

**County of Orange Social Services Agency
Family Self-Sufficiency & Adult Services Division**

Program/Area: CalWORKS/Welfare-To-Work
Title: The Work Number
Number: 203A **Status:** Revised
Effective Date: 1/5/2017 **Revision Date:** 8/1/2025
Approved: Signature on file

PURPOSE This policy provides guidance to eligibility staff and County Case Managers (CM) when using The Work Number (TWN).

POLICY County staff is permitted to use the information obtained from TWN in the same manner as they would with information provided by the employer to verify income and/or hours of employment.

TWN utilizes an individual's Social Security Number (SSN) or employee's Identification (ID) number to provide instant employment verification data, such as employee earnings and hours worked.

BOOKMARKS

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BACKGROUND The Work Number (TWN) is an online employment and income verification system based on an individual's Social Security Number (SSN). TWN online database can be used to instantly verify income and hours worked when necessary to determine initial and ongoing eligibility. This service is provided by Equifax Workforce Solutions LLC, a consumer credit report agency.

California Department of Social Services (CDSS), in agreement with Equifax, have provided TWN query to all County Welfare Departments for the purpose of determining eligibility and program integrity in the CalFresh and CalWORKS programs. Staff will need to select the proper Income and Employment Solutions option AND "Program/Usage Type(s)" while using the online Equifax Verification Insight Portal to access TWN.

ELIGIBILITY TO USE THE WORK NUMBER

To use TWN staff must ensure the following steps are completed prior to utilizing the information:

- Follow TWN Processing Guide to gain access to TWN database
- Must be an authorized user to access TWN database
- Must not utilize TWN as part of case clearance or screening process
- Must not request Duplicative Documentation from the client if the information on TWN has previously been verified and or available on Hyland Perceptive Experience (HPE)
- Must ensure a signed authorization from the client is received

CLIENT AUTHORIZATION

One of the following forms needs to be on file and completed prior to utilizing TWN. Each adult household member must sign the form prior to staff accessing TWN for that adult household member.

- SAWS 1 (Initial) and SAWS 2 Plus (Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Program)
- CF 285 Application for CalFresh Benefits
- CF 37 Recertification for CalFresh Benefits

If the participant did not sign any of the forms listed above, then a Release of Authorization – ABCDM 228 is required. The authorization must specify that the County of Orange can obtain their consumer credit reporting information from Equifax Workforce Solutions LLC. Written authorization may be provided by electronic signature.

EMPLOYMENT RECORD

The employment record obtained from TWN may include wage information available, such as:

- Employee's Information
- Name of Employer
- Start/Termination Date
- Total Time with Employer
- Year-to-Date Wage Information
- Hours and Gross Wages
- Benefits Information (Medical/Vision/Dental Insurance)

Staff should select **ONLY** the **Social Services Verification: 3 Months** option when ordering the TWN report. In addition, users are to choose the appropriate and authorized usage type. Follow The Work Number (TWN) Usage Type Selection Guide to assist in selecting the correct usage type.

The employment record from TWN is acceptable to verify employment and income for the following programs:

1. Welfare-to-Work (WTW)

- Hours of Participation
- Temporary Assistance for Needy Families (TANF)
- Work Incentive Nutritional Supplement (WINS)
- Stage One Child Care

2. CalWORKs, CalFresh, and CalWORKs/CalFresh Combo Case

- Application/Initial Eligibility (Expedited Services included)
- Ongoing Eligibility
- Mid-period Reporting
- Eligibility Status Report (SAR 7)
- Re-Evaluation
- Transition from Stage One Child Care to Stage Two Child Care
- Recipient Income Eligibility System (R-IEVS) to verify mandatory reports, such as income over IRT
- Quality Control

3. Fraud Investigation-SIU (Special Investigations Unit)

- May contact the appropriate income source to verify IEVS information without prior authorization
- SIU is not authorized to determine eligibility

COUNTY STAFF RESPONSIBILITIES

Once the WTW CM or Eligibility Staff member obtains TWN verification, staff must:

- Update CalSAWS as appropriate.
- Virtually print the document into Hyland Perceptive Experience (HPE) following the CalSAWS Imaging Filing Guide
- Inform other assigned workers of the income verification
- Create a CalSAWS journal entry

If the income from TWN is discrepant with what's being reported, eligibility staff must:

- Verify discrepancy by sending client verification letter
- If failure to provide, staff must consider income obtained from TWN as verified and update CalSAWS
- Complete CalSAWS Journal Entry
- Provide timely Notices of Action (NOAs) to the client when information from TWN results in a negative outcome (refer to Negative Action Requirement section below for additional guidance)

Note: Staff are to utilize the mandatory Narrative Tool for proper documentation of case information/action in CalSAWS Journal entry.

Reminder to Case Manager only: If a WTW case is meeting work participation hours due to Period of Projected Hours (PPH), there is no need for the CM to obtain employment information via TWN. Refer to Period of Projected Hours Processing Guide.

NEGATIVE ACTION REQUIREMENTS

Eligibility staff must use GEN 1390 (1/17) – Informing Notice Regarding an Action Taken on Your Case to provide notice to participants when the usage of the information from TWN results in the pursuit of a negative action.

Note: GEN 1365 LP (Multilingual) (2/20) - Notice of Language Services must be included if the NOA is not available in the client's language.

The NOA must include the following information:

- Notify the participant that the action being taken against them is based on employment information obtained from TWN. However, TWN does not make the negative action determination and is not able to explain why the decision was made.
- NOA must include name, address, phone number, and website:

Equifax Workforce Solutions, LLC/ The Work Number
11432 Lackland Road,
St. Louis, MO, 63146
(800) 367-2884
www.theworknumber.com

REFERENCES

ACIN I-33-25
ACIN I-20-24
ACIN I-46-23
ACL 16-43
ACL 16-118
ACL 19-08
ACL 23-53
ACWDL 24-4-2

ATTACHMENTS

CF 285 Application for CalFresh Benefits
CF 37 Recertification for CalFresh Benefits
GEN 1365 LP (Multilingual) (2/20) - Notice of Language Services
GEN 1390 (1/17) – Informing Notice Regarding An Action Taken on Your Case
Period of Projected Hours Processing Guide
Release of Authorization – ABCDM 228

SAWS 1 Initial Application for CalFresh, Cash Aid, and/or Medi-Cal/Health
Care Program
SAWS 2 Plus Application for CalFresh, Cash Aid, and/or Medi-Cal/Health
Care Program
The Work Number Processing Guide
The Work Number (TWN) Usage Type Selection Guide
