Update 2014-15: Common-Place Handbook
Changes in Social Security Services

Background
The Social Security Administration (SSA) continues to strive to provide the best service with a continuing reduction in resources and an increase in demand for services.

Changes
SSA is changing how they provide services to clients.

Social Security Number Verification
To protect the integrity of the social security number and prevent fraud, effective August 1, 2014, SSA will no longer provide social security number printouts. If clients need proof of their social security number and do not have their card, they will need to request a replacement social security card by completing Application for a Social Security Card (Form SS-5) and providing the required documentation. [Refer to “Replacement Social Security Cards,” page 2-9].

Verification of Benefits
In January 2013, SSA made benefit verifications available online. To access benefit information online, clients must create a personal my Social Security account with Social Security. [Refer to “How to Create An Online Account,” page 2-5].

Clients can get an instant letter online with a personal my Social Security account or by calling the toll-free number, 1-800-772-1213, to request a letter by mail. [Refer to “Social Security Benefit Verification Letters,” page 2-5].

Implementation
This change is effective August 1, 2014.
Eligibility Work Supervisors must review this Update with their respective units at their next unit meeting.

This Update applies to all programs.

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