



**STRATEGIC
ORGANIZING
CENTER**

Social Security's Staffing Crisis:

**FIELD OFFICES REPORT
WIDESPREAD LOSSES AMID
RISING DEMAND FOR SERVICES**

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**FIELD OFFICES REPORT WIDESPREAD LOSSES
AMID RISING DEMAND FOR SERVICES**

ABOUT THE STRATEGIC ORGANIZING CENTER

The Strategic Organizing Center (SOC) is a mission-focused center developing strategies and implementing tactics on transformational campaigns that confront corporate power. We partner with workers and our affiliates—the Service Employees International Union (SEIU), Communication Workers of America (CWA), and the United Farmworkers of America (UFW)—who are united in building a strong, vibrant labor movement through organizing workers hungry for change. The SOC acts with workers and unions driving strategies and tactics that support many of the largest organizing initiatives being conducted in the United States today.

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INTRODUCTION

Social Security's more than 1,200 local field offices are the community-based front door for the agency, serving over 119,000 visitors per day on average.¹ Americans visit their local Social Security Administration (SSA) office to apply for benefits, replace identification cards, and get answers to complex questions.²

In February 2025, the Trump administration announced a plan to cut 12% of SSA's workforce, or about 7,000 workers, by the end of fiscal year 2025.³ At the same time, the Trump administration announced multiple policy changes that led to increased fear and worry among Social Security beneficiaries that drove many of them to visit SSA field offices.⁴ Social Security workers reported that beneficiaries were being turned away from crowded office lobbies and were told to put their names on waiting lists for appointments.⁵

The Strategic Organizing Center (SOC) analyzed detailed SSA workforce data from March 2024 and March 2025 and found that staff losses at SSA field offices were widespread, with 46 states losing field office staff. These job losses were not only far-reaching but also severe, with more than 30% of field offices losing at least 10% of their staff. Further, the main impact of the Trump administration's mass buyout and early retirement programs came after March 2025, suggesting that current staff losses are likely larger than this data shows.

SSA leadership has not acknowledged the staffing crisis or presented a plan to address it. In congressional testimony, SSA Commissioner Frank Bisignano stated that "increased staffing is not the long term solution," but instead promoted a "technology agenda" that involves increased automation and AI in customer service.⁶ Callers who have encountered the agency's automated customer service systems have reported that these tools are not effective at even performing even the most basic functions or answering critical client questions.⁷ These efforts to re-route beneficiaries into digital and automated systems are especially concerning for Social Security beneficiaries who are not proficient users of technology or have limited internet access.⁸

The SOC's analysis confirms what workers and beneficiaries already know: Social Security field offices in communities across the country are facing a staffing crisis that is getting worse by the day. The only solution is to fully staff field offices with knowledgeable public servants to ensure that millions of Americans can access their Social Security benefits.

THE FACTS

1,200
local field offices

18%
increase in claims
from Jan-May 2025

46
states lost field
office staff

>30%
of field offices lost
10% or more staff

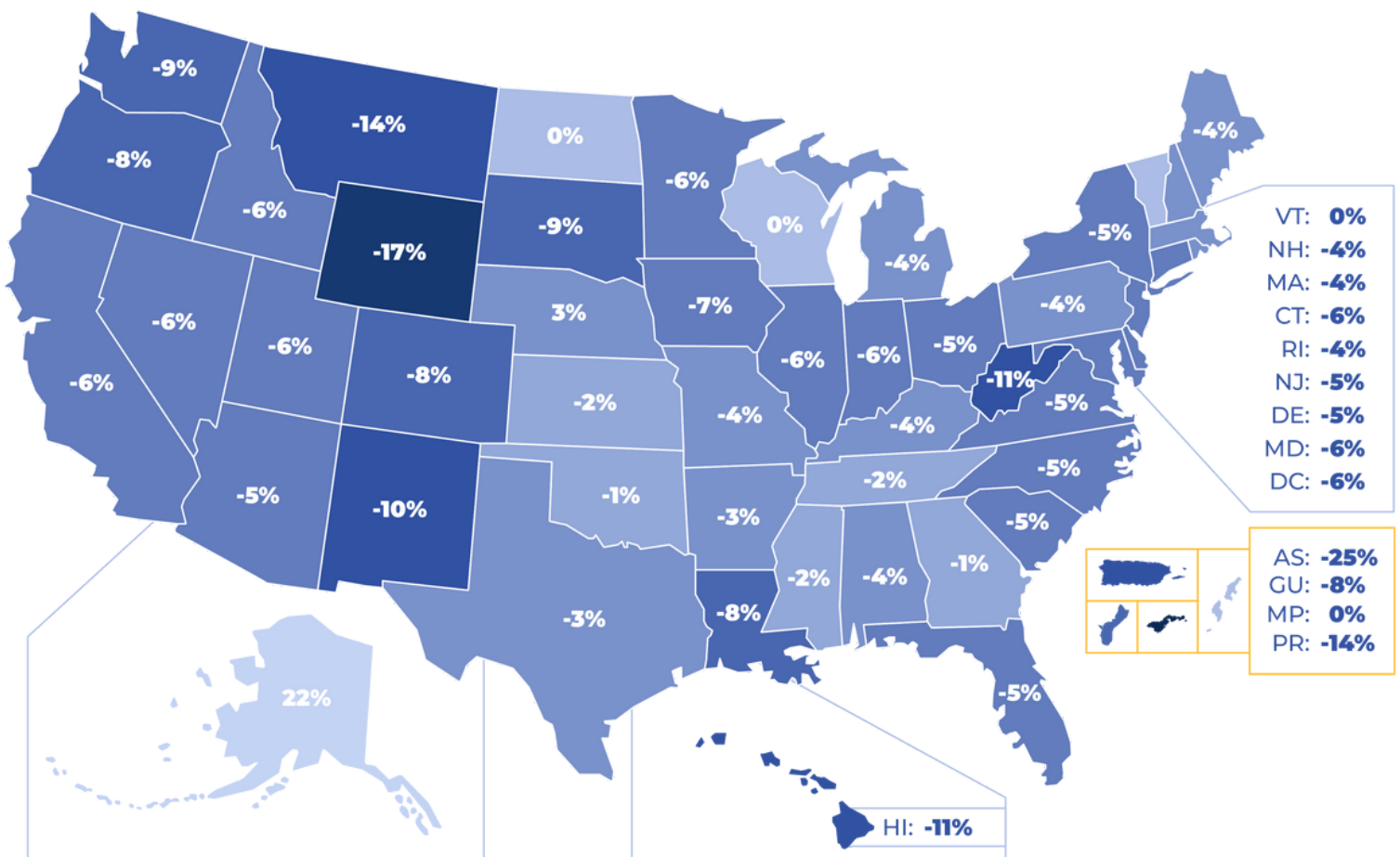
>70%
of congressional
districts with
Social Security
field offices saw
their field office
staff decline

SSA REPORTED NEARLY 5% FEWER FIELD OFFICE STAFF, DESPITE SURGE IN CLAIMS

The SOC compared staffing levels in Social Security field offices nationwide in March 2024 and March 2025 using workforce data provided by the American Federation of Government Employees (AFGE) Social Security General Committee, the union that represents the vast majority of workers at SSA.⁹

As of March 2025, there were 20,593 field office employees at SSA represented by AFGE, down from 21,627 in March 2024, reflecting a nationwide loss of nearly 5% of field office staff in twelve months.¹⁰ As shown in Figure A, during this period 46 states and DC saw a net loss of Social Security field office staff, two states maintained flat staffing, and only two states experienced growth in their field office staffing: Nebraska and Alaska, which added a combined total of seven staff.¹¹ A detailed list of year-over-year changes in field office staffing by state and congressional district is provided in Appendix A.

FIGURE A: PERCENT CHANGE IN NUMBER OF ACTIVE SSA FIELD OFFICE WORKERS BY STATE, MARCH 2024-MARCH 2025



Over 70% of congressional districts with Social Security field offices saw their field office staff decline.¹² Over the 12-month period, more than 55% (680 of 1,226) of the field offices represented by AFGE lost staff.¹³ Over 30% of field offices faced staffing losses of at least 10%.¹⁴

This analysis utilizes bargaining unit staff numbers dated March 2025, prior to the largest mass departures at the agency, suggesting that current year-over-year staff losses may be even larger.¹⁵ Agency officials stated in July that roughly 4,600 employees have left since March.¹⁶ Agency data published on SSA.gov in April indicated that at least 1,962 of the workers who accepted buyouts were field office workers, causing 40 offices around the country to lose 25% or more of their field office staff, on top of earlier staff losses.¹⁷ The reassignment of up to 2,000 field office staff to the agency's national 800-number, meant to cut phone wait times, has further compounded staffing shortages reflected in this analysis. Those reassignments are not reflected in this data.¹⁸

The SOC's findings are even more striking in light of the fact that SSA reported a major surge in claims, with 18% more initial claims from January to May 2025 than in the same period during 2024.¹⁹

GEOGRAPHIES MOST IMPACTED

The SOC's analysis found that five states lost 10% or more of their Social Security field office staff from March 2024 to March 2025: Wyoming (-17%), Montana (-14%), West Virginia (-11%), Hawaii (-11%), and New Mexico (-10%).²⁰ Field office staff losses are particularly alarming where they overlap with states that are rural or have a high density of tribal land. Residents in these geographies are less likely to have stable internet and computer access to get online services.²¹ Residents of Wyoming and Montana already face significant drive times to local offices. These two states as well as New Mexico contain significant tribal land.²² In addition, a higher rate of disability would indicate more need for SSA services.²³ West Virginia has the highest rate of disability in the country, while New Mexico and Montana are also in the top ten.²⁴

Staff losses in field offices were broadly distributed, with 90 different congressional districts across 32 states losing at least 10% of their field staff.²⁵ Districts with major losses included very urban areas like Florida's 27th congressional district in Miami, which lost 22% of its field office staff, and very rural areas like North Carolina's 14th congressional district, which also lost 22% of its field office staff.²⁶

IMPORTANCE OF FIELD OFFICES FOR BENEFICIARIES

Local field offices are the preferred method of connecting with the SSA for most Americans; a poll sponsored by Social Security Works found that clear majorities of Americans want to be able to call or visit a local Social Security field office to handle the most common inquiries about identity cards and applying for benefits.²⁷ Older people are more likely to use in-person services, and multiple studies have found that reducing the availability of in-person services results in fewer people applying for and receiving benefits, especially for people with disabilities.²⁸

At the same time as SSA leadership is claiming that increased staffing is not important, the agency is also creating policies that will drive millions more visitors to its understaffed field offices.²⁹ For example, the Trump administration effectively ended the Enumeration at Birth Program that allowed parents to request a Social Security number at the same time they register a child's birth, instead requiring parents to visit a field office to complete the form.³⁰ There were 3.6 million births in 2024, so this policy change has the potential to drive an 8% increase in field office visits.³¹ This policy change is in addition to the Trump administration's recent revisions suspending Enumeration Beyond Entry forcing 2.6 million more visitors to travel to a field office or card center to obtain their new Social Security number and prohibiting beneficiaries from making changes to banking information by phone, estimated to drive an additional 2 million visits to field offices.³² As field offices become increasingly understaffed, experts fear these haphazard policy changes will only continue to burden field office workers.³³

Additionally, the chaos and confusion inflicted upon SSA since January is having the residual effect of more people visiting field offices to receive more reliable and personal customer service and to check on the status of their benefits.³⁴ Many field offices are seeing an influx of customers as some beneficiaries are seeking certainty that changes at the agency will not impact their benefits. Field office workers report that as a result of staff cuts and increased office visits, their lobbies are flooded, walk-in visitors are being turned away, and beneficiaries must join a wait list to even make an appointment.³⁵

To manage lobby wait times, field offices implemented an Appointment Focused Service Model that moves most walk-in traffic to a scheduled appointment.³⁶ While this is reducing lobby wait times, this means that customers are waiting longer for an appointment to get their Social Security needs met.³⁷

Beneficiaries are required to call the 800-number and wait on the line to make an appointment. The wait does not end there: the agency currently reporting an average appointment wait time of 35 days as of July 2025.³⁸ At the same time, appointment calendars are often so full that field offices have to turn away appointment requests if their office's calendar is booked beyond 40 days, forcing beneficiaries to restart the entire process.³⁹ As a result, appointments for field office visits are becoming scarcer while the demand for in-person customer service increases, leaving many beneficiaries behind in addressing their customer service needs.⁴⁰

For some beneficiaries, retaining access to field office services is the difference between maintaining Social Security benefits and going weeks without crucial financial support due to lags in the agency's understaffed customer service.⁴³

Older Americans are especially showing an increased interest in field office services, as seniors may be more likely to lack necessary technological access and knowledge.⁴¹ These trends indicate the importance of in-person field office services for older Americans, some of whom may find it easier to come in person to their local field office rather than learn how to use a new, faulty, and impersonal online portal.⁴²

When Americans are seeking help with crucial benefits, they are often looking for compassionate, tailored service from human employees who can fully grasp the complex nature of their individual cases.⁴⁴ Many beneficiaries feel more comfortable using in-person services to deal with their sensitive personal information, and therefore, community-based services like fully staffed field offices are essential in retaining Social Security's accessibility for all beneficiaries.⁴⁵

SSA'S BAND-AID SOLUTIONS COMPOUND LONG-TERM CHALLENGES

STAFF REASSIGNMENTS

After offering field office staff incentives to leave the agency – without first conducting staffing analyses and without regard for SSA's long-standing staffing crisis – SSA leadership attempted to backfill critical field office positions by reassigning approximately 2,000 headquarters and regional office staff.⁴⁶

Reassignment will not appropriately rectify SSA's staffing issues because of the loss of agency knowledge, time required to train staff in new roles, and further gaps created in staffing by shuffling workers around. Roles like claims representatives typically require two years to become proficient in job requirements, and new staff pushed into these roles will require significant on-the-job training to take on these positions.⁴⁷ These extended training periods will likely lead to longer wait times and administrative errors as workers are pushed into roles with which they are not familiar.⁴⁸ Meanwhile, the on-the-job training of new staff will take time away from experienced staff regular duties, causing further delays in case load processing.⁴⁹

REPLACING SSA WORKERS WITH AUTOMATION

Rather than hire more workers to serve increased demand from beneficiaries, SSA leadership has insisted that technology fill the gap. While advocates agree that the agency should thoughtfully modernize its technologies, the changes executed under DOGE have been hastily implemented and have not improved major customer service failures at the agency. Instead, the new technology has introduced new challenges as it malfunctions, and it has exacerbated accessibility issues.

For example, in April, SSA hastily deployed an anti-fraud algorithm to verify the identity of callers seeking to file for benefits via the national 800-number.⁵⁰ The agency argued this technology was necessary because it claimed that Social Security's telephone service was rife with fraud – a claim for which SSA leadership offered no evidence.⁵¹ Agency officials scrapped the initiative after the algorithm only identified two claims as potentially fraudulent out of over 110,000.⁵² The new program also slowed claim processing by 25% and led to a “degradation of public service” as SSA dealt with an influx of retirement claims, according to an internal memo from the agency.⁵³

SSA also launched a new chatbot feature for its 800-number in April with the intention of implementing it across the agency's 1,200 field offices by August 2025.⁵⁴ Callers have reported experiencing significant technological challenges with this tool, including repeatedly asking to speak with a live agent without success, the chatbot responding to a different question than what the caller had asked, or incorrectly disconnecting the call before the caller's questions had been answered.⁵⁵

SSA attempted broad technological changes without sufficient understanding of the systems in place or the ways beneficiaries access services now, and without properly designing, vetting, and testing new systems. The unsuccessful rollout of these technologies indicates the agency is ill-equipped to develop and launch these new programs at the scale it is attempting. SSA is rolling out technologies without carefully considering the impact on more vulnerable populations, many of whom rely on these benefits for large portions of their income.⁵⁶

CONCLUSION

SSA programs are often complex and difficult to navigate, and customers prefer to call their local office, speak with their assigned local case worker, or walk-in for service. SSA field offices are a key element of SSA customer service due to the irreplaceable knowledge of experienced field office staff. Marginalized populations like seniors and people with disabilities often turn to field offices for customer service assistance as online services can be inaccessible. While the Trump administration may attempt to use band-aid solutions like increased automation and shuffling workers around, the continuous degradation of field office staffing threatens access to crucial benefits for everyone who relies on Social Security.

Image courtesy of AFGE



APPENDIX A

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
AK	18	22	4	22%
AK-0	18	22	4	22%
AL	399	385	-14	-4%
AL-01	46	45	-1	-2%
AL-02	69	70	1	1%
AL-03	64	61	-3	-5%
AL-04	56	54	-2	-4%
AL-05	36	37	1	3%
AL-06	25	23	-2	-8%
AL-07	103	95	-8	-8%
AR	291	281	-10	-3%
AR-01	84	81	-3	-4%
AR-02	82	81	-1	-1%
AR-03	58	55	-3	-5%
AR-04	67	64	-3	-4%
AZ	391	372	-19	-5%
AZ-01	41	47	6	15%
AZ-02	49	49	0	0%
AZ-03	57	53	-4	-7%
AZ-04	42	36	-6	-14%
AZ-05	27	23	-4	-15%
AZ-06	53	53	0	0%
AZ-07	69	65	-4	-6%
AZ-08	53	46	-7	-13%
CA	2617	2473	-144	-6%
CA-01	67	60	-7	-10%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
CA-02	50	49	-1	-2%
CA-03	50	47	-3	-6%
CA-04	13	11	-2	-15%
CA-05	88	82	-6	-7%
CA-06	32	26	-6	-19%
CA-07	85	77	-8	-9%
CA-08	71	69	-2	-3%
CA-09	68	66	-2	-3%
CA-10	22	20	-2	-9%
CA-11	58	54	-4	-7%
CA-12	62	56	-6	-10%
CA-13	39	41	2	5%
CA-14	45	40	-5	-11%
CA-15	32	31	-1	-3%
CA-16	48	46	-2	-4%
CA-18	64	60	-4	-6%
CA-19	25	25	0	0%
CA-20	51	52	1	2%
CA-21	39	40	1	3%
CA-22	46	48	2	4%
CA-23	50	51	1	2%
CA-24	59	59	0	0%
CA-25	106	95	-11	-10%
CA-26	33	28	-5	-15%
CA-27	49	47	-2	-4%
CA-28	41	40	-1	-2%
CA-29	42	38	-4	-10%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
CA-30	74	78	4	5%
CA-31	82	80	-2	-2%
CA-32	26	20	-6	-23%
CA-33	50	43	-7	-14%
CA-34	96	92	-4	-4%
CA-35	97	88	-9	-9%
CA-36	28	25	-3	-11%
CA-37	17	15	-2	-12%
CA-38	59	52	-7	-12%
CA-39	73	75	2	3%
CA-40	33	28	-5	-15%
CA-41	23	22	-1	-4%
CA-42	32	30	-2	-6%
CA-43	108	106	-2	-2%
CA-44	54	52	-2	-4%
CA-45	70	71	1	1%
CA-46	68	63	-5	-7%
CA-49	26	23	-3	-12%
CA-50	60	54	-6	-10%
CA-51	64	56	-8	-13%
CA-52	42	42	0	0%
CO	231	212	-19	-8%
CO-01	30	27	-3	-10%
CO-02	25	24	-1	-4%
CO-03	50	46	-4	-8%
CO-05	32	27	-5	-16%
CO-06	45	44	-1	-2%

Social Security's Staffing Crisis:
Field Offices Report Widespread Losses Amid Rising Demand for Services

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025				
State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
CO-06	45	44	-1	-2%
CO-07	33	29	-4	-12%
CO-08	16	15	-1	-6%
CT	200	189	-11	-6%
CT-01	47	48	1	2%
CT-02	27	24	-3	-11%
CT-03	41	40	-1	-2%
CT-04	31	27	-4	-13%
CT-05	54	50	-4	-7%
DC	86	81	-5	-6%
DC-98	71	67	-4	-6%
DE	55	52	-3	-5%
DE-0	55	52	-3	-5%
FL	1672	1594	-78	-5%
FL-01	57	59	2	4%
FL-02	72	66	-6	-8%
FL-03	98	92	-6	-6%
FL-04	28	27	-1	-4%
FL-05	85	85	0	0%
FL-06	24	24	0	0%
FL-07	59	58	-1	-2%
FL-08	56	59	3	5%
FL-09	49	45	-4	-8%
FL-10	55	55	0	0%
FL-11	40	38	-2	-5%
FL-12	53	53	0	0%
FL-13	35	35	0	0%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
FL-14	68	60	-8	-12%
FL-15	79	75	-4	-5%
FL-16	26	24	-2	-8%
FL-17	48	46	-2	-4%
FL-18	78	78	0	0%
FL-19	39	40	1	3%
FL-20	81	78	-3	-4%
FL-21	38	38	0	0%
FL-22	48	48	0	0%
FL-23	59	58	-1	-2%
FL-24	82	78	-4	-5%
FL-25	42	37	-5	-12%
FL-26	96	92	-4	-4%
FL-27	107	83	-24	-22%
FL-28	70	63	-7	-10%
GA	668	658	-10	-1%
GA-01	61	59	-2	-3%
GA-02	69	67	-2	-3%
GA-03	59	80	21	36%
GA-04	91	86	-5	-5%
GA-05	102	97	-5	-5%
GA-08	93	79	-14	-15%
GA-09	46	42	-4	-9%
GA-10	1	3	2	200%
GA-12	82	82	0	0%
GA-13	24	27	3	13%
GA-14	40	36	-4	-10%

Social Security's Staffing Crisis:
Field Offices Report Widespread Losses Amid Rising Demand for Services

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025				
State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
HI	84	75	-9	-11%
HI-01	58	53	-5	-9%
HI-02	26	22	-4	-15%
IA	170	158	-12	-7%
IA-01	32	29	-3	-9%
IA-02	51	48	-3	-6%
IA-03	40	39	-1	-3%
IA-04	47	42	-5	-11%
ID	107	101	-6	-6%
ID-01	43	40	-3	-7%
ID-02	64	61	-3	-5%
IL	768	720	-48	-6%
IL-01	42	40	-2	-5%
IL-02	52	49	-3	-6%
IL-03	19	18	-1	-5%
IL-04	29	29	0	0%
IL-05	71	64	-7	-10%
IL-06	49	50	1	2%
IL-07	101	94	-7	-7%
IL-08	38	32	-6	-16%
IL-09	10	9	-1	-10%
IL-10	28	23	-5	-18%
IL-11	50	48	-2	-4%
IL-12	52	51	-1	-2%
IL-13	81	72	-9	-11%
IL-14	32	27	-5	-16%
IL-15	28	27	-1	-4%

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Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025				
State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
IL-16	25	24	-1	-4%
IL-17	61	63	2	3%
IN	430	405	-25	-6%
IN-01	75	74	-1	-1%
IN-02	38	41	3	8%
IN-03	41	41	0	0%
IN-04	3	2	-1	-33%
IN-05	64	60	-4	-6%
IN-06	35	31	-4	-11%
IN-07	74	68	-6	-8%
IN-08	51	44	-7	-14%
IN-09	49	45	-4	-8%
KS	100	98	-2	-2%
KS-01	9	9	0	0%
KS-02	35	36	1	3%
KS-03	21	21	0	0%
KS-04	35	32	-3	-9%
KY	400	385	-15	-4%
KY-01	61	59	-2	-3%
KY-02	82	78	-4	-5%
KY-03	60	57	-3	-5%
KY-04	34	33	-1	-3%
KY-05	112	110	-2	-2%
KY-06	51	48	-3	-6%
LA	405	373	-32	-8%
LA-01	42	38	-4	-10%
LA-02	62	55	-7	-11%

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Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025				
State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
LA-03	85	81	-4	-5%
LA-04	62	56	-6	-10%
LA-05	49	46	-3	-6%
LA-06	105	97	-8	-8%
MA	438	421	-17	-4%
MA-01	72	71	-1	-1%
MA-02	37	35	-2	-5%
MA-03	65	61	-4	-6%
MA-04	38	39	1	3%
MA-05	55	54	-1	-2%
MA-06	31	29	-2	-6%
MA-07	32	32	0	0%
MA-08	53	49	-4	-8%
MA-09	55	51	-4	-7%
MD	325	304	-21	-6%
MD-01	53	50	-3	-6%
MD-02	50	47	-3	-6%
MD-03	33	36	3	9%
MD-04	18	19	1	6%
MD-05	40	37	-3	-8%
MD-06	32	29	-3	-9%
MD-07	72	61	-11	-15%
MD-08	42	39	-3	-7%
ME	114	110	-4	-4%
ME-01	54	52	-2	-4%
ME-02	60	58	-2	-3%
MI	674	645	-29	-4%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
MI-01	54	50	-4	-7%
MI-02	30	28	-2	-7%
MI-03	56	54	-2	-4%
MI-04	67	63	-4	-6%
MI-05	33	32	-1	-3%
MI-06	18	18	0	0%
MI-07	42	40	-2	-5%
MI-08	78	73	-5	-6%
MI-09	27	28	1	4%
MI-10	45	46	1	2%
MI-11	58	51	-7	-12%
MI-12	80	74	-6	-8%
MI-13	86	88	2	2%
MN	267	251	-16	-6%
MN-01	41	33	-8	-20%
MN-03	34	35	1	3%
MN-04	51	46	-5	-10%
MN-05	61	60	-1	-2%
MN-06	24	23	-1	-4%
MN-07	19	17	-2	-11%
MN-08	37	36	-1	-3%
MO	387	370	-17	-4%
MO-01	58	52	-6	-10%
MO-02	35	34	-1	-3%
MO-03	46	43	-3	-7%
MO-04	29	27	-2	-7%
MO-05	50	49	-1	-2%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
MO-06	50	46	-4	-8%
MO-07	52	53	1	2%
MO-08	67	66	-1	-1%
MS	297	291	-6	-2%
MS-01	69	67	-2	-3%
MS-02	105	104	-1	-1%
MS-03	80	77	-3	-4%
MS-04	43	43	0	0%
MT	73	63	-10	-14%
MT-01	35	30	-5	-14%
MT-02	38	33	-5	-13%
NC	731	694	-37	-5%
NC-01	100	99	-1	-1%
NC-02	40	37	-3	-8%
NC-03	59	60	1	2%
NC-04	31	32	1	3%
NC-05	37	34	-3	-8%
NC-06	87	81	-6	-7%
NC-07	81	78	-3	-4%
NC-08	39	40	1	3%
NC-09	10	8	-2	-20%
NC-10	71	67	-4	-6%
NC-11	52	48	-4	-8%
NC-12	55	48	-7	-13%
NC-13	33	34	1	3%
NC-14	36	28	-8	-22%
ND	34	34	0	0%

Social Security's Staffing Crisis:
Field Offices Report Widespread Losses Amid Rising Demand for Services

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025				
State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
ND-0	34	34	0	0%
NE	86	89	3	3%
NE-01	29	29	0	0%
NE-02	36	38	2	6%
NE-03	21	22	1	5%
NH	70	67	-3	-4%
NH-01	31	29	-2	-6%
NH-02	39	38	-1	-3%
NJ	550	523	-27	-5%
NJ-01	50	48	-2	-4%
NJ-02	46	46	0	0%
NJ-03	22	22	0	0%
NJ-04	63	59	-4	-6%
NJ-05	37	33	-4	-11%
NJ-06	71	61	-10	-14%
NJ-07	9	9	0	0%
NJ-08	41	41	0	0%
NJ-09	60	56	-4	-7%
NJ-10	105	98	-7	-7%
NJ-11	18	21	3	17%
NJ-12	28	29	1	4%
NM	146	132	-14	-10%
NM-01	44	46	2	5%
NM-02	28	24	-4	-14%
NM-03	74	62	-12	-16%
NV	183	172	-11	-6%
NV-01	39	36	-3	-8%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
NV-02	40	32	-8	-20%
NV-03	64	62	-2	-3%
NV-04	40	42	2	5%
NY	1353	1288	-65	-5%
NY-01	30	32	2	7%
NY-02	54	53	-1	-2%
NY-03	36	34	-2	-6%
NY-04	30	31	1	3%
NY-05	47	48	1	2%
NY-06	59	63	4	7%
NY-07	49	45	-4	-8%
NY-08	45	42	-3	-7%
NY-09	32	28	-4	-13%
NY-10	62	57	-5	-6%
NY-11	62	57	-5	-8%
NY-12	44	38	-6	-14%
NY-13	90	86	-4	-4%
NY-14	24	18	-6	-25%
NY-15	83	84	1	1%
NY-16	48	46	-2	-4%
NY-17	30	29	-1	-3%
NY-18	46	42	-4	-9%
NY-19	58	50	-8	-14%
NY-20	69	69	0	0%
NY-21	52	52	0	0%
NY-22	70	65	-5	-7%
NY-23	48	43	-5	-10%

Social Security's Staffing Crisis:
Field Offices Report Widespread Losses Amid Rising Demand for Services

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025				
State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
NY-24	50	52	2	4%
NY-25	57	49	-8	-14%
NY-26	78	74	-4	-5%
OH	816	776	-40	-5%
OH-01	82	76	-6	-7%
OH-02	64	61	-3	-5%
OH-03	44	42	-2	-5%
OH-04	52	47	-5	-10%
OH-05	41	38	-3	-7%
OH-06	61	59	-2	-3%
OH-07	29	25	-4	-14%
OH-08	16	14	-2	-13%
OH-09	70	66	-4	-6%
OH-10	68	63	-5	-7%
OH-11	86	98	12	14%
OH-12	52	52	0	0%
OH-13	58	52	-6	-10%
OH-14	44	38	-6	-14%
OH-15	49	45	-4	-8%
OK	288	284	-4	-1%
OK-01	47	53	6	13%
OK-02	78	73	-5	-6%
OK-03	31	30	-1	-3%
OK-04	79	71	-8	-10%
OK-05	53	57	4	8%
OR	208	192	-16	-8%
OR-01	61	54	-7	-11%

Social Security's Staffing Crisis:
Field Offices Report Widespread Losses Amid Rising Demand for Services

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025				
State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
OR-02	40	36	-4	-10%
OR-03	23	23	0	0%
OR-04	35	31	-4	-11%
OR-05	21	21	0	0%
OR-06	28	27	-1	-4%
PA	856	821	-35	-4%
PA-01	18	19	1	6%
PA-02	75	73	-2	-3%
PA-03	68	67	-1	-1%
PA-04	12	12	0	0%
PA-05	72	72	0	0%
PA-06	45	42	-3	-7%
PA-07	63	60	-3	-5%
PA-08	68	62	-6	-9%
PA-09	45	42	-3	-7%
PA-10	60	57	-3	-5%
PA-11	29	29	0	0%
PA-12	48	47	-1	-2%
PA-13	50	51	1	2%
PA-14	65	59	-6	-9%
PA-15	49	48	-1	-2%
PA-16	62	59	-3	-5%
PA-17	27	22	-5	-19%
RI	84	81	-3	-4%
RI-01	32	30	-2	-6%
RI-02	52	51	-1	-2%
SC	385	364	-21	-5%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
SC-01	11	11	0	0%
SC-02	21	15	-6	-29%
SC-03	50	50	0	0%
SC-04	72	69	-3	-4%
SC-05	43	39	-4	-9%
SC-06	107	102	-5	-5%
SC-07	81	78	-3	-4%
SD	56	51	-5	-9%
SD-0	56	51	-5	-9%
TN	483	471	-12	-2%
TN-01	39	38	-1	-3%
TN-02	51	54	3	6%
TN-03	83	78	-5	-6%
TN-04	49	50	1	2%
TN-05	17	16	-1	-6%
TN-06	35	33	-2	-6%
TN-07	47	46	-1	-2%
TN-08	68	64	-4	-6%
TN-09	94	92	-2	-2%
TX	1829	1767	-62	-3%
TX-01	87	84	-3	-3%
TX-03	49	47	-2	-4%
TX-04	26	26	0	0%
TX-06	35	36	1	3%
TX-07	69	66	-3	-4%
TX-08	53	50	-3	-6%
TX-09	65	61	-4	-6%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
TX-10	19	18	-1	-5%
TX-11	36	34	-2	-6%
TX-12	50	48	-2	-4%
TX-13	73	71	-2	-3%
TX-14	64	65	1	2%
TX-15	105	97	-8	-8%
TX-16	75	75	0	0%
TX-17	52	52	0	0%
TX-18	55	60	5	9%
TX-19	48	46	-2	-4%
TX-21	59	57	-2	-3%
TX-23	71	69	-2	-3%
TX-25	53	47	-6	-11%
TX-27	62	56	-6	-10%
TX-28	67	58	-9	-13%
TX-30	64	59	-5	-8%
TX-31	42	46	4	10%
TX-32	103	99	-4	-4%
TX-33	47	45	-2	-4%
TX-34	55	54	-1	-2%
TX-35	36	37	1	3%
TX-36	87	80	-7	-8%
TX-37	57	59	2	4%
TX-38	65	65	0	0%
UT	114	107	-7	-6%
UT-01	27	26	-1	-4%
UT-02	34	36	2	6%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
UT-03	29	25	-4	-14%
UT-04	24	20	-4	-17%
VA	452	428	-24	-5%
VA-01	15	15	0	0%
VA-02	36	30	-6	-17%
VA-03	72	70	-2	-3%
VA-04	66	62	-4	-6%
VA-05	56	52	-4	-7%
VA-06	63	60	-3	-5%
VA-07	29	29	0	0%
VA-08	27	28	1	4%
VA-09	45	43	-2	-4%
VA-10	25	21	-4	-16%
VA-11	18	18	0	0%
VT	38	38	0	0%
VT-0	38	38	0	0%
WA	417	378	-39	-9%
WA-02	67	61	-6	-9%
WA-03	47	35	-12	-26%
WA-04	33	30	-3	-9%
WA-05	47	37	-10	-21%
WA-06	62	57	-5	-8%
WA-07	49	53	4	8%
WA-08	12	8	-4	-33%
WA-09	52	49	-3	-6%
WA-10	48	48	0	0%
WI	359	358	-1	0%

Table 1: Active Field Office Workers by State, Territory, and Select Congressional Districts, March 2024 to March 2025

State / Territory / District	# of workers, March 2024	# of workers, March 2025	Change in workers	% change in workers, YoY
WI-01	45	43	-2	-4%
WI-02	18	20	2	11%
WI-03	53	56	3	6%
WI-04	74	72	-2	-3%
WI-05	54	53	-1	-2%
WI-06	32	32	0	0%
WI-07	39	38	-1	-3%
WI-08	44	44	0	0%
WV	167	149	-18	-11%
WV-01	80	70	-10	-13%
WV-02	87	79	-8	-9%
WY	23	19	-4	-17%
WY-0	23	19	-4	-17%
AS	4	3	-1	-25%
AS-98	4	3	-1	-25%
GU	12	11	-1	-8%
GU-98	12	11	-1	-8%
MP	4	4	0	0%
MP-98	4	4	0	0%
PR	37	32	-5	-14%
PR-98	37	32	-5	-14%
TOTAL	21452	20422	-1030	-5%

Note: Table includes all US states, territories, and Congressional Districts with at least one SSA field office.

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ENDNOTES

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