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**State of Wisconsin  
Governor Scott Walker**

**TO: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators**

**FROM: Vicki Jessup, Policy Section Chief  
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Division of Health Care Access and Accountability**

<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 11-12</b>					
<b>DATE: 03/21//2011</b>					
<b>FS</b> <input checked="" type="checkbox"/>	<b>MA</b> <input checked="" type="checkbox"/>	<b>BC+</b> <input checked="" type="checkbox"/>			
<b>SC</b> <input type="checkbox"/>	<b>CTS</b> <input checked="" type="checkbox"/>	<b>FSET</b> <input type="checkbox"/>			
<b>BC+ Basic</b> <input type="checkbox"/>	<b>BC+ CORE</b> <input checked="" type="checkbox"/>				
<b>CC</b> <input checked="" type="checkbox"/>	<b>W-2</b> <input checked="" type="checkbox"/>	<b>EA</b> <input type="checkbox"/>			
<b>CF</b> <input type="checkbox"/>	<b>JAL</b> <input type="checkbox"/>	<b>JC</b> <input type="checkbox"/>			
<b>RAP</b> <input type="checkbox"/>	<b>WIA</b> <input type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>*</b>		
		<b>EP</b>			

**SUBJECT: The Work Number Pilot**

**CROSS REFERENCE:** Ops Memo 04-22

**EFFECTIVE DATE:** March 14, 2011

**PURPOSE:**

The purpose of this memo is to communicate a pilot program at the Enrollment Services Center (ESC) and Milwaukee Enrollment Services (MilES) to test a new income verification process using the internet version of the Work Number System. The Work Number is a service of Equifax and provides an online mechanism for verifying employment and income.

**BACKGROUND:**

Currently earned income can be verified using pay stubs, an employer statement, an Employer Verification of Earnings Form or through a FAXed verification process that utilizes Equifax's Work Number database. There is currently no cost for the FAX version of The Work Number and verification of income is returned within five days.

## **PROCESS CHANGE**

As of April 28, 2011, workers will no longer be able to verify income through the Work Number using the faxed verification request. Workers will be required to use the internet version of the Work Number System.

Because there is a cost associated with using the internet version of the Work Number, the Department of Health Services (DHS) has entered into a 90 day agreement with the Work Number to pilot the use of this system at the ESC and MilES. There will be no cost to use the system during the 90 day pilot.

Workers in the pilot agencies will request verification of earnings through the internet version of the Work Number for each adult household member.

During the pilot, we will be gathering statistics on the number of cases where verification was requested, how often verification was returned, how useful the information was, etc. At the end of the pilot a survey will be done to gather feedback on the verification received during this time.

Information that will be gathered from the survey will include:

- How long does it take to make the request and wait for response from the Work Number web service?
- Was there employment found through other resources that was not reported through the Work Number? If so, how often?
- Was there employment reported through the Work Number that was not reported on the application? If so, how often?
- How often can information from the Work Number be used as verification, without needing to have a conversation with the applicant/member?
- How is the information from the Work Number used to calculate a prospective estimate? Do you use the last 30 days most of the time? Average over the past two months? Three months?
- How closely does the verification received from the Work Number “match” the information provided by the applicant or member in terms of monthly prospective estimate?
- If there is a discrepancy between information reported by the applicant/member and information available through the Work Number? What follow up steps are taken?
- Are there any concerns with the validity of the data such as discrepancies, number of “data not provided” responses, etc.?
- Is the Work Number information used for anything other than income verification for current employment?

## **CARES:**

A new verification code (W#) has been added to the table of income verification codes. Workers must use the W# code on the Employment Page when income is verified through the internet version of the Work Number. Note: Even though this code can be entered as income verification on the Self Employment Page, it should only be used for employment income on the Employment page that has been verified through the Work Number.

Workers should enter comments on the Employment page to indicate what information from the Work Number was used in the prospective budgeting calculation. For example, ‘Used last 4 pay periods for average’, ‘Used last 30 days income’, etc.

Attached is a PowerPoint overview with instructions on how to use the web based Work Number. Once you are granted access to the system you will receive two emails. The first e-mail will have your user ID for the Work Number. This should match your e-mail address. The second e-mail will contain your temporary password.

The web site for the Work Number is: <https://www.theworknumber.com/SocialServices/>. When you log in you will be instructed to create a new password that must be at least 12 characters. A tutorial on how to use the system is included on the web site.

### **CONTACTS:**

BEPS CARES Information & Problem Resolution Center

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/ME,LT