



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA ACTION TRANSMITTAL

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**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

FROM: TRACEY C. PALIATH, EXECUTIVE DIRECTOR

RE: THE WORK NUMBER (TWN)

PROGRAMS AFFECTED: ALL FIA PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

BACKGROUND

The Department of Human Resources' Family Investment Administration (FIA) entered into a new contract with Equifax, the company that owns and operates The Work Number (TWN), a nationwide web-based automated employment and income verification service. The Work Number allows case managers to verify income and employment data for all adult applicants and recipients at application and redetermination. This service is available 24 hours a day, seven (7) days a week.

Employment Verification Process

FIA pays a fee for each completed verification of employment or income (referred to as a "hit") that is printed or saved using TWN. To minimize the cost of duplicative TWN fees, TWN users should:

1. Review CARES narration for any work verification information. Information such as pay stubs or a TWN report may already exist in On-Base.
2. Review On-Base for pay stubs, other current wage information or previous TWN reports.
 - TWN reports that are **less** than 30 days old should be used to verify wages and hours or anticipated income and hours.
 - TWN reports that are **older** than 30 days should be used to verify prior wages and hours.

3. If work verification information is not found in the CARES narration or On-Base, proceed to use TWN.

TWN Requests

If you receive a completed verification of employment or income, be sure to save the report in On-Base. This can be done one of two ways:

1. Print TWN report and scan it into On-Base under "Income."

OR

2. Use the electronic screen-capture function on your computer by pressing the PrintScreen key on your keyboard and save the image to On-Base, under "Income."

If the TWN report shows no employment information, narrate in CARES that a TWN report was completed and save the page showing there is no information available in TWN into On-Base.

TWN Report

A TWN report provides the following information:

1. Current and previous employers

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|---|
| <p>NOTE: If past employment history and wages are not needed, DO NOT run this report. MABS has prior employment information if needed.</p> |
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2. A pay-date summary showing the employment start date and last pay date for each employer
3. Current pay rate and hours worked per pay period
4. Up to three years of income broken out by pay period; and
5. Some employers list employee benefits received such as medical and dental as part of their verification

Manual Verifications

Manual verifications should be the option of last-resort. Before faxing or mailing

employment verification forms to employers or providing hard copy employment verification forms to a customer, the case manager must follow the above steps under “Employment Verification Process.”

Note: A case manager has immediate access to employment verification when an employer is registered in the TWN. Remember that employers registered with TWN usually do not complete verification forms, which may cause a delay in application or redetermination processing.

Role of TWN Web Manager:

All local department of social services (LDSS) and central offices must assign a central contact person (a TWN Web Manager) to serve as TWN liaison. This person will communicate directly with TWN State Project Manager. The local TWN Web Manager will be able to provide the following assistance to the local office:

1. Find a new user
2. Add a new user
3. Block or unblock a user
4. Re-set PIN (TWN password)
5. Change user information
6. Obtain a signed “User Acknowledgement” agreement from all users upon receipt of TWN training (see section on “Training” below), prior to receiving TWN access for their local office
7. Delete non-users of TWN

NOTE: It is extremely important that when TWN users leave the LDSS or DHR that the individual is unregistered from TWN system. If your LDSS does not have a TWN Web Manager, contact the TWN State Project Manager, Marina Solovey at marina.solovey@maryland.gov to unregister old users and assign a new TWN Web Manager.

TWN Technical Issues

When users experience technical issues with TWN, the local Web Manager should be able to assist, in most cases. If the issue cannot be resolved at the local level, the next step is to e-mail a request to the TWN State Project Manager. If the issue cannot be resolved by the TWN State Project Manager, she will contact the TWN Coordinator at Equifax for resolution.

Training

All TWN users must participate in training provided by Equifax. Training is provided in

several ways:

1. Live Webinar
2. Over the phone per request (coordinated through TWN State Project Manager),
or
3. Self-directed training modules
 - Users can access the self directed modules on FIPNET:
<http://fipnet1.dhr/TRAINING%20MENU/THE%20WORK%20NUMBER/index.htm>
(coordinated through a local TWN Web Manager).

Training materials include:

1. Slide deck for web managers
2. Slide Deck for users
3. Useful Tips

Once users have completed the required training, they must sign the User Acknowledgment agreement form. The agreement form can be found on FIPNET: <http://fipnet1.dhr/TRAINING%20MENU/THE%20WORK%20NUMBER/index.htm> Completed forms are then collected by the local TWN Web Manager and e-mailed to the TWN State Project Manager.

Inquiries

Please direct TCA policy questions to Lauren Atwell, at 410-767-7116 or lauren.atwell@maryland.gov and Food Supplement Program questions to Vera Lynch at 410-767-7953 or vera.lynch@maryland.gov. Please direct TWN questions to Marina Solovey, the TWN State Project Manager at 410-767-8820 or marina.solovey@maryland.gov.

cc: DHR Executive Staff
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