



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

Date: 10/7/2025

Dear County Directors of Social Services

Attention: Work First Program Administrators, Managers, Supervisors and Case Managers

Subject: Work First Missing Social Security Number (SSN) Report

Priority: Action Required

A review of North Carolina's FY 2024 ACF-199 TANF Data Reports identified instances where adults and children received Work First payments using invalid placeholder Social Security Numbers (SSNs). All counties must follow federal requirements: applicants or participants who do not provide a valid SSN or fail to apply for one are not eligible to receive Work First Cash Assistance. Case managers are responsible for ensuring SSNs are applied for and obtained for each household member, updated when received, and verified in accordance with Work First Policy Section 110 – Social Security Number Requirement.

To assist counties in updating SSNs timely, a comprehensive report titled "TANF FFY24 AU MISSING SSN REPORT – OCT25" has been created. This report will be available by the 5th of each month and will include information retroactively from October 1, 2024, through the most recent benefit month. The report covers all individuals included in the assistance unit, regardless of age. The report must be worked by the 15th of each month. Staff 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 agency, the case manager must ensure each participant on the active PDC has a valid SSN recorded or conduct a person merge as appropriate. If the agency does not have a verified SSN for a participant who is required to have one as outlined in WF Policy Section 110, the case manager must send an 8146A requesting the SSN and follow-up according to WF policy.

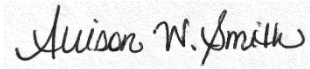
Once fully implemented within NC FAST, the report will be available in the Operations & Maintenance (O&M) Reports as a BIRT report for use as part of ongoing case management. Until the BIRT report is available, the same information will be posted in NC FAST Help. Counties will be notified of the report's availability via NC FAST weekly communications. When the report is fully integrated into O&M Reports, counties will receive a one-time notification through NC FAST weekly communications.

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. For

additional guidance, please refer to Work First Policy Section 110 – Social Security Number Requirement.

If you have any questions, please submit them to the Continuous Quality Improvement (CQI) Team at dss.policy.questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "Allison W. Smith". The signature is written in a cursive style and is placed on a light gray rectangular background.

Allison W. Smith, Deputy Director
Division of Social Services
Economic and Family Services

AWS/peb

EFS-WF-07-2025

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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