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

MISSION STATEMENT

"Deliver quality Social Security services to the public." (Source: [ssa.gov](https://www.ssa.gov))

BUDGET INFORMATION

USA Spending.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

<table>
<thead>
<tr>
<th>Educational Attainment</th>
<th>SSA</th>
<th>Government-wide</th>
<th>U.S. Labor Force</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below High School</td>
<td>220</td>
<td></td>
<td></td>
</tr>
<tr>
<td>High School or Equivalency</td>
<td>11,176</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between HS &amp; Bachelors</td>
<td>10,067</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bachelors</td>
<td>24,771</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Masters</td>
<td>6,946</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doctorate</td>
<td>286</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>6,738</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

EMPLOYEE DEMOGRAPHICS

EMPLOYEES AGES 20 TO 29

<table>
<thead>
<tr>
<th>Category</th>
<th>SSA</th>
<th>Government-wide</th>
<th>U.S. Labor Force</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSA</td>
<td>4.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government-wide</td>
<td>6.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>U.S. Labor Force</td>
<td>19.7%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ATTRITION RATES (FY 2019)

<table>
<thead>
<tr>
<th>SSA</th>
<th>5.3%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government-wide</td>
<td>6.1%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>SSA SES</th>
<th>SSA all employees</th>
<th>Gov’t-wide SES</th>
<th>Gov’t-wide all employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>36.5%</td>
<td>17.0%</td>
<td>18.1%</td>
<td>27.1%</td>
</tr>
<tr>
<td>53.3%</td>
<td>40.1%</td>
<td>53.3%</td>
<td>62.6%</td>
</tr>
<tr>
<td>32.2%</td>
<td>32.2%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

End of year 2019 | End of year 2023

Unless otherwise noted, all data are for full-time, nonseasonal, permanent employees as of December 2020. ([fedscope.opm.gov](https://fedscope.opm.gov))
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/)

SOCIAL MEDIA PRESENCE

TWITTER FOLLOWERS

75,679
twitter.com/SocialSecurity

INSTAGRAM FOLLOWERS

25,604
instagram.com/socialsecurity

FACEBOOK FOLLOWERS

360,067
facebook.com/socialsecurity

LINKEDIN FOLLOWERS

101,182
linkedin.com/company/ssa

Numbers are current as of March 3, 2021.
EMPLOYEE PERSPECTIVE

BEST PLACES TO WORK SCORES (OUT OF 100)

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)

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®
(bestplacestowork.org)

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)
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)

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.


TOP MANAGEMENT CHALLENGES

See: Top SSA Management Challenges, November 2020 (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.