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State of Wisconsin
Governor Scott Walker



TO: **W-2 Agencies
Training Staff**

FROM: Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO

No: BWF 14-17

DATE: SEPTEMBER 16, 2014

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Other EP *

SUBJECT: Changes in Availability of Verification from the Social Security Administration

CROSS REFERENCE: W-2 Manual, [2.7.1 Providing Social Security Numbers](#)

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to provide information to Wisconsin Works (W-2) agencies regarding changes to services at local Social Security Administration (SSA) offices.

BACKGROUND

In the past, individuals who had been issued a Social Security Number (SSN) but could not locate their number could request a printout from their local SSA office with their SSN on it. Beginning August 1, 2014, local SSA offices will no longer provide SSN printouts.

IMPACT ON W-2 AGENCIES AND W-2 APPLICANTS AND PARTICIPANTS

There are no changes to W-2 policy.

W-2 agencies must continue to utilize options outlined in W-2 policy for verification of SSNs. If a W-2 applicant does not know his or her SSN, or does not have a Social Security card, the SSN may be verified using the CARES Worker Web (CWW) data match, or the W-2 agency may utilize other paper documentation as outlined in W-2 policy section [4.1.2](#). The agency must then let the person know that he or she must fill out the [Application for a Social Security Card](#) and

submit it to the SSA and a new Social Security card will be mailed to the individual. This is the same form that is used for individuals who have not yet applied for a SSN and need to do so.

For more information on this change, W-2 agencies can refer to the following, and may distribute this information to customers:

- [How To Get Proof of Social Security Numbers or Benefits](#)
- [Your Social Security Number and Card](#)

AGENCY ACTION

W-2 agencies must familiarize staff with the change in the availability of documentation from local SSA offices so that they are prepared to assist W-2 applicants and participants in obtaining required verification.

CONTACTS

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

DCF/DFES/BWF/JZ