview](http://gao.gov/highrisk/overview))

## PERFORMANCE INDICATORS (CONTINUED)

### GAO PRIORITY OPEN RECOMMENDATION IMPLEMENTATION RATE\*



\*Defined as the percentage of GAO's recommendations from 2014 that the agency has implemented as of November 2018

**See:** Priority Open Recommendations, Social Security Administration ([gao.gov/assets/700/698505.pdf](https://www.gao.gov/assets/700/698505.pdf))

### IT MODERNIZATION



The House Committee on Oversight and Reform issues report cards that grade each agency's compliance with the Federal Information Technology Acquisition Reform Act.

**See:** House Committee on Oversight and Reform Biannual Scorecard - December 2020. ([oversight.house.gov/sites/democrats.oversight.house.gov/files/FITARA%20Scorecard%2011.pdf](https://oversight.house.gov/sites/democrats.oversight.house.gov/files/FITARA%20Scorecard%2011.pdf))

### TOP MANAGEMENT CHALLENGES



**See:** Top SSA Management Challenges, November 2020 ([oig.ssa.gov/audits-and-investigations/top-ssa-management-issues](https://oig.ssa.gov/audits-and-investigations/top-ssa-management-issues))

## AUTHORIZING LEGISLATION NEEDED

Some programs lack reauthorization and continue to receive funding. Operating on a long-term basis without a reauthorization bill means that agencies lose an opportunity to obtain legislative changes addressing policy and programmatic challenges or to make adjustment to operate more effectively.

**See:** Expired and Expiring Authorizations of Appropriations for Fiscal Year 2021—Information for Legislation Enacted Through December 23, 2020 ([cbo.gov/publication/56959](https://www.cbo.gov/publication/56959))