

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

Work Number (WN) Express Service

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Effective date: (Replaces 11-24-14 Version)
08/05/2016

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.

Policy:

The WN can be used by CalWORKs and CalFresh programs. WN income used for CalWORKs and/or CalFresh programs may also be used for Medi-Cal, County Medical Services, General Relief, and Cash Assistance Program for Immigrants.

A written authorization must be obtained to verify employment and income through the WN Service. A voluntary consent for the Work Number (16-158) form is available in the Eligibility Forms Repository (EFR).

A 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.

Procedure:

After obtaining written authorization from customer, go to:
<http://www.theworknumber.com/socialservices/index.asp>

1. Click Employment/Income Verification Type.
2. Enter the customer's SSN.
3. Click "Continue."
4. Check the boxes for the employer(s) you would like to view.
5. Click "Continue."
6. Review the information, and click "Continue."
7. View and print the verification.
8. Capture document in CERMS.

Adverse Action Requirements:

If any type of negative action is taken based on information received from the WN, the customer must be notified in writing, through a Notice of Action (NOA).

NOA CSC 111 (06/16) has been created in CalWIN and is available for manual generation.

This NOA will let the customer know 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 the WN/Equifax the accuracy or completeness of any information provided by the WN/Equifax.

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Retention of WN authorization:

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

Program Impact/s:

CalWORKs
Medi-Cal (if associated with CalWORKs or CalFresh Program)
County Medical Services
General Relief
Cash Assistance Program for Immigrants

Forms and Document Capture:

NOA CSC 111 (06/16)

References:

[ACIN I- 41-14](#)
[How To Access Your Work Number / Equifax Account](#)
[Form number: 16-158 HHSA \(10/14\)](#)
[ACL 16-43 The Work Number Express Service Agreement Guidance](#)

Sunset Date:

This policy will be reviewed for continuance by 08/05/2019

Approval for Release:



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Eligibility Operations