

**110 – SOCIAL SECURITY NUMBER (SSN) REQUIREMENT****Change 01-2026****April 1, 2026****I. SOCIAL SECURITY NUMBER REQUIREMENT**

To receive Work First **Cash** Assistance, each applicant / participant must:

- A. Provide a social security number or
- B. Apply for a social security number if the individual does not have one, or has lost their card.

If the applicant/participant does not provide their social security number or fails to apply for one, the individual cannot receive Work First Cash Assistance. NC FAST will automatically generate and send Form DSS-8146S for any case that does not have a SSN entered within 45 days of case activation. Social Security Numbers must be entered on the person page in NC FAST. Failure to comply with these requirements will result in the removal of the affected family member(s) from the Work First Cash Assistance (WFCA) case.

Non-family unit members are not required to provide their social security number.

**II. VERIFYING THE SOCIAL SECURITY NUMBER REQUIREMENT**

- A. If social security numbers are provided for each eligible family member at application, the case **manager** does not have to take any further action to obtain the numbers.
- B. If the family indicates that one or more eligible family members have a social security number (SSN) but the number is unknown or the family reports an incorrect number, take the following steps:
  - 1. Use the Online Verification System (**OVS**) to access **SOLQIS** provided the “**V**” (validated) indicator is next to the family member’s SSN.
  - 2. If the case **manager** is unable to verify the SSN from the SOLQIS, the family member must apply for a duplicate social security card.
  - 3. **Case managers should request SSN’s for non- applicant household members and individuals who have been excluded from the family unit. However, applications cannot be denied if non-applicant or excluded household members fail to provide their SSN.**

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- C. If the family indicates that one or more eligible family members have never had an SSN, the eligible family member must apply for a number.
- D. **At the first recertification**, the case **manager** must ensure there are social security numbers for all eligible family members in the case file. This includes the family members who had to apply for a number or a duplicate card.
- E. Unless the family provides the SSN or applies for one, the eligible family member cannot receive Work First Cash Assistance. Remove the family member from the WFCA case.

**Note:**

Recertifications will not be processed without SSN's entered for the Product Delivery Case (PDC). When the case manager is processing recertifications, the system will return an ineligible decision if a verified SSN is not entered for each individual on the assistance unit. For further guidance case managers must refer to the *Cash Assistance Recertifications* job aid.

### III. SOCIAL SECURITY NUMBER REQUIREMENT FOR NEWBORNS

Most families in North Carolina apply for social security numbers for newborns as they are completing the information for the **mother's copy of the birth certificate** at the hospital. Once the Social Security Administration assigns the child's number, the social security card is sent directly to the family.

When a family is in the agency, the case **manager** must determine if the child has received their number.

- A. If the child has a social security number (SSN), ask the family for the number.
- B. If the child has not received the SSN and is three months old or younger, **use the mother's copy of the birth certificate and verify the block "Social Security Number Requested for Child" indicates "yes"**. This meets the social security number **application** requirement for the child.

**The case manager must explain to the family that the family must report the child's SSN within 10 calendar days after it is received.**

- C. If the child is older than three months and has not received a SSN, the caretaker must apply for a duplicate social security card for the child.
- D. SSN's must be entered on the person page in NC FAST.

### IV. APPLYING FOR A SOCIAL SECURITY NUMBER

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Applications for social security numbers are made through the Social Security Administration. The county agency may send all families to the local Social Security Office to apply, complete the Social Security Number application (SS-5) for all families, or help families mail their applications to the local Social Security Office.

Each county **must** coordinate with its local Social Security Office so that they can mutually agree on the method that works best. The Social Security Administration (SSA) will also advise the county about the type of documentation needed to process applications for social security numbers and the specific process.

**NOTE:** Applicants **can use online services to apply for a SSN at [www.ssa.gov/number-card](http://www.ssa.gov/number-card). If the applicant is unable to apply online or go to the local Social Security Office, the application can be printed and is available at [www.ssa.gov/forms/ss-5](http://www.ssa.gov/forms/ss-5). The case manager must assist the applicant in completing the SS-5 form for the family if requested.**

Regardless of the method on which the agency and the Social Security Office mutually agree, the following must occur:

- A. The case **manager** must complete the Referral for Social Security Number Application (DSS-8174). This form must accompany the application for a social security number. Maintain a copy in the case file.
- B. Based on the agency's agreement with the local Social Security office, explain to the family the type of documentation Social Security needs to process the application.

The SS-5 lists all acceptable verifications for original and replacement Social Security cards.

- C. The agency is responsible for assisting the family in obtaining the documentation necessary to apply for a social security number (SSN), such as obtaining birth verification.
- D. **Verification the individual has applied for a SSN must be in the case file and applicable evidence entered in NC FAST. Case managers must upload a copy of the application form (SS-5) to the Income Support case and document case notes.**

**v. WORK FIRST CASH ASSISTANCE MISSING SSN REPORT**

The report Work First Cash Assistance Missing SSN Report was created to ensure cases without SSN's included are reviewed by case managers. The report provides a comprehensive list of all individuals included in the assistance unit regardless of age. The report can be found in the Operations and Maintenance (O & M) Reports as a BIRT report. Case managers must review the report to confirm whether each individual in the assistance unit has a verified SSN within the agency. If a verified SSN exists within the

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agency, the case manager must ensure each participant on the active PDC has a valid SSN recorded or conduct a person merge as appropriate. (See job aid – Completing Person Merge). If the agency does not have a verified SSN for a participant who is required to have one, the case manager must send an 8146A requesting the SSN and follow-up.

Failure to comply with these requirements will result in the removal of the affected family member(s) from the Work First Cash Assistance case and the payment will be reduced. The report must be worked by the 15th of each month.