



# The Work Number

## Social Services Guide

Various social service agencies manage economic self-sufficiency programs that administer federal, state or local public assistance funds to low-income families and individuals. Eligibility for these programs is determined by an applicant's monthly income. Caseworkers must verify the applicant's employment and income before providing assistance. The Work Number® service provides a Social Services Verification that helps agency workers determine program eligibility, track program benefits, support quality control and investigate potential fraud. As with commercial verifiers (mortgage lenders, pre-employment screeners, financial institutions, etc.), social services agencies should be directed to [www.theworknumber.com](http://www.theworknumber.com) to utilize our instant online access to fulfill their verification needs. Agencies can contact our service center at 1-800-660-3399 or email [govinfo@theworknumber.com](mailto:govinfo@theworknumber.com) to set up this option.

Qualified Social Service agencies include any agency that is legally obligated to obtain an applicant's income and employment information in order to determine whether the applicant is eligible for the applied-for benefit.

### TYPICAL SOCIAL SERVICE AGENCIES

Centers for Medicare and Medicaid Services (CMS)	Department of Justice (DOJ)
Department of Children and Family (DCF)	Department of Labor (DOL)
Department of Economic Security (DES)	Department of Social Services (DSS)
Department of Health and Hospitals (DHH)	Department of Veterans' Affairs (VA)
Department of Health and Human Services (DHHS)	Division of Family Services (DFS)
Department of Housing and Urban Development (HUD)	United States Department of Agriculture (USDA)
Department of Human Services (DHS)	Workforce commission



## TYPICAL SOCIAL SERVICES VERIFICATION REQUESTS

Adoption Supplemental	General cash assistance	Security Income (SSI) – Title II
Aging programs	Job corps	TANF (Temporary Assistance to Needy Families)
Alcohol and drug programs	Medicaid	Ticket-to-work
Child care	Mental health programs	Veterans benefits
Child nutrition programs	Office of the Attorney General (OAG)	Vocational rehabilitation
Child support enforcement	Office of the Inspector General (OIG)	Wage audits
Child welfare	Parole / work release programs	Welfare programs/Welfare to Work (WTW)
Community development programs	Project-based assistance	Women, Infants and Children (WIC)
Daycare assistance	Public housing programs	Workforce development
Emergency food assistance	Section 42 low income housing tax credit	Workforce Investment Act (WIA)
Energy assistance	Section 8 housing choice voucher	Work-related assistance
Food stamps	Social Security disability insurance – Title XVI	
Foster care	State Children’s Health Insurance Program (SCHIP)	

Note: Garnishment requests and subpoenas should be fulfilled directly with the requestor.

If you have a legal obligation as an employer to respond to a request sent to you by an agency (i.e. Child Support and Audit requests), the request received by your team may be:

- Faxed to Equifax via a dedicated fax number assigned to each employer
- Mailed to: Equifax Workforce Solutions, P.O. Box 66901, St. Louis, MO 63166
- If you are sending documents via a carrier that requires a street address for delivery, mail to: Equifax Workforce Solutions, 3470 Rider Trail South, Suite 778, Earth City, MO 63045, attn: Social Services

**Documents will require a full social security number for manual processing.** Commercial verification requests are not able to be fulfilled through the manual process.

 **CONTACT US TODAY**

**For more information:**  
[moreinfo@equifax.com](mailto:moreinfo@equifax.com)  
[www.equifaxworkforce.com](http://www.equifaxworkforce.com)