



NSCLC

National Senior Citizens Law Center

Protecting the Rights of Low-Income Older Adults

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Social Security Field Office Service Changes

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The National Senior Citizens Law Center is a non-profit organization whose principal mission is to protect the rights of low-income older adults. Through advocacy, litigation, and the education and counseling of local advocates, we seek to ensure the health and economic security of those with limited income and resources, and access to the courts for all. For more information, visit our Web site at www.NSCLC.org.

December 2013

Social Security Administration (SSA) announces as of February 1, 2014, local field offices will no longer produce:

- **Social Security number printouts**
- **benefit verification letters**

Scope of proposed change

About 11 million requests per year (6 million SSN printouts, 5 million benefit verifications)

Top reasons for requests include:

- Employment
- State DMV
- Housing
- State public benefits
- Social services
- Other - tax preparers, banks, schools

SSN printout

**Concerns about protecting personal information,
preventing identity theft**

**Individuals will have to apply for
replacement card**

Benefit verification letter

Technological innovations offer more convenient, cost-effective and secure options:

- data exchanges
- *my Social Security* account online
- 800 number

December 2013, plans for:

February 1, 2014 as “soft” deadline

- flexibility to continue producing documents upon in-person request until April 1, 2014
- would be “dire need” exceptions, but nothing in writing

February 2014

Decision to delay implementation:

- **August 1 for SSN printout**
- **October 1 for benefit verification letter**

February 2014

SSA issues Emergency Message (EM) 14009,
instructions to local offices:

- SSN printout only available in disaster situations (POMS GN 00401.001)
- benefit verification letters available in “immediate dire need” (examples given)

June 2014

SSA issues revised EM 14009 (REV 1):

- SSN printouts available in disasters and “immediate dire need”
- benefit verification letters available in “immediate dire need” (expanded list of examples given)

July 2014

SSA announces local offices will continue to provide **benefit verification letters** without restriction “until further notice”

no requirement to show “dire need” or emergency

<http://ssa.gov/news/#!/post/7-2014-1>

August 2014

SSA issues revised EM 14009 (REV 2)

<https://secure.ssa.gov/apps10/reference.nsf/links/08012014101744AM>

instruction on how local office should
handle request to verify SSN

Request for SSN printout after 8/1/14

Directed to apply for replacement card

If dire need/hardship:

- individual signs SSA-3288 (consent to release information)
- SSA contacts third party POC to verbally verify SSN (no fee charged)
- each office has a designated point of contact (POC) to assist local organizations with obtaining verbal SSN verifications

Questions?

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EM-14009 REV2:

<https://secure.ssa.gov/apps10/reference.nsf/links/08012014101744AM>

POMS GN 00401.001 (Disaster Management):

<https://secure.ssa.gov/apps10/poms.nsf/lrx/0200401001>