



**STRATEGIC
ORGANIZING
CENTER**

Doing Less with Less:

**HOW THE TRUMP ADMINISTRATION IS
HOLLOWING OUT SOCIAL SECURITY'S
FRONTLINE WORKFORCE**

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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

The Trump Administration claims that it has no intention to close Social Security field offices, but a new analysis of workforce data suggests that its policies are hollowing out community-based services across the country through staff reductions. The Strategic Organizing Center (SOC) analyzed Social Security Administration (SSA) staffing data and found at least a 9% loss of field office staff between March 2024 and August 2025. This reduction is compounded by the administration's reassignment of field office staff to answer national-800 number calls, suggesting that the effective reduction in field office staffing is likely above 13%. SOC analysis also compared field office staffing with Social Security beneficiary populations, finding that this ratio has grown dramatically, with the median state experiencing a ratio of nearly 4,000 beneficiaries for every field office worker.

This analysis comes as internal SSA documents show that the agency is seeking to serve 50% fewer Americans in its field offices in 2026.¹ Those plans have raised more concerns that the agency is “quietly killing field offices.”²

In August 2025, the SOC released a detailed analysis of SSA bargaining unit staffing data in March 2024 and March 2025 to examine the ongoing staffing crisis at SSA. The SOC's August analysis, which focused on staffing in community-based field offices, showed a 5% decline in field office staffing levels nationwide from March 2024 to March 2025.³

By mid-March 2025, nearly 2,500 SSA employees had accepted separation incentives, leading to mass departures at the agency in the spring and summer and reassignments of 2,000 workers to cover for those departures as conditions at the agency have continued to deteriorate.⁴

Meanwhile, beneficiaries face continued service problems: while SSA stopped publishing many key performance metrics, beneficiaries have reported long wait times over the phone and for appointments, closures of field offices or limited services, and backlogs for applications and claims processing.⁵

While staffing data is available through August 2025, the administration's hiring freeze, which has prevented SSA from replacing lost workers, suggest the situation has not improved and is likely worse.⁶ Notably, while workers have moved between jobs or work sites, exactly one worker has joined SSA as a bargaining unit employee in 2025, demonstrating the impact of the hiring freeze.

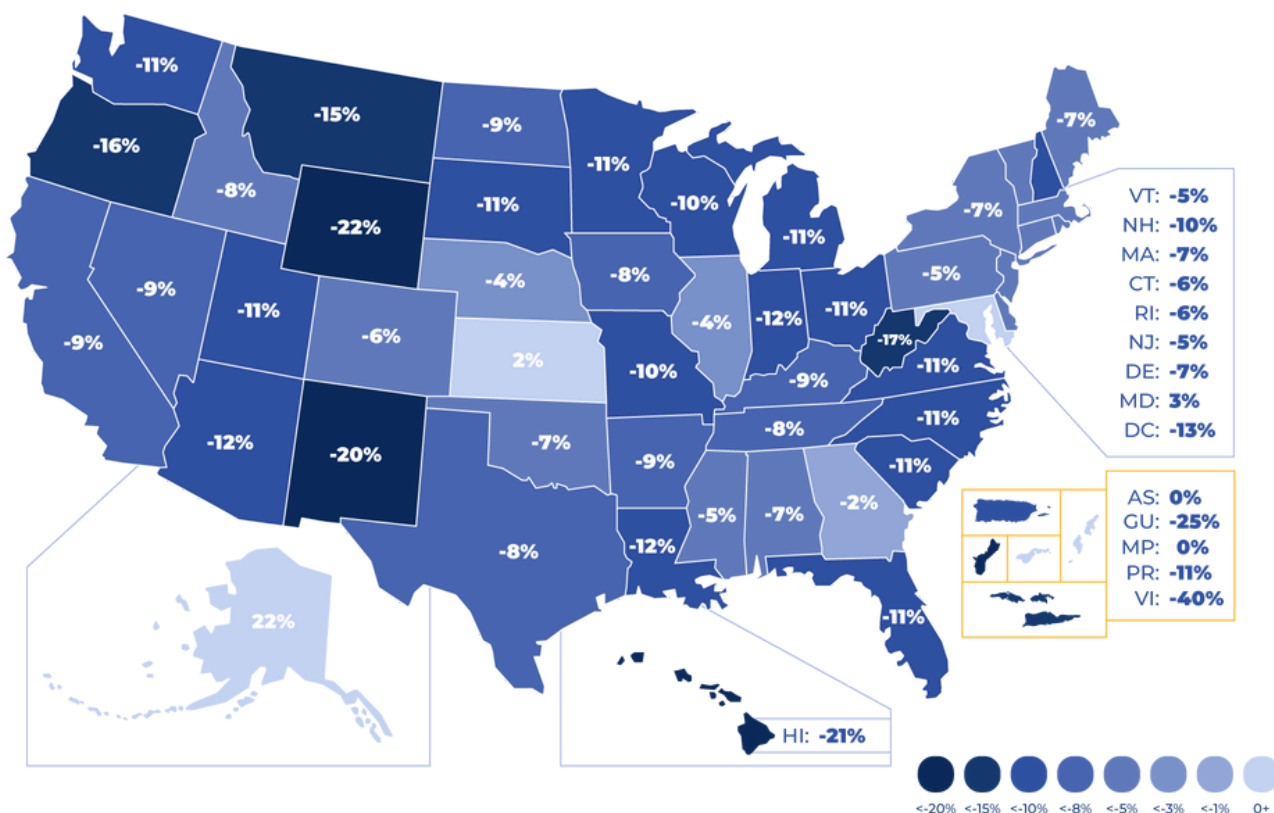


AGENCY DATA SHOWS SUBSTANTIALLY REDUCED FRONTLINE STAFFING AT SOCIAL SECURITY

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, the SOC compared staffing levels in Social Security field offices and call centers in March 2024 and August 2025. As of August 2025, SSA reported a total of 19,731 field office workers represented by AFGE, down from 21,593 in March 2024, reflecting a nationwide loss of 9% of field office staff in 17 months.⁷

Over 80% of congressional districts with a field office have experienced reductions in field office staff as of August 2025, according to SOC's analysis. More than one-in-ten congressional districts lost at least 20% of their field office staff in the same time period. Nationwide, field office staffing is down 9% as of August 2025 from March 2024. Figure A shows how field office staffing has changed by state or territory. A detailed list of year-over-year changes in field office staffing by state or territory and congressional district is provided in Appendix A.

FIGURE A: PERCENT CHANGE IN ACTIVE SSA FIELD OFFICE WORKERS BY STATE OR TERRITORY, MARCH 2024-AUGUST 2025



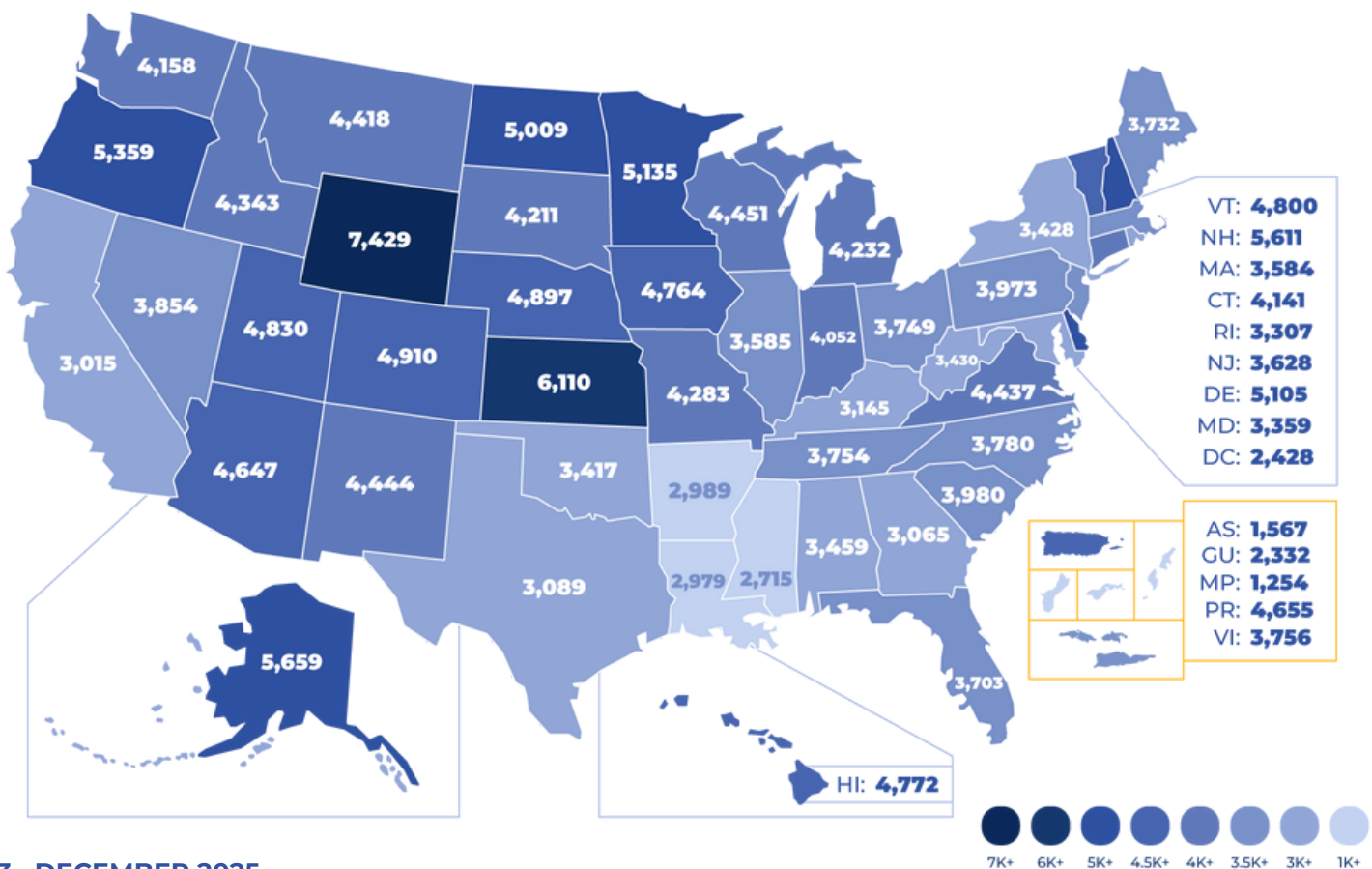
Not reflected in this data is the reassignment of up to 1,000 field office employees to staff the agency's national 800-number, announced in July 2025.⁸ Assuming 1,000 field office employees were reassigned, that would indicate a staffing loss of over 13% in already-understaffed field offices.

ONE SOCIAL SECURITY FIELD OFFICE WORKER FOR NEARLY 4,000 BENEFICIARIES

To understand how reduced staff may impact the availability of services in communities around the country, SOC compared the number of field office staff in each state and territory with the number of Social Security beneficiaries to calculate a staff-to-beneficiary ratio. Due to the reduction in field office workers in 47 states, three territories and the District of Columbia, the median ratio has increased by 12% to nearly 4,000 beneficiaries per field office worker (3,976 beneficiaries:1 worker) as of August 2025.

In some states, staff reductions have exploded the ratio between frontline field office staff and beneficiaries to extreme levels. In Wyoming, the staff-to-beneficiary ratio grew from one field office worker for every 5,814 beneficiaries in March 2024 to 1 worker per 7,429 beneficiaries in August 2025, a 28% increase in beneficiaries per field office worker. Along with Wyoming, Social Security beneficiaries in Hawaii, New Mexico, West Virginia, and Oregon are among the hardest hit by these cuts. In eight states, including Alaska, New Hampshire, and Minnesota, there are over 5,000 Social Security program beneficiaries for each field office worker. Figure B below shows the staff-to-beneficiary ratio in each state and territory.

FIGURE B: RATIO OF ACTIVE SSA FIELD OFFICE WORKERS TO OASDI AND SSI BENEFICIARIES BY STATE, AUGUST 2025



Most Americans prefer to use their local Social Security field offices, with customer service representatives trained on community-specific issues to address their inquiries about identity cards or applying for benefits.⁹ Older people in particular 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.¹⁰

These exploding ratios could lead to increased difficulty with accessing in-person services as a smaller number of frontline staff struggle to serve a growing population of beneficiaries. As a result of staffing reductions and higher caseloads, beneficiaries face longer wait times for appointments and decisions and more errors, and some experts have suggested that disability case reviewers could be experiencing pressure to make decisions more quickly amidst their understaffed environment, which may mean an increase in denials.¹¹

TRUMP ADMINISTRATION POLICIES COMPOUND IMPACTS OF UNDERSTAFFING

In July, SSA proposed policy changes that would restrict the use of phone services for beneficiaries seeking to accomplish basic tasks like changing direct deposit or address information.¹² These proposed policy changes would have driven an additional 5.3 million visitors into field offices annually, a 17% increase from the previous year.¹³ The agency withdrew most of these proposals following critiques from workers, beneficiaries, and advocacy groups, as it has with some other unpopular proposed policy changes like requiring people to verify their identity in person or online.¹⁴ However, the constant threat of policies that would further burden field offices looms over beneficiaries and workers, and it further cultivates a sense of chaos and confusion for beneficiaries that may drive them to seek reassurance regarding the status of their benefits, either in-person or over the phone.

OVER 10% OF CONGRESSIONAL DISTRICTS HAVE LOST 20% OR MORE OF FIELD OFFICE STAFF

SOC's analysis found that SSA's reduction in field office staff impacted virtually every part of the country, with 47 states and DC experiencing frontline staff reductions during this period. The only three states that reported staff increases — Alaska, Maryland, and Kansas — only added a combined total of 16 workers to their field offices.

More than one in ten congressional districts — 45 districts in total — have lost 20% or more of their field office staff, with over 80% of congressional districts losing some staff. Those losses reflect a widespread reduction in community services in both rural and urban areas:

- WA-8 (an urban and suburban district in the western part of Washington), WA-3 (the southwestern corner), and WA-5 (the primarily rural eastern edge) have all lost at least 30% of their field office staff.¹⁵
- FL-27, an urban district including downtown Miami, lost 29% of field office staff.¹⁶
- VA-9, a primarily rural district in southwestern Virginia, has lost 27% of staff.¹⁷
- CO-5, encompassing Colorado Springs, has lost 28% of staff.¹⁸
- PA-17, including parts of suburban Pittsburgh, has lost 22% of staff.¹⁹

SSA attempted to backfill critical field office positions by reassigning approximately 2,000 headquarters and regional office staff to frontline roles.²⁰ These reassignments are reflected in the August 2025 staffing data, and thus do not lessen the significance of the overall reduction in frontline staff. Furthermore, reassignments will not 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.²¹

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.²² 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.²³

SOC also analyzed staffing changes at Social Security Card Centers. These centers, located in New York, Pennsylvania, Florida, and Minnesota, are focused on enumeration services for the public in their geographic areas.²⁴ That analysis found a 14% reduction in Card Center staff nationwide.

SOCIAL SECURITY CALL CENTER STAFFING DOWN 7%, CALL VOLUME UP 20%

In addition to field offices, SOC analyzed losses in teleservice center staff nationwide. SSA teleservice center workers staff the agency's national 800-number and assist the public with making appointments, providing information on Social Security programs, and obtaining information to determine eligibility for benefits and update records.²⁵

Despite Trump administration policy changes that have reduced services available over the phone, the national 800-number remains a critical touchpoint for Americans seeking assistance from SSA. The agency reported an increase in calls to the national 800-number in FY 2025, with 94 million calls received compared to 79 million calls in FY 2024 and 81 million in FY 2023.²⁶

SOC's analysis of agency workforce data found a 7% reduction in teleservice center staff, with 4,525 staff in March 2024 and 4,219 in August 2025. Simply put, 7% fewer teleservice center employees in August 2025 compared to March 2024 are handling a nearly 20% higher call volume.²⁷

FIELD OFFICE UNDERSTAFFING COMPOUNDS TELESERVICE CENTER STAFFING CONCERNS

As the Trump administration's policies have increased the need – or the perception of a need – for in-office services, they also increase the demand on the national 800-number as beneficiaries call for appointments.



Additionally, with mandated appointments and longer wait times for those appointments, individuals may turn to the national 800-number for issues that they would previously have addressed in-office. A June 2025 study showed that half of all seniors must drive at least 33 minutes for a field office visit and nearly a quarter live more than an hour's drive roundtrip from their nearest field office.²⁸ Beneficiaries who live further from their closest field office or who face accessibility barriers may choose to call the national 800-number rather than visit an office and risk being turned away.

HAPHAZARD NEW TECHNOLOGIES CANNOT REPLACE QUALIFIED WORKERS

While SSA has claimed that the use of AI and automation on the phone line will mitigate the impacts of understaffing – including by increasing the volume of calls that do not interact with a human customer service representative – hastily implemented new technologies have introduced new challenges.²⁹

A new chatbot feature was introduced on the national 800-number in April 2025 with limited pilot testing.³⁰ Shortly after, a letter from Democratic members of the Senate Finance Committee stated “news reporting illustrated significant technological challenges” with the new tool, including service issues like the chatbot responding to a different question from what was asked or disconnecting before answering.³¹

SSA CLAIMS PHONE WAIT TIMES ARE DOWN, UNSUPPORTED BY EVIDENCE

Following the implementation of AI and automation technologies and the reassignment of workers to the national 800-number, SSA Commissioner Frank Bisignano and SSA spokespeople have repeatedly boasted shorter call wait times for SSA beneficiaries.³² However, SSA leadership is crucially leaving out all data about caller satisfaction, callback times, and agent busy rates.³³ SSA's publicly released data on speed of response also considers a callback (when a caller hangs up to wait for a call back) as a zero-minute wait time, no matter how long a caller is waiting for a response.³⁴

Press reports have documented Americans facing long wait times and multi-day efforts to navigate the call-back system, meaning that the agency's blanket statements on single digit call wait times do not fairly reflect the reality of calling the national 800-number.³⁵ In June, SSA stopped reporting live call wait times along with other metrics, making it more difficult for the public to monitor the agency's performance.³⁶

CONCLUSION

SSA has lost field office staff in 47 states and 80% of congressional districts, adding logistical challenges for beneficiaries and other Americans trying to access services and benefits. Reduction of field office staff may also lead to fewer initial disability applications and longer wait times. The agency has also lost 7% of its teleservice staff, forcing workers who answer the national 800-number to handle an increased volume of calls with less capacity.

SSA is attempting to cover significant customer service challenges with the implementation of faulty technology and removal of certain performance metrics from public view. SSA staffing data, though, paints a picture of an agency in crisis.

APPENDIX A

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
AK	124,490	5,659	18	22	4	22%
AK-0			18	22	4	22%
AL	1,283,451	3,459	399	371	-28	-7%
AL-01			46	44	-2	-4%
AL-02			69	74	5	7%
AL-03			64	59	-5	-8%
AL-04			56	48	-8	-14%
AL-05			36	36	0	0%
AL-06			25	22	-3	-12%
AL-07			103	88	-15	-15%
AR	792,026	2,989	291	265	-26	-9%
AR-01			84	77	-7	-8%
AR-02			82	78	-4	-5%
AR-03			58	51	-7	-12%
AR-04			67	59	-8	-12%
AZ	1,607,773	4,647	391	346	-45	-12%
AZ-01			41	44	3	7%
AZ-02			49	42	-7	-14%
AZ-03			57	50	-7	-12%
AZ-04			42	36	-6	-14%
AZ-05			27	19	-8	-30%
AZ-06			53	49	-4	-8%
AZ-07			69	61	-8	-12%
AZ-08			53	45	-8	-15%
AZ-09			0	0	0	N/A

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
CA	7,189,586	3,015	2,613	2,385	-228	-9%
CA-01			67	57	-10	-15%
CA-02			50	44	-6	-12%
CA-03			50	46	-4	-8%
CA-04			13	8	-5	-38%
CA-05			88	79	-9	-10%
CA-06			32	23	-9	-28%
CA-07			85	74	-11	-13%
CA-08			71	78	7	10%
CA-09			68	64	-4	-6%
CA-10			22	24	2	9%
CA-11			58	54	-4	-7%
CA-12			62	56	-6	-10%
CA-13			39	40	1	3%
CA-14			45	43	-2	-4%
CA-15			32	27	-5	-16%
CA-16			48	42	-6	-13%
CA-17			0	0	0	N/A
CA-18			64	58	-6	-9%
CA-19			25	23	-2	-8%
CA-20			51	50	-1	-2%
CA-21			39	39	0	0%
CA-22			46	48	2	4%
CA-23			50	49	-1	-2
CA-24			59	56	-3	-5%
CA-25			106	89	-17	-16%

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State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
CA-26			33	27	-6	-18%
CA-27			49	46	-3	-6%
CA-28			41	39	-2	-5%
CA-29			23	22	-1	-4%
CA-30			74	74	0	0%
CA-31			78	73	-5	-6%
CA-32			26	21	-5	-19%
CA-33			50	41	-9	-18%
CA-34			96	91	-5	-5%
CA-35			97	86	-11	-11%
CA-36			28	25	-3	-11%
CA-37			17	15	-2	-12%
CA-38			59	51	-8	-14%
CA-39			73	76	3	4%
CA-40			33	29	-4	-12%
CA-41			23	18	-5	-22%
CA-42			32	31	-1	-3%
CA-43			108	105	-3	-3%
CA-44			73	60	-13	-18%
CA-45			70	62	-8	-11%
CA-46			68	54	-14	-21%
CA-47			0	0	0	N/A
CA-48			0	0	0	N/A
CA-49			26	24	-2	-8%
CA-50			60	54	-6	-10%
CA-51			64	51	-13	-20%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
CA-52			42	39	-3	-7%
CO	1,031,086	4,910	223	210	-13	-6%
CO-01			22	22	0	0%
CO-02			25	24	-1	-4%
CO-03			50	44	-6	-12%
CO-04			0	0	0	N/A
CO-05			32	23	-9	-28%
CO-06			45	53	8	18%
CO-07			33	30	-3	-9%
CO-08			16	14	-2	-13%
CT	782,704	4,141	200	189	-11	-6%
CT-01			47	46	-1	-2%
CT-02			27	26	-1	-4%
CT-03			41	37	-4	-10%
CT-04			31	30	-1	-3%
CT-05			54	50	-4	-7%
DC	101,967	2,428	48	42	-6	-13%
DC-98			48	42	-6	-13%
DE	260,346	5,105	55	51	-4	-7%
DE-0			55	51	-4	-7%
FL	5,521,317	3,703	1,672	1,491	-181	-11%
FL-01			57	54	-3	-5%
FL-02			72	61	-11	-15%
FL-03			98	90	-8	-8%
FL-04			28	24	-4	-14%
FL-05			85	77	-8	-9%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
FL-06			24	21	-3	-13%
FL-07			59	56	-3	-5%
FL-08			56	55	-1	-2%
FL-09			49	42	-7	-14%
FL-10			55	54	-1	-2%
FL-11			40	36	-4	-10%
FL-12			53	49	-4	-8%
FL-13			35	33	-2	-6%
FL-14			68	58	-10	-15%
FL-15			79	74	-5	-6%
FL-16			26	24	-2	-8%
FL-17			48	42	-6	-13%
FL-18			78	74	-4	-5%
FL-19			39	40	1	3%
FL-20			81	75	-6	-7%
FL-21			38	34	-4	-11%
FL-22			48	47	-1	-2%
FL-23			59	52	-7	-12%
FL-24			82	71	-11	-13%
FL-25			42	32	-10	-24%
FL-26			165	134	-31	-19%
FL-27			38	27	-11	-29%
FL-28			70	55	-15	-21%
GA	2,185,072	3,065	725	713	-12	-2%
GA-01			61	56	-5	-8%
GA-02			69	64	-5	-7%

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State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
GA-03			59	55	-4	-7%
GA-04			91	92	1	1%
GA-05			102	96	-6	-6%
GA-06			0	0	0	N/A
GA-07			0	0	0	N/A
GA-08			93	76	-17	-18%
GA-09			46	40	-6	-13%
GA-10			1	43	42	4200%
GA-11			57	54	-3	-5%
GA-12			82	74	-8	-10%
GA-13			24	27	3	13%
GA-14			40	36	-4	-10%
HI	314,926	4,772	84	66	-18	-21%
HI-01			58	45	-13	-22%
HI-02			26	21	-5	-19%
IA	733,626	4,764	167	154	-13	-8%
IA-01			32	32	0	0%
IA-02			48	41	-7	-15%
IA-03			40	38	-2	-5%
IA-04			47	43	-4	-9%
ID	425,611	4,343	107	98	-9	-8%
ID-01			43	39	-4	-9%
ID-02			64	59	-5	-8%
IL	2,530,821	3,585	736	706	-30	-4%
IL-01			42	41	-1	-2%
IL-02			52	50	-2	-4%

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State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
IL-03			19	18	-1	-5%
IL-04			29	29	0	0%
IL-05			71	68	-3	-4%
IL-06			49	59	10	20%
IL-07			69	69	0	0%
IL-08			38	38	0	0%
IL-09			10	9	-1	-10%
IL-10			28	21	-7	-25%
IL-11			50	56	6	12%
IL-12			52	48	-4	-8%
IL-13			81	71	-10	-12%
IL-14			32	28	-4	-13%
IL-15			28	26	-2	-7%
IL-16			25	23	-2	-8%
IL-17			61	52	-9	-15%
IN	1,531,697	4,052	430	378	-52	-12%
IN-01			75	72	-3	-4%
IN-02			38	41	3	8%
IN-03			41	37	-4	-10%
IN-04			3	1	-2	-67%
IN-05			64	51	-13	-20%
IN-06			35	31	-4	-11%
IN-07			74	63	-11	-15%
IN-08			51	39	-12	-24%
IN-09			49	43	-6	-12%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
KS	629,358	6,110	101	103	2	2%
KS-01			10	11	1	10%
KS-02			35	39	4	11%
KS-03			21	24	3	14%
KS-04			35	29	-6	-17%
KY	1,138,663	3,145	399	362	-37	-9%
KY-01			61	55	-6	-10%
KY-02			82	70	-12	-15%
KY-03			60	53	-7	-12%
KY-04			34	33	-1	-3%
KY-05			111	108	-3	-3%
KY-06			51	43	-8	-16%
LA	1,057,680	2,979	405	355	-50	-12%
LA-01			42	36	-6	-14%
LA-02			62	52	-10	-16%
LA-03			85	76	-9	-11%
LA-04			62	51	-11	-18%
LA-05			49	45	-4	-8%
LA-06			105	95	-10	-10%
MA	1,462,224	3,584	438	408	-30	-7%
MA-01			72	66	-6	-8%
MA-02			37	33	-4	-11%
MA-03			65	62	-3	-5%
MA-04			38	39	1	3%
MA-05			55	54	-1	-2%
MA-06			31	26	-5	-16%

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MA-07			32	29	-3	-9%
MA-08			53	52	-1	-2%
MA-09			55	47	-8	-15%
MD	1,175,801	3,359	340	350	10	3%
MD-01			53	51	-2	-4%
MD-02			50	56	6	12%
MD-03			33	38	5	15%
MD-04			18	20	2	11%
MD-05			40	45	5	13%
MD-06			32	30	-2	-6%
MD-07			72	68	-4	-6%
MD-08			42	42	0	0%
ME	395,547	3,732	114	106	-8	-7%
ME-01			54	48	-6	-11%
ME-02			60	58	-2	-3%
MI	2,509,754	4,232	664	593	-71	-11%
MI-01			54	47	-7	-13%
MI-02			30	27	-3	-10%
MI-03			55	48	-7	-13%
MI-04			67	55	-12	-18%
MI-05			33	30	-3	-9%
MI-06			18	18	0	0%
MI-07			42	39	-3	-7%
MI-08			78	69	-9	-12%
MI-09			27	26	-1	-4%
MI-10			45	44	-1	-2%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
MI-11			58	50	-8	-14%
MI-12			80	71	-9	-11%
MI-13			77	69	-8	-10%
MN	1,216,956	5,135	267	237	-30	-11%
MN-01			41	29	-12	-29%
MN-02			0	0	0	N/A
MN-03			34	32	-2	-6%
MN-04			51	46	-5	-10%
MN-05			61	55	-6	-10%
MN-06			24	23	-1	-4%
MN-07			19	16	-3	-16%
MN-08			37	36	-1	-3%
MO	1,464,751	4,283	382	342	-40	-10%
MO-01			58	51	-7	-12%
MO-02			35	27	-8	-23%
MO-03			46	40	-6	-13%
MO-04			29	23	-6	-21%
MO-05			50	54	4	8%
MO-06			50	49	-1	-2%
MO-07			52	44	-8	-15%
MO-08			62	54	-8	-13%
MS	765,737	2,715	297	282	-15	-5%
MS-01			69	65	-4	-6%
MS-02			105	96	-9	-9%
MS-03			80	75	-5	-6%
MS-04			43	46	3	7%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
MT	273,889	4,418	73	62	-11	-15%
MT-01			35	28	-7	-20%
MT-02			38	34	-4	-11%
NC	2,471,966	3,780	731	654	-77	-11%
NC-01			100	93	-7	-7%
NC-02			40	38	-2	-5%
NC-03			59	57	-2	-3%
NC-04			31	31	0	0%
NC-05			37	29	-8	-22%
NC-06			87	79	-8	-9%
NC-07			81	78	-3	-4%
NC-08			39	34	-5	-13%
NC-09			10	8	-2	-20%
NC-10			71	66	-5	-7%
NC-11			52	40	-12	-23%
NC-12			55	44	-11	-20%
NC-13			33	31	-2	-6%
NC-14			36	26	-10	-28%
ND	155,267	5,009	34	31	-3	-9%
ND-00			34	31	-3	-9%
NE	396,652	4,897	84	81	-3	-4%
NE-01			29	28	-1	-3%
NE-02			34	35	1	3%
NE-03			21	18	-3	-14%
NH	353,520	5,611	70	63	-7	-10%
NH-01			31	25	-6	-19%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
NH-02			39	38	-1	-3%
NJ	1,846,898	3,628	535	509	-26	-5%
NJ-01			50	55	5	10%
NJ-02			46	42	-4	-9%
NJ-03			22	23	1	5%
NJ-04			63	58	-5	-8%
NJ-05			37	32	-5	-14%
NJ-06			56	43	-13	-23%
NJ-07			9	10	1	11%
NJ-08			41	40	-1	-2%
NJ-09			60	56	-4	-7%
NJ-10			105	95	-10	-10%
NJ-11			18	21	3	17%
NJ-12			28	34	6	21%
NM	511,073	4,444	144	115	-29	-20%
NM-01			42	36	-6	-14%
NM-02			28	22	-6	-21%
NM-03			74	57	-17	-23%
NV	643,663	3,854	183	167	-16	-9%
NV-01			39	35	-4	-10%
NV-02			40	32	-8	-20%
NV-03			64	59	-5	-8%
NV-04			40	41	1	3%
NY	4,210,069	3,428	1,326	1,228	-98	-7%
NY-01			70	67	-3	-4%
NY-02			14	14	0	0%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
NY-03			36	33	-3	-8%
NY-04			30	32	2	7%
NY-05			47	43	-4	-9%
NY-06			59	60	1	2%
NY-07			49	47	-2	-4%
NY-08			45	42	-3	-7%
NY-09			32	27	-5	-16%
NY-10			62	59	-3	-5%
NY-11			62	57	-5	-8%
NY-12			20	17	-3	-15%
NY-13			90	82	-8	-9%
NY-14			24	17	-7	-29%
NY-15			83	83	0	0%
NY-16			48	42	-6	-13%
NY-17			30	32	2	7%
NY-18			46	39	-7	-15%
NY-19			55	46	-9	-16%
NY-20			69	63	-6	-9%
NY-21			52	47	-5	-10%
NY-22			70	62	-8	-11%
NY-23			48	40	-8	-17%
NY-24			50	50	0	0%
NY-25			57	50	-7	-12%
NY-26			78	77	-1	-1%
OH	2,710,876	3,749	816	723	-93	-11%
OH-01			82	71	-11	-13%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
OH-02			64	60	-4	-6%
OH-03			44	41	-3	-7%
OH-04			52	42	-10	-19%
OH-05			41	34	-7	-17%
OH-06			61	55	-6	-10%
OH-07			29	25	-4	-14%
OH-08			16	14	-2	-13%
OH-09			70	62	-8	-11%
OH-10			68	61	-7	-10%
OH-11			86	86	0	0%
OH-12			52	48	-4	-8%
OH-13			58	44	-14	-24%
OH-14			44	37	-7	-16%
OH-15			49	43	-6	-12%
OK	915,684	3,417	288	268	-20	-7%
OK-01			47	44	-3	-6%
OK-02			78	70	-8	-10%
OK-03			31	30	-1	-3%
OK-04			79	68	-11	-14%
OK-05			53	56	3	6%
OR	996,760	5,359	222	186	-36	-16%
OR-01			61	47	-14	-23%
OR-02			40	30	-10	-25%
OR-03			23	19	-4	-17%
OR-04			35	30	-5	-14%
OR-05			35	34	-1	-3%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
OR-06			28	26	-2	-7%
PA	3,214,244	3,973	856	809	-47	-5%
PA-01			18	23	5	28%
PA-02			75	76	1	1%
PA-03			68	72	4	6%
PA-04			12	11	-1	-8%
PA-05			72	72	0	0%
PA-06			45	42	-3	-7%
PA-07			63	56	-7	-11%
PA-08			68	57	-11	-16%
PA-09			45	41	-4	-9%
PA-10			60	61	1	2%
PA-11			29	27	-2	-7%
PA-12			48	44	-4	-8%
PA-13			50	49	-1	-2%
PA-14			65	58	-7	-11%
PA-15			49	46	-3	-6%
PA-16			62	53	-9	-15%
PA-17			27	21	-6	-22%
RI	261,235	3,307	84	79	-5	-6%
RI-01			32	29	-3	-9%
RI-02			52	50	-2	-4%
SC	1,365,052	3,980	385	343	-42	-11%
SC-01			11	10	-1	-9%
SC-02			21	15	-6	-29%
SC-03			50	42	-8	-16%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025						
State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
SC-04			72	63	-9	-13%
SC-05			43	37	-6	-14%
SC-06			107	102	-5	-5%
SC-07			81	74	-7	-9%
SD	210,550	4,211	56	50	-6	-11%
SD-00			56	50	-6	-11%
TN	1,670,331	3,754	483	445	-38	-8%
TN-01			39	36	-3	-8%
TN-02			51	48	-3	-6%
TN-03			83	73	-10	-12%
TN-04			49	50	1	2%
TN-05			17	17	0	0%
TN-06			35	30	-5	-14%
TN-07			47	42	-5	-11%
TN-08			68	61	-7	-10%
TN-09			94	88	-6	-6%
TX	5,179,598	3,089	1,828	1,677	-151	-8%
TX-01			87	76	-11	-13%
TX-02			0	0	0	N/A
TX-03			49	54	5	10%
TX-04			26	26	0	0%
TX-05			0	0	0	N/A
TX-06			35	32	-3	-9%
TX-07			69	64	-5	-7%
TX-08			53	47	-6	-11%
TX-09			65	56	-9	-14%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
TX-10			19	18	-1	-5%
TX-11			36	30	-6	-17%
TX-12			50	47	-3	-6%
TX-13			73	71	-2	-3%
TX-14			64	60	-4	-6%
TX-15			105	89	-16	-15%
TX-16			75	69	-6	-8%
TX-17			52	46	-6	-12%
TX-18			54	55	1	2%
TX-19			48	40	-8	-17%
TX-20			0	0	0	N/A
TX-21			59	51	-8	-14%
TX-22			0	0	0	N/A
TX-23			71	60	-11	-15%
TX-24			0	0	0	N/A
TX-25			53	46	-7	-13%
TX-26			0	0	0	N/A
TX-27			62	50	-12	-19%
TX-28			67	49	-18	-27%
TX-29			0	0	0	N/A
TX-30			64	64	0	0%
TX-31			42	46	4	10%
TX-32			103	100	-3	-3%
TX-33			47	46	-1	-2%
TX-34			55	53	-2	-4%
TX-35			36	35	-1	-3%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
TX-36			87	75	-12	-14%
TX-37			57	57	0	0%
TX-38			65	65	0	0%
UT	492,645	4,830	114	102	-12	-11%
UT-01			27	24	-3	-11%
UT-02			34	35	1	3%
UT-03			29	23	-6	-21%
UT-04			24	20	-4	-17%
VA	1,788,072	4,437	452	403	-49	-11%
VA-01			15	14	-1	-7%
VA-02			36	29	-7	-19%
VA-03			72	65	-7	-10%
VA-04			66	62	-4	-6%
VA-05			56	47	-9	-16%
VA-06			63	59	-4	-6%
VA-07			29	29	0	0%
VA-08			27	27	0	0%
VA-09			45	33	-12	-27%
VA-10			25	19	-6	-24%
VA-11			18	19	1	6%
VT	172,792	4,800	38	36	-2	-5%
VT-00			38	36	-2	-5%
WA	1,580,201	4,158	427	380	-47	-11%
WA-01			0	0	0	N/A
WA-02			67	59	-8	-12%
WA-03			47	33	-14	-30%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
WA-04			33	31	-2	-6%
WA-05			47	33	-14	-30%
WA-06			62	66	4	6%
WA-07			49	45	-4	-8%
WA-08			12	8	-4	-33%
WA-09			63	62	-1	-2%
WA-10			47	43	-4	-9%
WI	1,437,669	4,451	359	323	-36	-10%
WI-01			45	39	-6	-13%
WI-02			18	18	0	0%
WI-03			53	50	-3	-6%
WI-04			74	68	-6	-8%
WI-05			54	46	-8	-15%
WI-06			32	29	-3	-9%
WI-07			39	30	-9	-23%
WI-08			44	43	-1	-2%
WV	521,340	3,430	184	152	-32	-17%
WV-01			97	79	-18	-19%
WV-02			87	73	-14	-16%
WY	133,728	7,429	23	18	-5	-22%
WY-00			23	18	-5	-22%
AS	6,269	1,567	4	4	0	0%
AS-98			4	4	0	0%
GU	20,986	2,332	12	9	-3	-25%
GU-98			12	9	-3	-25%

Table 1: Active Field Office Workers by State, Territory, and Congressional District, March 2024 and August 2025

State/Territory/District	# of Beneficiaries, Dec. 2024	Beneficiary Ratio, Aug. 2025	# of Workers, March 2025	# of Workers, Aug. 2025	Change in Workers	% Change in Workers, YoY
MP	5,015	1,254	4	4	0	0%
MP-98			4	4	0	0%
VI	22,536	3,756	10	6	-4	-40%
VI-98			10	6	-4	-40%
PR	833,239	4,655	202	179	-23	-11%
PR-98			202	179	-23	-11%
National			21,593	19,731	-1,862	-9%

APPENDIX B: METHODOLOGY

This analysis is based on American Federation of Government Employees (AFGE) bargaining unit lists provided to the union from the Social Security Administration (SSA) in March 2024 and August 2025. Our analysis focuses on workers in public-facing roles. Specifically, our analysis included workers identified as field office, teleservice, and card center workers, and excluded workers in other, non-public facing roles.

Field office information is from the “Social Security Administration (SSA) Data for Field Offices, Resident Stations, and Video Service Delivery (VSD) Sites” datasets.³⁷ Our analysis uses two of those datasets: the field office and resident stations datasets. Our analysis does not include the VSD list as VSDs are not traditional in-person offices.³⁸ We used these datasets to identify field offices and resident stations, find office names, office codes, addresses, and some zip codes. We geocoded each address and appended other geographic information not included in the original, including congressional district information.

Beneficiary data was sourced from SSA's December 2024 Old-Age, Survivors, and Disability Insurance (OASDI) and Supplemental Security Income (SSI) statistics datasets.³⁹ The two datasets include the number of OASDI and SSI beneficiaries by state and county, in addition to the number of beneficiaries who receive both OASDI and SSI.⁴⁰

CHANGES FROM PREVIOUS METHODOLOGY

The number of field office workers as of March 2024 reported in our current analysis differs from that of our previous report released in July 2025 due to a methodological change. We are revising the national number of field office workers in March 2024 from 21,627 to 21,593. We are also revising the total number of national field offices in either March 2024 or August 2025 from 1,226 to 1,213.

In our previous analysis, we identified field offices by checking each office to see if any of its workers had a “Field OFC” role description, and if so, counting all workers in that office as field office workers. In this update, we are using the field office and resident stations datasets published by the SSA and counting all the workers in those worksites in the bargaining unit list as field office workers. This ensures that only workers at field offices and resident stations (which provide similar services to field offices), as identified by the SSA, are included in our analysis.⁴¹ We are excluding offices in the VSD dataset as VSD offices focus on providing virtual support, which is distinct from field office work.⁴²

This change in methodology accounts for changes in March 2024 field office worker numbers for 22 congressional districts.

This analysis also uses more precise address information to determine the congressional districts of 19 field offices included in the previous analysis. Previously, some addresses were geocoded to the zip code or city geographic centroid, as opposed to their precise address. Among the 19 impacted offices, two were previously unidentified field offices identified with our updated methodology, three were US offices with more precise geocoding, and 14 were offices in US territories with more precise geocoding. These changes impact the total number of field office workers in seven congressional districts. As a result of newly identified offices, we have identified two additional field workers.

Overall, due to our methodological changes and more precise geocoding, we are revising our estimates of total field office workers in 29 congressional districts, and our total field office worker estimates by 665, or 3% of March 2024 workers.

TELESERVICE AND CARD CENTER

We define teleservice workers as any workers with role descriptions that include “TSC,” “Teleservice,” or “CUSTMR SVC SECT” on the March 2024 or August 2025 AFGE bargaining unit lists. We define card center workers as any workers that with role descriptions that include “Card CTR” on the March 2024 or August 2025 AFGE bargaining unit lists.

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- 7** This analysis includes field offices represented by AFGE. Of 1,213 field offices listed on the Social Security Administration's website, 1,208, or 95.5%, have staff represented by AFGE.
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