
Social Security Administration

Index Score: 67.0 (Ranked #9 out of varied totals)

To deliver Social Security services that meet the changing needs of the public. The agency's responsibilities include assigning Social Security numbers to U.S. citizens, maintaining earnings records for workers under their Social Security numbers and administering the Supplemental Security Income program for the aged, blind and disabled.

Scores and Rankings by Class

Class	2009 Score	Rank (out of varied totals)
Employee Skills/Mission Match	81.1	5
Strategic Management	60.7	7
Teamwork	74.2	4
Effective Leadership	52.3	12
Effective Leadership - Empowerment	46.5	18
Effective Leadership - Fairness	45.3	14
Effective Leadership - Leaders	52.4	4
Effective Leadership - Supervisors	60.4	21
Performance Based Rewards and Advancement	48.1	7
Training and Development	61.4	14
Support for Diversity	60.7	15
Pay and Benefits	67.8	11
Family Friendly Culture and Benefits	43.2	18
Work/Life Balance	59.5	23

Class	2007 Score	2005 Score	2003 Score
Employee Skills/Mission Match	80.0	76.4	79.0
Strategic Management	60.1	55.9	56.0
Teamwork	74.5	71.2	68.1
Effective Leadership	52.1	47.5	46.8
Performance Based Rewards and Advancement	47.1	43.3	42.1
Training and Development	61.3	57.4	55.8
Support for Diversity	57.0	57.1	60.4
Pay and Benefits	67.6		
Family Friendly Culture and Benefits	45.5		
Work/Life Balance	62.5	55.8	56.4

Index Scores

Year	Score
2009	67.0
2007	66.5
2005	60.6
2003	61.7

Scores and Rankings by Demographic

Demographic	Score	Rank (out of varied totals)
Female	67.4	7
Male	66.1	10
40 and over	65.2	10
Under 40	72.0	5
Asian	69.2	12
Black or African-American	67.0	8
Hispanic or Latino	75.3	3
Multi-racial	64.1	2
White	66.6	11

Scores by Demographic	2007 Score	2005 Score	2003 Score
Female			
Male			
40 and over	64.5		
Under 40	72.7		
Asian	68.7		
Black or African-American	70.5		
Hispanic or Latino			
Multi-racial	54.5		
White	65.3		

Workforce Size and Trends

Number of Employees in:	2001	2002	2003	2004	2005	2006	2007	2008
	60,916	61,072	61,685	62,171	62,684	61,413	60,022	61,487

Employees joined (2008): 5,552

Percentage joined (2008): 3.12%

Average joined (2004-2008): 3,504

Employees left (2008): 4,002

Percentage left (2008): 6.63%

Average left (2004-2008): 4,038

Rookie ratio (percentage of workforce with less than three years of service): 12.10%

More About the Agency

Headquartered in Baltimore, MD

Other Locations: Main regional offices in Boston, MA; New York, NY; Philadelphia, PA; Atlanta, GA; Chicago, IL; Kansas City, MO; Dallas, TX; Denver, CO; San Francisco, CA and Seattle, WA, plus 1,500 field offices, Teleservice Centers (800 number), Program Service Centers and Hearings Offices nationwide

<http://www.ssa.gov/>