

**County of Orange Social Services Agency
Family Self-Sufficiency**

Program/Area: CalWORKs/Welfare-to-Work

Title: **The Work Number**

Number: 203-A

Status: *Signature on file*

Effective Date: 1/5/2017

Revision Date: 09/01/2021

Approved:

Background The Work Number (WN) Express Services is an online employment and income verification system based on an individual's Social Security Number (SSN). The WN Express Services is an online database that can be used to instantly verify income and hours worked when necessary to determine initial and ongoing eligibility through a consumer credit report (Equifax).

Purpose The purpose of this policy is to provide guidance to eligibility staff and County Case Managers (CM) when using the WN Express Services.

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

When to use The Work Number Prior to accessing or utilizing the information in the WN, County staff:

1. Must be an authorized user to access the WN website.
2. Only access the WN website to retrieve applicant's or recipient's employment earnings information for eligibility determination or work participation hours.
3. Shall not utilize the WN as part of case clearance or screening process.
4. May not use the WN alone to verify a missed mandatory report of income.
5. May not require a participant to submit hard-copy documentation that is duplicative of the information obtained from the WN.
6. May use the information obtained from the WN in the same manner as they would with information provided by an employer.

The WN 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)

The WN is only acceptable in the following:

- CalWORKs (CW) and CalFresh (CF)
 - Application/Initial Eligibility (Expedited Services (ES) included)
 - Ongoing Eligibility
 - Mid-period Reporting
 - Eligibility Status Report (SAR 7)
 - Redetermination/Recertification
- Welfare-to-Work (WTW)
 - Hours of Participation

Note: In general, at application or at redetermination/recertification for CW and/or CF programs, authorization from applicant/ recipient is provided by their signature on the SAWS 2 PLUS (4/15) – Application For CalFresh, Cash Aid, And/Or Medi-Cal/Health Care Programs. A signed SAWS 2 Plus (both 12/14 and 4/15 versions) provides permission to access information from various data sources, which includes the WN without an additional authorization for release of information. **County staff must verify that a signed SAWS 2 Plus is in OnBase prior to accessing the WN.**

How To Access and Use The Work Number To obtain employment information from the WN, the employee's SSN or employee's ID number is required.

County staff will request the information from The WN's [website](#) and follow the steps below:

1. Select *Social Service Verifier* from the drop-down Main Menu at the top left of the page
2. Click the *Log In* button
3. Enter Username and click the *Continue* button
4. Enter Password and click the *Log in* button
5. Enter the employee's SSN. If the employer does not allow access to employee by entering an SSN, click on the *Use Other ID Option* check box and enter the employee's Identification (ID) number
6. Select the appropriate Permissible Purpose

7. Select the appropriate CA Programs
8. Click the *Continue* button
9. Click on the check box associated with the employer and Click the *Continue* button
10. Review the information and click the *Continue* button
11. Print the documents (Virtually)

Note: Not all employers participate in the Work Number

County Staff Responsibility

Follow the same protocols of [Administrative Policies and Procedures Manual I 6 - Information Technology Security and Usage](#) regarding the safeguarding of confidential information.

Authorized persons are County staff who meet the following criteria:

- Have read, understood, and signed the [WN Security and Usage Agreement](#);
- Need to access data in order to perform their job duties.
- Have obtained an authorization for release of information.
- Will maintain the confidentiality of information.

Adverse Action Requirements

Adverse action is a determination of ineligibility for CW or CF or a reduction in benefits or services. When the County takes an adverse action based on the information received from the WN, the participant must be notified in writing through a Notice of Action (NOA). The Eligibility staff must use the [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 The WN results in the pursuit of an adverse action. [The GEN 1390 \(1/17\) – Informing Notice Regarding An Action Taken on Your Case](#) is to be used in conjunction with existing NOAs and current timely process. The NOA must include the following information:

- Notify the participant that action being taken against them is based on information obtained from The Work Number/Equifax.
- The Work Number/Equifax is not responsible for the adverse action against the participant and the WN is not able to explain why the decision was made.
- Include the WN/Equifax address, Phone number and web address:
 - The Work Number/Equifax, 11432 Lackland Road, St. Louis, MO, 63146
 - 1-800-367-2884
 - www.theworknumber.com

References

[ACL 16-43](#)
[ACL 16-118](#)
[ACL 19-08](#)

Attachments

[The Work Number Security and Usage Agreement](#)

[GEN 1390 \(1/17\) – Informing Notice Regarding An Action Taken on Your Case](#)

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