

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

July 25, 2014

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TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners; Temporary Assistance Directors;
SNAP Directors; Staff Development Coordinators;
Employment Coordinators

FROM: Phyllis Morris, Deputy Commissioner, Center for Employment and Economic Supports

SUBJECT: Changes to the Services Provided by Social Security Offices

EFFECTIVE DATE: Immediately

CONTACT PERSON: Lerod Randolph, Temporary Assistance Bureau (518) 474-9344

Purpose

The purpose of this message is to inform Social Services Districts (SSDs) of the changes to the services provided at Social Security Administration (SSA) Field Offices (FOs). The SSA has recently provided the Center for Employment and Economic Supports (CEES) additional guidance regarding the documentation that SSA is able to provide to verify that a Temporary Assistance (TA), Home Energy Assistance Program (HEAP) and/or Supplemental Nutrition Assistance Program (SNAP) applicant or recipient has complied with the requirement to furnish a Social Security Number (SSN).

Effective August 1, 2014, SSA FOs will no longer provide print outs of SSN numbers. If an applicant or recipient needs to provide documentation that they have applied for a new, replacement, or corrected SSN they can apply through the SSA account portal at www.socialsecurity.gov/myaccount, the national toll-free number 1(800)772-1213 or at a SSA FO.

If applying at a FO, the SSA representative will provide the applicant/recipient with a SSA-5028 "Receipt for Application for a Social Security Number". This receipt is documentation that the applicant or recipient has complied with applying for a new, replacement, or corrected SSN, however, it will not show a SSN. The new, replacement, or corrected SSN card will be mailed and should be received by the applicant or recipient within 7-10 days.

If a SSD must have immediate verification of an SSN, the SSA has established a "Point of Contact" protocol whereby if the applicant or recipient is in the FO, the SSA representative will attempt to contact a SSD contact to verify the SSN over the phone. Since a SSN is considered Personal, Private, and Sensitive Information (PPSI), the SSA representative must speak to a SSD contact and is not permitted to leave a message verifying the SSN on voice mail.

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Two telephone conference calls to discuss SSA's new policies have been scheduled by CEES. These calls will provide an overview of SSA policies and how they affect SSD operations. Mr. Everett Lo of the SSA will be available during the call to discuss SSA's policy. An Agenda for the call is attached.

The call-in schedule and directions are as follows:

- Date: July 30, 2014
- Conference Telephone Number: 1-866-394-2346
- Conference Code: 7310889658
- Time: Group One – 10:00am to 11:30am
- Time: Group Two – 1:00pm to 2:30pm

Group One: Broome, Cattaraugus, Chautauqua, Clinton, Essex, Franklin, Hamilton, Herkimer, Jefferson, Lewis, Livingston, Monroe, Niagara, Oneida, Onondaga, Orleans, Otsego, Putnam, Rensselaer, Rockland, St Lawrence, Schenectady, Schoharie, Schuyler, Seneca, Steuben, Tioga, Ulster, and Warren (29 SSDs)

Group Two: Albany, Allegany, Cayuga, Chemung, Chenango, Columbia, Cortland, Delaware, Dutchess, Erie, Fulton, Genesee, Greene, Madison, Montgomery, Nassau, Ontario, Orange, Saratoga, Suffolk, Sullivan, Tompkins, Washington, Wayne, Westchester, Wyoming, Yates, and NYC (28 SSDs)

Agenda

Conference Call-Changes to SSA Protocols

July 30, 2014

- Background
 - Discussion of when SSDs send applicants/recipients to the SSA.
 - Reference -02-INF-29
 - Overview of SSA Data Exchange-Validation Process
 - Reference for Temporary Assistance- TASB Chapter 5, Section N
- Changes to SSA Protocols
 - SSA Point of Contact
 - Use of LDSS 2642 Request for Verification to capture SSN
- Fee for Replacement Social Security Cards
- Monitoring of WINR 5126 “Individuals with Incorrect or No Social Security Numbers on WMS”-Upstate
- Monitoring of WINR 0203-“Social Security Validation Report”-NYC



Social Security

Your Social Security Number And Card

www.socialsecurity.gov

Your Social Security Number And Card

A Social Security number is important because you need it to get a job, collect Social Security benefits and receive some other government services. Many other businesses, such as banks and credit companies, also ask for your number.

If you are a noncitizen living in the United States, you also may need a Social Security number. For more information, see *Social Security Numbers For Noncitizens* (Publication No. 05-10096). If you are temporarily in the United States to work, see *Foreign Workers and Social Security Numbers* (Publication No. 05-10107).

How do I get a number and card?

To apply for a Social Security number and card:

- Complete an *Application For A Social Security Card* (Form SS-5); and
- Show us original documents or copies certified by the issuing agency proving:
 - U.S. citizenship or immigration status [including Department of Homeland Security (DHS) permission to work in the United States];
 - Age; and
 - Identity.

Then, take or mail your completed application and documents to your local Social Security office.

Citizenship or immigration status:

We can accept only certain documents as proof of U.S. citizenship. These include a U.S. birth certificate, a U.S. passport, Certificate of Naturalization or Certificate of Citizenship. If you are not a U.S. citizen, Social Security will ask to see your current U.S. immigration documents. Acceptable documents include your:

- Form I-551, Permanent Resident Card (green card, includes machine-readable immigrant visa with your unexpired foreign passport);
- I-94, Arrival/Departure Record, with your unexpired foreign passport; or
- I-766, Employment Authorization Card (EAD, work permit).

International students must present further documentation. For more information, see *International Students And Social Security Numbers* (Publication No. 05-10181).

Age: You need to present your birth certificate. (If one exists, you must submit it.) If a birth certificate does not exist, we may be able to accept your:

- Religious record made before the age of 5 showing your date of birth;
- U.S. hospital record of your birth; or
- Passport.

Identity: We can accept only certain documents as proof of identity. An acceptable document must be current (not expired) and show your name, identifying information and preferably a recent photograph. Social Security will ask to see a U.S. driver's license, state-issued nondriver identification card or U.S. passport as proof of identity. If you do not have the specific documents we ask for, we will ask to see other documents including:

- Employee ID card;
- School ID card;
- Health insurance card (not a Medicare card);
- U.S. military ID card;
- Adoption decree;
- Life insurance policy; or
- Marriage document (only in name change situations).

All documents must be either originals or copies certified by the issuing agency. We cannot accept photocopies or notarized copies of documents. We may use one document for two purposes. For example, we may

use your U.S. passport as proof of both citizenship and identity. Or, we may use your U.S. birth certificate as proof of age and citizenship. ***However, you must provide at least two separate documents.***

We will mail your number and card as soon as we have all of your information and have verified your documents with the issuing offices.

What does it cost?

There is no charge for a Social Security number and card. If someone contacts you and wants to charge you for getting a number or card, please remember that these Social Security services are free. You can report anyone attempting to charge you by calling our Office of the Inspector General hotline at **1-800-269-0271**.

Are there different types of cards?

We issue three types of Social Security cards. All cards show your name and Social Security number.

- The first type of card shows your name and Social Security number and lets you work without restriction. We issue it to:
 - U.S. citizens; and

—People lawfully admitted to the United States on a permanent basis.

- The second type of card shows your name and number and notes, “VALID FOR WORK ONLY WITH DHS AUTHORIZATION.” We issue this type of card to people lawfully admitted to the United States on a temporary basis who have DHS authorization to work.
- The third type of card shows your name and number and notes, “NOT VALID FOR EMPLOYMENT.” We issue it to people from other countries:
 - Who are lawfully admitted to the United States without work authorization from DHS, but with a valid nonwork reason for needing a Social Security number; or
 - Who need a number because of a federal law requiring a Social Security number to get a benefit or service.

How do I get my child a Social Security number?

It is a good idea to get the number when your child is born. You can apply for a Social Security number for your baby when you apply for your baby’s birth certificate. The state agency that issues

birth certificates will share your child's information with us. We will mail the Social Security card to you.

Or, you can wait and apply at any Social Security office. If you wait, you must provide evidence of your child's age, identity and U.S. citizenship status. If you are filing an application on behalf of someone else, you must show us evidence of your relationship to, or responsibility for, the person for whom you are filing. You also must show us proof of your identity. We must verify your child's birth record, which can add up to 12 weeks to the time it takes to issue a card. To verify a birth record, Social Security will contact the office that issued it.

Anyone age 12 or older requesting an original Social Security number must appear in person for an interview, even if a parent or guardian will sign the application on the child's behalf.

Adoption: We can assign your adopted child a number before the adoption is complete, but you may want to wait. Then, you can apply for the number using your child's new name. If you want to claim your child for tax purposes while the adoption is still pending, contact the Internal Revenue Service for Form W-7A, *Application for Taxpayer Identification Number for Pending U.S.*

Adoptions. For more information, see *Social Security Numbers For Children* (Publication No. 05-10023).

What if my name changed?

If you legally change your name because of marriage, divorce, court order or any other reason, you need to tell Social Security so that you can get a corrected card. If you are working, also tell your employer. If you do not tell us when your name changes, it may:

- Delay your tax refund; and
- Prevent your wages from being posted correctly to your Social Security record, which may lower the amount of your future Social Security benefits.

If you need to change your name on your Social Security card, you must show us a document that proves your legal name change. Documents Social Security may accept to prove a legal name change include:

- Marriage document;
- Divorce decree;
- Certificate of Naturalization showing a new name; or
- Court order for a name change.

If the document you provide as evidence of a legal name change does not give us enough information to identify you in our records or if you changed your

name more than two years ago (four years ago if you are younger than age 18), you must show us an identity document in your old name (as shown in our records). We will accept an identity document in your old name that has expired.

If you do not have an identity document in your old name, we may accept an unexpired identity document in your new name, as long as we can properly establish your identity in our records.

Citizenship: Also, if you are a U.S. citizen born outside the United States and our records do not show you are a citizen, you will need to provide proof of your U.S. citizenship. If you are not a U.S. citizen, Social Security will ask to see your current immigration documents.

Your new card will have the same number as your previous card, but will show your new name.

How do I make sure my records are accurate?

Each year your employer sends a copy of your W-2 (*Wage and Tax Statement*) to Social Security. We compare your name and Social Security number on the W-2 with the information in our files. We add the earnings shown on the W-2 to your Social Security record.

It is critical that your name and Social Security number on your Social Security card agree with your employer's payroll records and W-2 so that we can credit your earnings to your record. It is up to you to make sure that both Social

Security's records and your employer's records are correct. If your Social Security card is incorrect, contact any Social Security office to make changes. Check your W-2 form to make sure your employer's record is correct and, if it is not, give your employer the accurate information.

You also can check your earnings record on your *Social Security Statement*. The *Statement* is available online to workers age 18 and older. To review your *Statement*, go to www.socialsecurity.gov/myaccount and create an account.

What if my immigration status or citizenship changed?

If your immigration status changed or you became a U.S. citizen, you should tell Social Security so we can update your records. To get your immigration status or citizenship corrected, you need to show documents that prove your new status or citizenship. We can accept only certain documents as proof of citizenship for new and replacement cards. These include your U.S. passport, a Certificate of Naturalization or a Certificate of Citizenship. If you are not a U.S. citizen, Social Security will ask to see your current immigration documents.

What if my card is lost or stolen?

You can replace your card or your child's card for free if it is lost or stolen. However, you are limited to

three replacement cards in a year and 10 during your lifetime. Legal name changes and other exceptions do not count toward these limits. For example, changes in noncitizen status that require card updates may not count toward these limits. Also, you may not be affected by these limits if you can prove you need the card to prevent a significant hardship.

To get a replacement card, you will need to:

- Complete an *Application For A Social Security Card* (Form SS-5);
- Present an unexpired original document with identifying information and preferably a recent photograph that proves your identity;
- Show evidence of your U.S. citizenship if you were born outside the United States and did not show proof of citizenship when you got your card; and
- Show evidence of your current lawful noncitizen status if you are not a U.S. citizen.

Your replacement card will have the same name and number as your previous card.

How can I protect my Social Security number?

You should treat your Social Security number as confidential information and avoid giving it out unnecessarily. You should keep your Social Security card in a safe place with your other important

papers. Do not carry it with you unless you need to show it to an employer or service provider.

We do several things to protect your number from misuse. For example, we require and carefully inspect proof of identity from people who apply to replace lost or stolen Social Security cards, or for corrected cards. One reason we do this is to prevent people from fraudulently obtaining Social Security numbers to establish false identities. We maintain the privacy of Social Security records unless:

- The law requires us to disclose information to another government agency; or
- Your information is needed to conduct Social Security or other government health or welfare program business.

You should be very careful about sharing your number and card to protect against misuse of your number. Giving your number is voluntary even when you are asked for the number directly. If requested, you should ask:

- Why your number is needed;
- How your number will be used;
- What happens if you refuse; and
- What law requires you to give your number.

The answers to these questions can help you decide if you want to give your Social Security number. The decision is yours.

Contacting Social Security

For more information and to find copies of our publications, visit our website at www.socialsecurity.gov or call toll-free, **1-800-772-1213** (for the deaf or hard of hearing, call our TTY number, **1-800-325-0778**). We treat all calls confidentially. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you'll have a shorter wait time if you call during the week after Tuesday. We can provide information by automated phone service 24 hours a day.

We also want to make sure you receive accurate and courteous service. That is why we have a second Social Security representative monitor some telephone calls.



Social Security Administration

SSA Publication No. 05-10002

ICN 451384

Unit of Issue - HD (one hundred)

October 2013 (Recycle prior editions)



Printed on recycled paper

How To Create An Online Account

Step 1

Visit www.socialsecurity.gov/myaccount and select:

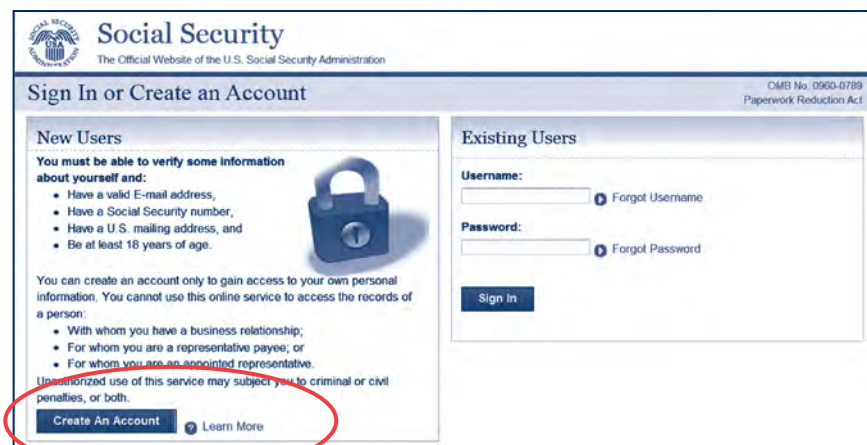


Step 2

Select "Create An Account."

To create a **my Social Security** account, you must be at least 18 years old and have:

- A valid E-mail address;
- A Social Security number; and
- A U.S. mailing address.



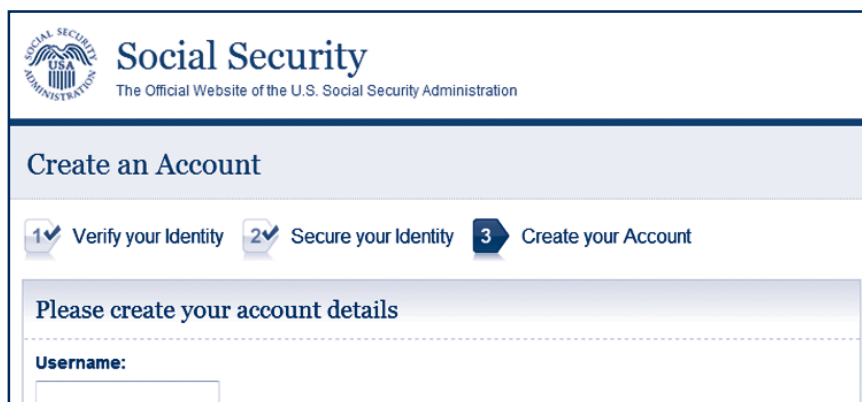
Step 3

Provide some personal information to verify your identity.



Step 4

Choose a username and password to create your account.



After you create a **my Social Security** account, you can access your *Social Security Statement* to check your earnings and get your benefit estimates.

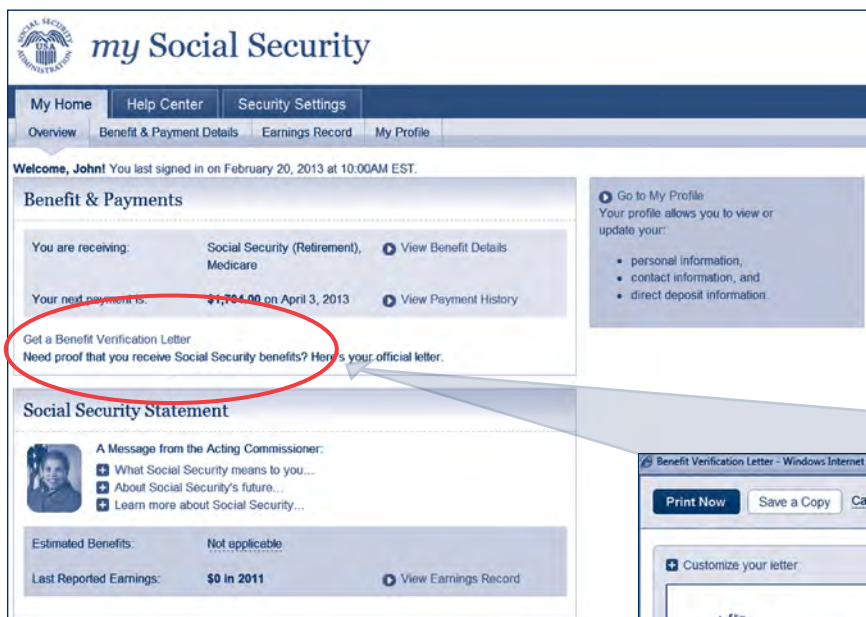
If you receive benefits, you also can:

- Change your address and phone number;
- Start or change your direct deposit; and
- Get your benefit verification letter.

How To Get Your Benefit Verification Letter

You can use your benefit verification letter as proof of your:

- Income when you apply for a loan or mortgage, assisted housing or other state or local benefits;
- Current Medicare health insurance coverage;
- Retirement or disability status; and
- Age.



To get your benefit verification letter:

- Sign into your account; and
- Select "Get a Benefit Verification Letter."

Your letter will be displayed and you may print it or save it for later use.



Social Security Administration
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Important Information: Changes In Certain Services



To meet the increasing demands for our service, we need to make changes to how we provide some services to our customers. To protect the integrity of the Social Security number and prevent fraud, we will discontinue providing Social Security number printouts effective August 1, 2014. If you need proof of your Social Security number and you do not have your Social Security card, you will need to request a replacement Social Security card by completing the *Application for a Social Security Card* (Form SS-5) and providing the required documentation.

Also, in January 2013, we made benefit verifications available online. Now you can save a trip to a field office by getting an instant letter online with a personal **my Social Security** account, or you may continue to call us toll-free to request a letter by mail.

See steps below for requesting a replacement Social Security card or obtaining your benefit verification letter. We also encourage you to visit www.socialsecurity.gov to learn about the many convenient online services available to you.

How to get replacement Social Security cards

Your Social Security card is your legal proof of your Social Security number. If you need proof of your number, and you can't find your card, you will need a replacement card. To get a replacement card, you must complete an *Application for a Social Security Card* (Form SS-5), which you can find online at www.socialsecurity.gov/ssnumber. You also will need documents proving your identity, age and citizenship or lawful immigration status.

In most cases, you can take, or mail, your completed application and original documents to any Social Security office. Go to www.socialsecurity.gov/locator to find the Social Security office or Social Security Card Center that serves your area. After processing, we will return your documents to you.

How to get benefit verification letters

If you need proof of your Social Security or Supplemental Security Income benefits, you can get a benefit verification letter online instantly through a **my Social Security** account. To create an account, visit www.socialsecurity.gov/myaccount. With **my Social Security**, you can easily view, print or save an official letter that includes proof of your:

- Benefit amount and type;
- Medicare start date and withholding amount (if applicable); and
- Age.

If you are unable to go online, you can call our toll-free number, **1-800-772-1213** (TTY **1-800-325-0778**) to request your letter be mailed to you. You also can use your annual cost-of-living adjustment notice or SSA Form 1099 as proof of income from Social Security.

For more information

A wealth of information and online service options are available on our website at www.socialsecurity.gov. Or you can call our toll-free number, **1-800-772-1213** (TTY **1-800-325-0778**), and ask for helpful publications, such as:

- *How To Create An Online Account* (Publication No. 05-10540);
- *Your Social Security Number And Card* (Publication No. 05-10002); and
- *What You Can Do Online* (Publication No. 05-10121).

Información importante: Habrá cambios en ciertos servicios



Para cumplir con la creciente demanda por nuestros servicios, necesitamos hacer cambios en la manera que ofrecemos servicios a nuestros clientes. Para proteger la integridad del número de Seguro Social y prevenir fraude, descontinuaremos la opción de imprimir copias de números de Seguro Social a partir del 1º de agosto del 2014. Si necesita prueba de su número de Seguro Social y no tiene su tarjeta de Seguro Social, tendrá que solicitar un reemplazo llenando el formulario *Solicitud para una tarjeta de Seguro Social* (Formulario SS-5-SP) y proveer la documentación requerida.

También en enero de 2013, le dimos acceso por Internet a las personas para imprimir la carta de verificación sus beneficios. Sus clientes pueden ahorrarse un viaje a la oficina local del Seguro Social al tener la facilidad de generar una carta instantáneamente por Internet cuando crean una cuenta en «**my Social Security**». Por supuesto, todavía tienen la opción de llamarnos y solicitar que le enviemos una copia a vuelta de correo.

Para obtener la carta de verificación de sus beneficios o solicitar una tarjeta de Seguro Social de reemplazo vea lo pasos a seguir más adelante. Para informarse mejor acerca de los servicios convenientes a su disposición, le invitamos a que visite nuestro sitio de Internet, en www.segurosocial.gov.

Cómo solicitar una tarjeta de reemplazo

Su tarjeta de Seguro Social es prueba legal de su número de Seguro Social. Si necesita prueba de su número y no logra encontrar su tarjeta, necesitará una tarjeta de reemplazo. Para obtenerla, tiene que llenar el formulario *Solicitud para Tarjeta de Seguro Social* (SS-5-SP), el cual puede encontrar por Internet en www.segurosocial.gov/espanol/SP_SSN. Necesitará documentos que comprueben su identidad, edad y ciudadanía o estado inmigratorio legal.

En la mayoría de los casos, puede enviar la solicitud y documentos originales por correo o entregarla en una oficina de Seguro Social. Visite www.socialsecurity.gov/locator (solo disponible en inglés) para encontrar la oficina de Seguro Social o el Centro de Tarjetas de Seguro Social que sirve su área. Una vez que procesemos la solicitud, le devolveremos los documentos por correo.

Cómo obtener cartas de verificación de beneficios

Si necesita prueba de sus beneficios de Seguro Social o de Seguridad de Ingreso Suplementario, puede obtener una carta de verificación de beneficios de manera instantánea por Internet a través de su cuenta de «**my Social Security**». Para crear una cuenta, visite www.socialsecurity.gov/espanol/micuenta. Con su cuenta de «**my Social Security**» puede fácilmente ver, imprimir o guardar una carta oficial que incluye prueba de:

- El tipo de beneficio y cantidad que recibe;
- La fecha de inicio de Medicare y cantidad que se retiene (si aplica); y
- Su edad.

Si no puede acceder al Internet, puede llamar a nuestro número gratis, el **1-800-772-1213** (TTY **1-800-325-0778**) y solicitar que se le envíe su carta por correo. También puede utilizar su aviso de ajuste de costo de vida o el formulario SSA-1099 como evidencia de ingreso del Seguro Social.

Cómo informarse mejor

Una gran fuente de información y de servicios está disponible en nuestro sitio de Internet, en www.segurosocial.gov. O puede llamar a nuestro número gratis, **1-800-772-1213** (TTY **1-800-325-0778**), y pedir las publicaciones que le pueden ayudar, tales como:

- *How To Create An Online Account (Cómo crear una cuenta por Internet*, publicación número 05-10540. Solo disponible en inglés);
- *Su número y tarjeta de Seguro Social* (publicación número 05-10902); y
- *What You Can Do Online (Lo que puede hacer por Internet*, publicación número 05-10121. Solo disponible en inglés).

The Fastest Way To Verify Social Security And Supplemental Security Income Benefits



If your clients need proof of their Social Security or Supplemental Security Income benefits, let them know that they can get a benefit verification letter online instantly through a **my Social Security** account.

You can serve your clients faster because they no longer have to wait for a letter to be mailed to them. They can get the up-to-date information they need online, perhaps even from a computer in your office.

With **my Social Security** those who receive benefits can easily view, print, or save an official letter that includes proof of their:

- Benefit amount and type;
- Medicare start date and withholding amount; and
- Age.

Please encourage your clients to go online for a benefit verification letter. In January 2013, we made benefit verifications available online. Now your clients can save a trip to a field office by getting an instant letter online with a personal **my Social Security** account, or they may continue to call us toll-free to request a letter by mail. We are asking agencies and other organizations to assist our mutual customers by sending clients to www.socialsecurity.gov/myaccount.

The fact sheet, *How To Create An Online Account* (Publication No. 05-10540), provides step-by-step instructions and explains how to get a benefit verification letter.

If your clients are unable to go online, they can call our toll-free number, **1-800-772-1213** (TTY **1-800-325-0778**).



my Social Security

YOUR ONLINE ACCOUNT ... YOUR CONTROL ...

www.socialsecurity.gov/myaccount

(over)

Sample Online Benefit Verification Letter



Social Security Administration

Date: January 30, 2013
Claim Number: XXX-XX-0000A

JANE DOE
456 ANYWHERE AVENUE
MAINTOWN, USA 11111-1111

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

Information About Current Social Security Benefits

Beginning December 2012, the full monthly Social Security benefit before any deductions is \$223.90. We deduct \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment is \$223.00.
(We must round down to the whole dollar.)

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the fourth Wednesday of each month.

Information About Past Social Security Benefits

From December 2011 to November 2012, the full monthly Social Security benefit before any deductions was \$220.70.

We deducted \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment was \$220.00.
(We must round down to the whole dollar.)

Type of Social Security Benefit Information

You are entitled to monthly retirement benefits.

Date of Birth Information

The date of birth shown on our records is May 29, 1949.

If You Have Any Questions

If you have any questions, you may call us at 1-800-772-1213, or call your local Social Security office at 800-000-0000. We can answer most questions over the phone. You can also write or visit any Social Security office. The office that serves your area is located at:

SOCIAL SECURITY
123 MAIN STREET
MAINTOWN, USA 11112-1111

If you do call or visit an office, please have this letter with you. It will help us answer your questions.

Social Security Administration



my Social Security

YOUR ONLINE ACCOUNT ... YOUR CONTROL ...

www.socialsecurity.gov/myaccount