Sources of Information


Access the U.S. Business Adviser through the Internet, at www.business.gov.

Access the Administration’s electronic bulletin board by modem at 800–697–4636 (limited access), 900–463–4636 (full access), or 202–401–9600 (Washington, DC, metropolitan area).


Publications  A free copy of The Resource Directory for Small Business Management, a listing of for-sale publications and videotapes, is available from any local SBA office or the SBA answer desk.


SOCIAL SECURITY ADMINISTRATION

6401 Security Boulevard, Baltimore, MD 21235

Commissioner of Social Security
Deputy Commissioner
Chief of Staff
Counselor to the Commissioner
Executive Counselor on Interagency Adjudication
Executive Director for Disability Service Improvement
Senior Advisor
Chief Actuary
Deputy Chief Actuary (Short Range)
Deputy Chief Actuary (Long Range)
Chief Information Officer
Deputy Chief Information Officer
Chief Quality Officer
Deputy Chief Quality Officer
Chief Strategic Officer
Deputy Chief Strategic Officer
Deputy Commissioner for Communications
Assistant Deputy Commissioner for Communications
Deputy Commissioner for Disability Adjudication and Review

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MYRTLE S. HABERSHAM
LARAINNE WILLIAMS
JAMES J. COURTNEY
PHILIP A. GAMBINO
LISA DE SOTO
The Social Security Administration manages the Nation’s social insurance program—consisting of retirement, survivors, and disability insurance programs—commonly known as Social Security. It also administers the Supplemental Security Income program for the aged, blind, and disabled. The Administration is responsible for studying the problems of poverty and economic insecurity among Americans and making recommendations on effective methods for solving these problems through social insurance. The Administration also assigns Social Security numbers to U.S. citizens and maintains earnings records for workers under their Social Security numbers.


The Administration is headed by a Commissioner, appointed by the President with the advice and consent of the Senate. In administering the programs necessary to carry out the agency’s mission, by law the Commissioner is assisted by a Deputy Commissioner who performs duties assigned or delegated by the Commissioner, a Chief Financial Officer, a Chief Information Officer, a Chief Strategic Officer, a General Counsel, a Chief Actuary, and an Inspector General.
Programs and Activities

Old-Age, Survivors, and Disability Insurance
The agency administers social insurance programs, which provide monthly benefits to retired and disabled workers, their spouses and children, and to survivors of insured workers. Financing is under a system of contributory social insurance, whereby employees, employers, and the self-employed pay contributions that are pooled in special trust funds. When earnings stop or are reduced because the worker retires, dies, or becomes disabled, monthly cash benefits are paid to partially replace the earnings the family has lost.

Supplemental Security Income
The agency administers this needs-based program for the aged, blind, and disabled. A basic federal monthly payment is financed out of general revenue, rather than a special trust fund. Some States, choosing to provide payments to supplement the benefits, have agreements with the Administration under which it administers the supplemental payments for those States.

Medicare
While the administration of Medicare is the responsibility of the Centers for Medicare and Medicaid Services, the Social Security Administration provides Medicare assistance to the public through SSA field offices and call centers, and adjudicates requests for hearings and appeals of Medicare claims.

Black Lung
By agreement with the Department of Labor, SSA is involved in certain aspects of the administration of the black lung benefits provisions of the Federal Coal Mine Health and Safety Act of 1969, as amended (30 U.S.C. 901).

Regional Offices
Social Security Administration operations are decentralized to provide services at the local level. Each of the 10 SSA regions, under the overall direction of its Regional Commissioner, contains a network of field offices and call centers, which serve as the contact between SSA and the public. The Administration operates nearly 1300 field offices, 38 call centers, and 7 processing centers. These installations are responsible for the following:

—informing the public of the purposes and provisions of Social Security programs and their rights and responsibilities;
—assisting with claims filed for retirement, survivors, disability, or health insurance benefits, black lung benefits, or Supplemental Security Income;
—developing and adjudicating claims;
—assisting certain beneficiaries in claiming reimbursement for medical expenses;
—developing cases involving earnings records, coverage, and fraud-related questions;
—making rehabilitation service referrals; and
—assisting claimants in filing appeals on SSA determinations of benefit entitlement or amount.

Hearing Offices
SSA also administers a nationwide hearings and appeals program which provides a mechanism for individuals dissatisfied with determinations affecting their rights to and amounts of benefits or their participation in programs under the Social Security Act. The act allows for administrative appeals of these determinations in accordance with the requirements of the Administrative Procedure and Social Security Acts. SSA has approximately 140 hearing offices located in the 10 SSA regions.

For further information, contact the Social Security Administration. Phone, 800–772–1213. TTY, 800–325–0778.

Sources of Information
Inquiries on the following subjects may be directed to the appropriate office, Social Security Administration, 6401
Security Boulevard, Baltimore, MD 21235.

**Contracts and Small Business Activities**
Contact the Office of Acquisitions and Grants. Phone, 410–965–7467.

**Electronic Access**
Information regarding the Social Security Administration may be obtained through the Internet at www.socialsecurity.gov.

**Employment**
For information about careers with the Social Security Administration, go to www.socialsecurity.gov/careers. For current vacancies, go to jobsearch.usajobs.opm.gov/a9ssajob.asp.

**General Information**

**Inspector General**
The Office of the Inspector General maintains a toll-free hotline that operates between the hours of 10 am and 4 pm, e.s.t. (phone, 800–269–0271; TTY, 866–501–2101) to receive allegations of fraud. Persons may submit allegations by fax at 410–597–0118, by Web site at www.socialsecurity.gov/oig or by mail at P.O. Box 17768, Baltimore, MD 21235–7768.

**Publications**
The Office of the Deputy Commissioner for Communications publishes numerous pamphlets concerning SSA programs. Single copies may be obtained at any local office or by calling 800–772–1213. SSA also collects a substantial volume of economic, demographic, and other data in furtherance of its program mission. Basic data on employment, payments, and other items of program interest are published regularly in the *Social Security Bulletin*, its *Annual Statistical Supplement*, and in special releases and reports that appear periodically on selected topics of interest to the public. Additional information may be obtained from the Office of Research, Evaluation, and Statistics. E-mail, op.publications@ssa.gov. Phone, 202–358–6274.

**Reading Room**
Requests for information, for copies of records, or to inspect records may be made at any local office or the Headquarters Contact Unit, Room G–44, Altmeyer Building.

**Speakers and Films**
SSA makes speakers, films, and exhibits available to public or private organizations, community groups, schools, etc., throughout the Nation. Requests for this service should be directed to the local Social Security Office.


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**TENNESSEE VALLEY AUTHORITY**

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