



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: ROSEMARY MALONE, EXECUTIVE DIRECTOR

RE: THE WORK NUMBER

**PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE (TCA), FOOD
SUPPLEMENT PROGRAM (FSP)**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Background:

FIA introduced The Work Number (TWN), a service that provides primary verification of employment, in 2011. FIA maintains a contract with Equifax, the company that owns and operates TWN. Under our contract, FIA pays a separate fee for each "hit" or employment verification that is printed or saved using TWN. To minimize the cost of duplicative TWN fees we are reissuing information on the use of the service and providing additional clarification on when to use the service and how to properly share the results.

Summary

TWN is a tool for obtaining verification of a customer's employment and wages in a short amount of time. Information for a customer employed with one of TWN-associated employers is available immediately. If the customer is a new employee, the information may not be available until after the first pay. We expect staff to utilize TWN, but we ask that each individual review and follow these guidelines for the most effective use of the Work Number service.

Prior to Running a Work Number Request

1. **Review CARES Narration** for any work verification information. Information such as pay stubs or a Work Number report may already exist in On-Base.
2. **Review On-Base** for pay stubs or other current wage information.
3. **Look for The Work Number reports in On-Base.** Use the information in a TWN report to **verify income** and work hours. If the information is less than 30

days old it may be used to verify prior wages and hours or to anticipate income and hours.

If you do not find any work verification information in your review of CARES Narration or On-Base, proceed to use TWN.

The Work Number Report Content

The Work Number system displays:

1. Current and previous employers
 - If you do not need past employment history and wages do not run this report.
 - MABS has prior employment information if you need it
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.

Saving Report Results

When you complete your TWN request:

1. If you received a "hit" and received an employment report, be sure to save the report to On-Base. This can be done one of two ways;
 - a. **PRINT** the report and **SCAN** the report into **On-Base under Income**
 - b. Use an electronic **Screencapture** using the **PrintScreen** function and save the image to **On-Base under Income.**
2. If you did NOT find any employment information, add CARES narration that you ran a TWN report.
 - Save the page showing there is no information available in TWN into On-Base.

Manual Verifications

Please check TWN before faxing or mailing verifications to employers or before giving them to customers to have completed. You will instantly obtain the verification information if the employer is registered in the TWN. Remember that employers registered with TWN usually do not complete our verification forms. This causes a delay in application or redetermination processing and in verifying work hours.

Contact Person:

All local departments, and central offices must assign a contact person to assist staff in registering for the service, changing information or deleting individuals. The contact

person will serve as a Web Manager in TWN system and can create users, change user information and deactivate users. It is extremely important that when someone leaves their position that they be deregistered in The Work Number system. Please contact Marina Solovey at marina.solovey@maryland.gov if your office does not have a contact person for The Work Number.

Training Materials

TWN has several self-directed training models explaining how to access and use TWN. FIA encourages you to review these materials to get the most from your TWN experience. Please see FIPNET

http://fipnet1.dhr/TRAINING%20MENU/Miscellaneous/Social%20Services%20Web_ExpressPDS_rba.pptx

Inquiries:

Please direct TCA policy questions to Fatmata Khella, at 410-767-7956 or fatmata.khella@maryland.gov and Food Supplement Program questions to Rick McClendon at 410-767-7307 or rick.mcclendon@maryland.gov. Please direct Work Number questions to Marina Solovey at 410-767-8820 or marina.solovey@maryland.gov.

c: DHR Executive Staff
Policy, Research and Training Staff
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