

**County of San Diego, Health and Human Services Agency (HHSA)
Eligibility Policy and Procedures Guide**

Work Number (WN) Express Service

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Revision Date:

06/01/2021

Background:

The Work Number (WN) is an online system that verifies employment in accordance with California's Work Verification Plan. The information obtained should be used in the same manner as information provided by the employer.

Purpose:

The purpose of this revision is to inform staff of updated language on CalFresh (CF) Application and Recertification forms that authorize the use of consumer reports, such as the WN.

Policy:

The WN can be used by CalWORKs (CW) and CF programs. WN income used for CW and/or CF programs may also be used for Medi-Cal (MC), County Medical Services (CMS), General Relief (GR), and Cash Assistance Program for Immigrants (CAPI). In addition, the WN may also be used by Stage One Child Care and Employment Services to validate participation hours that are reported each month by employed participants when pay stubs or other verification from the employer are not available.

Per All County Letter (ACL) No. 19-08, the CF 285 (11/16) Application for CalFresh Benefits, CF 37 (11/16) Recertification for CalFresh Benefits, SAWS 2 PLUS (4/15) Application for CalFresh, Cash Aid, and/or Medi-Cal/Health Care Programs and the SAWS 1 (8/13) have been updated to include language authorizing use of consumer credit reports, such as the WN. A signature on any of the above-mentioned forms indicates that the customer has provided authorization to obtain a consumer credit report for any household (HH) member included in the application or Redetermination/Recertification/Review (RRR).

The Human Services Specialist (HSS) will not require the customer to submit hard-copy documentation that is duplicative of the information obtained from a consumer credit report. Guidance provided regarding the WN being used in conjunction with, but not in lieu of, existing required income and eligibility sources, is superseded. Furthermore, the WN may now be used in conjunction with existing required income and eligibility sources, including Applicant and Recipient Income Eligibility Verification System (IEVS).

A Notice of Action (NOA) must be sent to the customer if any adverse action is taken on their case based on information received from the WN/Equifax report.

A signature on any of the forms mentioned also constitutes written authorization to obtain a consumer credit report for purposes of conducting a Quality Control review.

Note: A separate signature providing authorization for use of the WN is not required for any HH member who is already included in the signed application or RRR. As is current CF policy, a signature on any of the above forms can be obtained in writing or electronically.

Procedure:

After obtaining written authorization from the customer, go to:

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<http://www.theworknumber.com/socialservices/index.asp>

1. Log into your WN profile.
2. Click Employment/Income Verification Type.
3. Enter the customer's Social Security number.
4. Click "Continue."
5. Check the boxes for the employer(s) you would like to view.
6. Click "Continue."
7. Review the information and click "Continue."
8. View and print the verification.
9. Capture document in CalWIN Electronic Records Management System (CERMS).

Note: The WN may be used to verify a voluntary report of a change in income received during the certification period and income provided at Semi-Annual Report (SAR) 7. The WN alone cannot be used to verify a missed mandatory report of income over the Income Reporting Threshold (IRT). Upon finding a possible error or reporting discrepancy, the HSS will contact the Assistance Unit/HH to provide clarification on the discrepancy prior to taking any adverse action.

Adverse Action Requirements:

Information obtained through the WN is not considered verified upon receipt (VUR). Therefore, the customer must be consulted before using the information provided by WN. The HSS may consult with the customer verbally regarding information provided by the WN but must notate case comments in CalWIN regarding the outcome of the verbal consultation.

If any type of adverse or negative action is taken based on information received from the WN, the customer must be notified in writing, through a CSC 111 (6/16) NOA, which is available in CalWIN and is available for manual generation.

This NOA informs the customer of the following information:

- The name, address and telephone number of the WN/Equifax (including a toll-free telephone number)
- That WN/Equifax did not make the decision and is not able to explain why the decision was made
- The customer can obtain a free copy of the information in the WN/Equifax file if requested within 60-days
- The consumer's right to dispute directly with WN/Equifax the accuracy or completeness of any information provided by the WN/Equifax.

The WN may be used to substantiate Applicant and Recipient IEVS information. The HSS must verify the IEVS data by sending a customer verification letter requesting the customer respond within 10-days. If the customer does not respond to the customer verification letter or responds and is unable to provide sufficient information to resolve the discrepancy, the HSS will contact the appropriate income or benefit source. If the source is available via the WN, the HSS must use the WN as the independent verification source. If the income or benefit source is not available via the WN, the HSS must request verification from the third-party source/employer. The WN must not be used as an income verification tool in response to receiving a New Hire Registry (NHR) match. The WN may only be used without prior authorization in conjunction with customer IEVS information for Appeals and Quality Control purposes.

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Retention of WN authorization

WN release of information is valid for 1 year and must be renewed at every RRR.

Program Impacts:

CalWORKs

CalFresh

Medi-Cal (if associated with CalWORKs or CalFresh Program)

County Medical Services

General Relief

Cash Assistance Programs for Immigrants

Forms and Document Capture:

NOA CSC 111 (06/16)

Form 16-158 HHSA (10/14)

References:

ACIN No. I- 41-14

ACL No. 16-43 The Work Number Express Service Agreement Guidance

ACL No. 19-08 Use of The Work Number for CalFresh, Across CalWORKs Programs and Program Integrity

ACL No. 21-16 Information from Third-Party Payroll Sources

Sunset Date:

This policy will be reviewed for continuance by 05/31/2024

Approval for Release:



Rick Wanne, Director
Self-Sufficiency Services