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State of Wisconsin  
Governor Scott Walker



TO: **W-2 Agencies**  
**Training Staff**  
**Child Care Coordinators**

FROM: Katherine McGurk, Director  
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**BELP/BWF OPERATIONS MEMO**

No: 18-J6  
DATE: 06/13/2018

CC  W-2  EA   
CF  JAL  RAP   
Other EP

**SUBJECT: *New Social Security Number Application Date Policy and Updates to CWW***

**CROSS REFERENCE:** [Operations Memo 13-08: State Online Query Internet Process \(SOLQ-I\) and Automatic Update of Social Security Information in CWW](#)  
[Operations Memo 15-04: CARES Worker Web Enhancement to Require a Social Security Number or a Social Security Number Application Date](#)  
[Operations Memo 16-14: Exception to W-2 SSN/SSN Application Date Policy for Certain Qualified Non-Citizens](#)  
[Operations Memo 17-02: SSN Case File Documentation for Wisconsin Works](#)  
[W-2 Manual, 2.7.1 Providing Social Security Numbers](#)  
[W-2 Manual, 4.1.2 Information Requiring Eligibility Verification](#)  
[CARES Worker Web Application Entry Desk Aid](#)  
[FoodShare Handbook, 1.2.3.2 Social Security Number Verification](#)  
[FoodShare Handbook, 1.2.6 Suggested Verifications](#)  
[Process Help Section 44.3.1 SSN Verification Details](#)  
[Medicaid Eligibility Handbook, 10.1 SSN Requirements](#)  
[Wisconsin Shares Policy Manual, 1.4.6 Social Security Numbers \(SSN\)](#)  
[Wisconsin Shares Policy Manual, 1.6.10 Non-Financial Eligibility Verification](#)

**EFFECTIVE DATE:** June 23, 2018

## **PURPOSE**

The purpose of this operations memo is to announce:

1. A change to Social Security Number (SSN) application date policy for W-2 and Wisconsin Shares; and
2. CARES Worker Web (CWW) changes to support SSN and SSN application date policy.

## **BACKGROUND**

The Legislative Audit Bureau (LAB) continues to find that some W-2 Agencies are not processing W-2 eligibility correctly by not verifying the SSN for all W-2 Group members. The Bureau of Working Families (BWF) also conducted an internal review of the SSN Application Date verification in CWW and found numerous cases with verification codes that do not align with W-2 policy. In addition, the review findings determined that when Income Maintenance (IM) adds a newborn to a joint case, W-2 workers are confirming W-2 eligibility without requesting verification of an SSN application date for the newborn.

In March 2015, CWW was enhanced to support existing policy requiring all members of a W-2 group to provide either an SSN or an SSN application date. (See [Operations Memo 15-04.](#)) In August 2016, BWF issued [Operations Memo 16-14](#) identifying qualified non-citizens initially exempt from providing an SSN or an SSN application date.

The changes described in this operations memo will help W-2 agencies and Wisconsin Shares agencies follow SSN application date policy and accurately determine eligibility for W-2 and Wisconsin Shares.

## **W-2 POLICY CHANGES**

[W-2 Manual Section 4.1.2](#) lists the allowable verification sources for W-2 eligibility criteria. BWF is updating the list of allowable verification sources for SSN application date. The purpose of this update is to support SSN application date verification policy. The following verification sources are now allowable to verify SSN application date:

1. A Numerical Identification System (Numident) record – The Numident record is a Social Security Administration (SSA) document that can be used to verify an SSN application date because it displays information taken from an individual's application for an SSN card. Financial and Employment Planners (FEPs) must use the '**NU – NUMIDENT**' verification code in CWW when verifying an SSN application date with a Numident record.
2. An oral statement from representatives of other state agencies, hospital staff, or other third parties verifying that a record exists of an individual's application for an SSN. FEPs must use the '**CC – COLLATERAL CONTACT-ORAL**' verification code in CWW and document receipt of the oral statement in Case Comments when verifying an SSN application date with an oral statement.

W-2 Manual Section 4.1.2 is attached with all policy changes incorporated. Policy that has been added is underlined; no policy has been removed.

Because of these policy changes, the list of acceptable CWW verification codes for an SSN application date in [Operations Memo 17-02](#) is no longer accurate. The new list of acceptable CWW verification codes is below and replaces the list from Operations Memo 17-02. FEPs may only choose from the following options in CWW:

- **CC – COLLATERAL CONTACT-ORAL** (Oral statement from representatives of other state agencies, hospital staff, or other third parties verifying that a record exists of the individual's application for an SSN);
- **FN – NEVER VERIFIED FOR W-2 OR CHILDCARE** (Only used to fail W-2 if any individual has refused to apply for an SSN);
- **HR – HOSPITAL RECORDS** (Only used for newborns and must specifically reference the application for an SSN);
- **NQ – NOT QUESTIONABLE** (Only used for exempt individuals as described in [W-2 Manual Section 2.7.1](#));
- **NU – NUMIDENT** (Numident record from the SSA);
- **OW – OTHER ACCEPTABLE WRITTEN STATEMENT** (Forms or documents created by other state agencies, hospital staff, W-2 agencies, or other third party verifying that the individual has applied for an SSN);
- **PN – NOT YET VERIFIED FOR W-2 OR CHILDCARE** (Used to pend W-2 for verification that any individual has applied for an SSN);
- **SA – SSA DOCUMENT** (Other documentation from the SSA indicating that the individual has applied for an SSN); and
- **S5 – SS-5 COPY** (Application for an SSN).

A form created by a W-2 agency remains an allowable verification source for SSN application date, but the **AF – AGENCY FORM** verification code is no longer allowable. FEPs must enter the **OW – OTHER ACCEPTABLE WRITTEN STATEMENT** verification code when using a form created by a W-2 agency to verify SSN application date.

### ***WISCONSIN SHARES POLICY***

Wisconsin Shares Child Care policy requires, as a condition of eligibility, that applicants must provide or apply for an SSN for any child who will be the beneficiary of a child care subsidy. Any child who does not have an SSN or an SSN application filed with the SSA will not be eligible for child care assistance.

Wisconsin Shares Policy Manual Section 1.6.10 Non-Financial Eligibility Verification will be updated to include a Numident record as an additional acceptable verification source for an SSN.

### ***FOODSHARE AND MEDICAL ASSISTANCE POLICY***

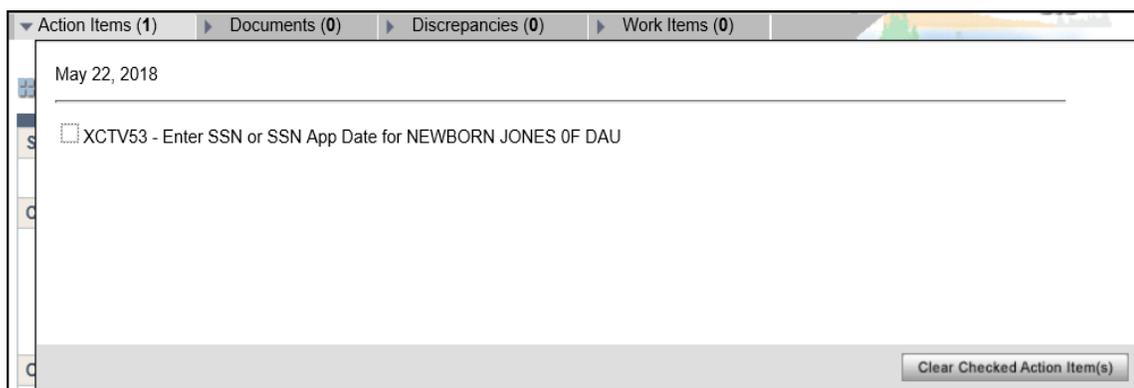
For FoodShare and Medical Assistance, IM workers should continue to apply the existing policies documented in the FoodShare Eligibility Handbook Section 1.2.3.2 Social Security

Number Verification, the Medicaid Eligibility Handbook Section 10.1 SSN Requirements, and the BadgerCare Plus Eligibility Handbook Section 6.1 Social Security Requirements.

**CWW CHANGES**

CWW changes to support SSN and SSN application date verification policy are described below:

- Creation of a new alert: when an IM worker adds a person to a joint IM/W-2 case, CWW will generate an alert for FEPs if the individual has neither an SSN nor an SSN application date.



- New functionality preventing FEPs from making edits to the SSN application date once the date has been verified: if the W-2 agency makes an error, the agency should contact the W-2 Help Desk staff to make any edits.
- Creation of a new verification table for SSN application date verification: the new table is valid for Child Care, FoodShare, Medical Assistance, and W-2. Disallowed values have been removed.

**NEW SSN APPLICATION DATE VERIFICATION REFERENCE TABLE**

? – NOT YET VERIFIED
CC – COLLATERAL CONTACT – ORAL
FN – NEVER VERIFIED FOR W-2 OR CHILDCARE
HR – HOSPITAL BIRTH RECORD
NQ – NOT QUESTIONABLE
NU – NUMIDENT
NV – NOT VERIFIED
OW – OTHER ACCEPTABLE WRITTEN STATEMENT
PN – NOT YET VERIFIED FOR W-2 OR CHILDCARE
SA – SSA DOCUMENT
S5 – SS-5 COPY
Q? – QUESTIONABLE NOT YET VERIFIED
QV – QUESTIONABLE NOT VERIFIED

## **TRAINING**

The following W-2 resources will be updated to reflect the policy and CWW changes described in this operations memo and are available in the [Partner Training Team \(PTT\) Learning Center](#):

- Practical Applications in CWW (Classroom);
- Alerts – Desk Aid;
- CWW Application Entry – Desk Aid; and
- Add/Delete Person – Desk Aid.

The following Child Care resources will be updated to reflect the changes described in this operations memo:

- Child Care New Worker Training; and
- Child Care Refresher Training.

## **ATTACHMENTS**

[W-2 Manual, 4.1.2 Information Requiring Eligibility 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

For Wisconsin Shares Child Care policy questions outside of Milwaukee County, contact your Bureau of Regional Operations (BRO), Child Care Coordinators at [BROCCPolicyHelpDesk@wisconsin.gov](mailto:BROCCPolicyHelpDesk@wisconsin.gov).

For Child Care CARES/CWW and CSAW processing questions statewide, and policy questions in Milwaukee County, contact the Child Care Subsidy and Technical Assistance line at [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov) or 608-422-7200.

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