

National Council of Social Security Field Operations Locals American Federation of Government Employees, AFL-CIO

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SSA Field Operations Fact Sheet

- 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 or by telephone.
- Over 73% of employees are female.
- Average age of employees is about 46 years old.
- Take and process applications for Old Age, Survivors and Disability and Supplemental Security Income benefits, ensuring continuing accuracy of benefits and respond to 800 number telephone calls daily.
- Maintain earnings records for wage earners and self-employed individuals performing earnings record corrections as necessary
- Assist beneficiaries with Medicare issues, address changes, benefits verifications and Social Security card applications.
- Conduct Continuing Disability Reviews and Supplemental Security Income Redeterminations to detect and prevent payment errors and strengthen program integrity to ensure the proper payment of benefits.
- Combat fraud by detecting and identifying suspicious and unsubstantiated allegations and report facts to the Inspector General for their consideration for in-depth investigations and possible prosecution.
- Demonstrated the success of the Disability Claims Manager (DCM), a single point of contact for disabled applicants. The DCM process resulted in increased customer satisfaction, faster processing time, improved community-based service in the disability process, and provided consistent decisions based on national criteria.
- Tested the Employment Support Representative (ESR), in compliance with the Ticket To Work legislation which mandated that SSA establish a corps of trained, accessible and responsive work incentives specialists. Pilot evaluation found ESRs delivered stellar service to the public.

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