

Disaster Area Offices

Office	Address	Telephone
Atlanta, GA	Suite 700, 101 Marietta St., 30303	404-331-0333
Buffalo, NY	120 S. Elmwood Ave., 14202	716-843-4100
Citrus Heights, CA	6501 Sylvan Rd. 95610	916-566-7246
Fort Worth, TX	14925 Kingsport Rd., 76155	817-886-2300

Sources of Information

Electronic Access Information on the Small Business Administration is available electronically by various means. Internet, www.sba.gov. FTP, [ftp.sbaonline.sba.gov](ftp://sbaonline.sba.gov).

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).

General Information Contact the nearest Small Business Administration

field office listed in the preceding text, or call the SBA answer desk. Phone, 800-827-5722. Fax, 202-205-7064. TDD, 704-344-6640.

Public Affairs For public inquiries and small business advocacy affairs, contact the Office of Public Communications and Public Liaison, 409 Third Street SW., Washington, DC 20416. Phone, 202-205-6740. Internet, www.sba.gov.

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.

For further information, contact the Office of Public Communications and Public Liaison, Small Business Administration, 409 Third Street SW., Washington, DC 20416. Phone, 202-205-6740. Internet, www.sba.gov.

SOCIAL SECURITY ADMINISTRATION

6401 Security Boulevard, Baltimore, MD 21235
 Phone, 410-965-1234. Internet, www.socialsecurity.gov.

COMMISSIONER OF SOCIAL SECURITY	MICHAEL J. ASTRUE
DEPUTY COMMISSIONER	(VACANCY)
Chief of Staff	JAMES A. WINN
Deputy Chief of Staff	JO TITTEL
Senior Advisor to the Deputy Commissioner	LINDA D. MAXFIELD
Special Advisor for Health IT	JAMES C. BORLAND
Executive Secretary	ROBIN F. KAPLAN
International Programs	DIANE K. BRAUNSTEIN, <i>Acting</i>
Chief Actuary	STEPHEN C. GOSS
Deputy Chief Actuary (Short Range)	ELI N. DONKAR
Deputy Chief Actuary (Long Range)	ALICE H. WADE
Chief Information Officer	GREGORY C. PACE, <i>Acting</i>
Deputy Chief Information Officer	GREGORY C. PACE
Deputy Commissioner for Communications	JAMES J. COURTNEY

Assistant Deputy Commissioner for Communications	PHILIP A. GAMBINO
Deputy Commissioner for Budget, Finance, and Management	MARY E. GLENN-CROFT
Assistant Deputy Commissioner for Budget, Finance, and Management	MICHAEL G. GALLAGHER
Deputy Commissioner for Disability Adjudication and Review	DAVID V. FOSTER
Assistant Deputy Commissioner for Disability Adjudication and Review	RONALD T. RABORG
Senior Advisor for the Deputy Commissioner for Disability Adjudication and Review	LISA DE SOTO
General Counsel	DAVID F. BLACK
Deputy General Counsel	THOMAS W. CRAWLEY
Deputy Commissioner for Human Resources	REGINALD F. WELLS
Assistant Deputy Commissioner for Human Resources	NANCY A. BERRYHILL, <i>Acting</i>
Inspector General	PATRICK P. O'CARROLL
Deputy Inspector General	JAMES A. KISSKO
Deputy Commissioner for Legislative and Regulatory Affairs	MARGARET A. HOSTETLER
Assistant Deputy Commissioner for Legislative and Regulatory Affairs	ANGELA J. ARNETT
Deputy Commissioner for Operations	LINDA S. MCMAHON
Assistant Deputy Commissioner for Operations	ROGER P. McDONNELL
Deputy Commissioner for Quality Performance	G. KELLY CROFT
Assistant Deputy Commissioner for Quality Performance	(VACANCY)
Deputy Commissioner for Retirement and Disability Policy	DAVID A. RUST
Assistant Deputy Commissioners for Retirement and Disability Policy	MARIANA E. LACANFORA, (VACANCY)
Deputy Commissioner for Systems	WILLIAM E. GRAY
Assistant Deputy Commissioner for Systems	JERRY L. BERSON

[For the Social Security Administration statement of organization, see the Code of Federal Regulations, Title 20, Part 422]

The Social Security Administration manages the Nation's social insurance program—consisting of retirement, survivors, and disability insurance programs—commonly known as Social Security; administers the Supplemental Security Income program for the aged, blind, and disabled; assigns Social Security numbers to U.S. citizens; and maintains earnings records for workers under their Social Security numbers.

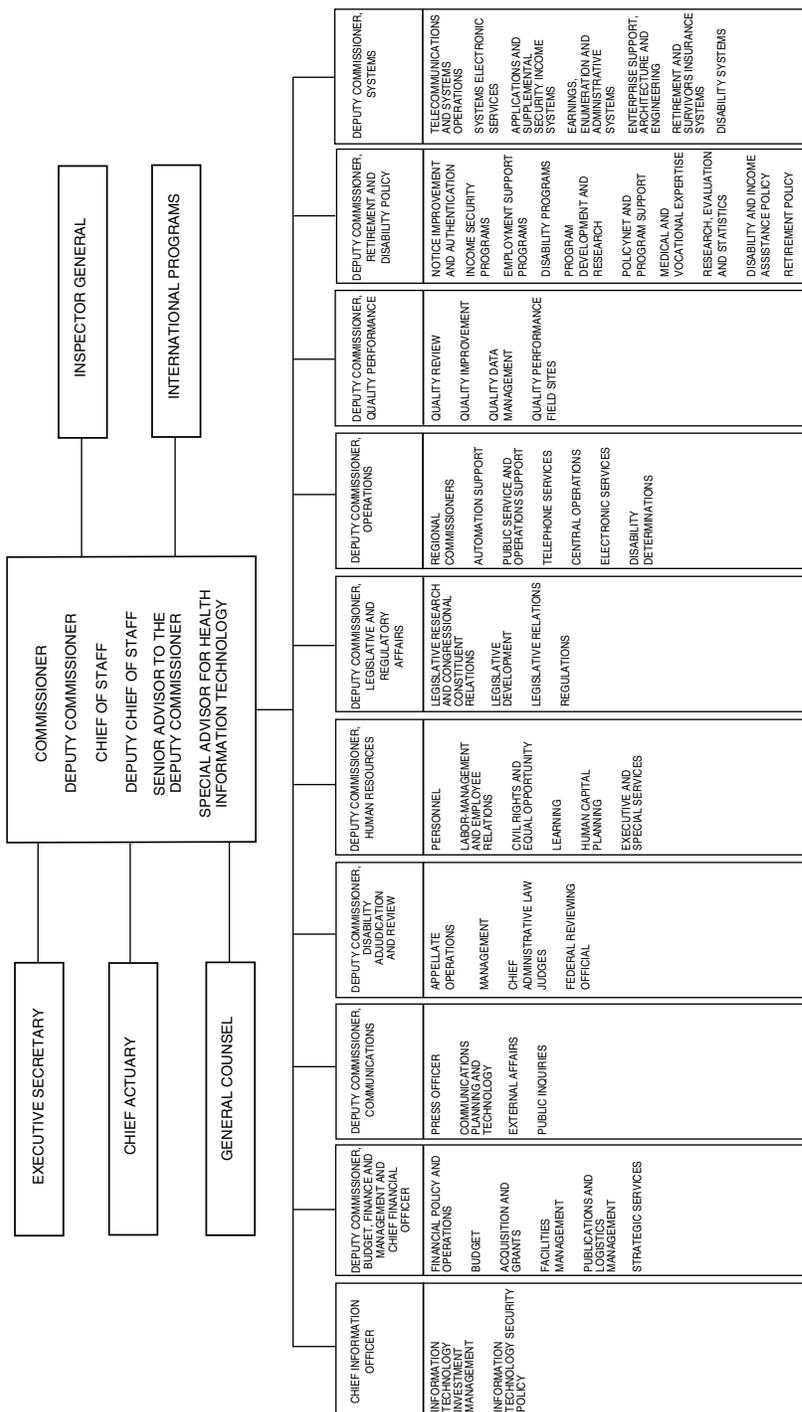
The Social Security Administration (SSA) was established by Reorganization Plan No. 2 of 1946 (5 U.S.C. app.), effective July 16, 1946. It became an independent agency in the executive branch by the Social Security Independence and Program Improvements Act of 1994 (42 U.S.C. 901), effective March 31, 1995.

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 Administration'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 General

SOCIAL SECURITY ADMINISTRATION



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 contacts between SSA and the public. The Administration operates over 1200 field offices, 35 call centers, 7 Social Security card 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 www.jobsearch.usajobs.opm.gov.

General Information The Office of the Deputy Commissioner for Operations manages SSA's toll-free public service telephone. Phone, 800-772-1213. TTY, 800-325-0778.

Inspector General The Office of the Inspector General maintains a toll-free hotline that operates between the hours of 10 a.m. and 4 p.m. 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 Social Security Fraud Hotline, P.O. Box 17768, Baltimore, MD 21235-7768.

Publications The Office of the Deputy Commissioner for Communications

publishes numerous pamphlets concerning SSA programs. 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. Single copies may be obtained at any local office or by calling 800-772-1213. Requests for bulk orders of publications should be sent to the Social Security Administration, Office of Supply and Warehouse Management, 239 Supply Building, 6301 Security Boulevard, Baltimore, MD 21235. In addition, over 150 publications are available online in English, Spanish, and other languages at www.socialsecurity.gov.

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.

For further information, contact the Office of Public Inquiries, Social Security Administration, 6401 Security Boulevard, Windsor Park Building, Baltimore, MD 21235. Phone, 800-772-1213. TTY, 800-325-0778. Internet, www.socialsecurity.gov.

TENNESSEE VALLEY AUTHORITY

400 West Summit Hill Drive, Knoxville, TN 37902

Phone, 865-632-2101. Internet, www.tva.com.

One Massachusetts Avenue NW., Washington, DC 20444-0001

Phone, 202-898-2999

CHAIRMAN

ROBERT M. DUNCAN