



Department of Human Services
 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: AUGUSTIN NTABAGANYIMANA, ACTING EXECUTIVE DIRECTOR

RE: THE WORK NUMBER (TWN)

PROGRAM AFFECTED: ALL FIA PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY:

The Department of Human Services 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 days a week.

REQUIRED ACTION:

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 the Eligibility & Enrollment (E&E) system narration for any work verification information. Information such as pay stubs or a TWN report may already exist in E&E.
2. Review E&E 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 E&E narration or Case Documents, proceed to use TWN.

TWN Requests

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

1. Print TWN report and scan it into E&E under Case Documents under “Income.”
OR
2. Use the electronic screen-capture function on your computer by pressing the Print Screen key on your keyboard and save/download the image to Case Documents, under “Income.”

If the TWN report shows no employment information, narrate in E&E that a TWN report was completed and save/download the page showing there is no information available in TWN into E&E under Case Documents.

TWN Report

A TWN report provides the following information:

1. Current and previous employers

NOTE: If **past employment history and wages** are not needed, **DO NOT** run this report. BEACON has prior employment information if needed.

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 departments 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 the TWN Contract 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. Reset 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 DHS, that the individual is unregistered from TWN system. If your LDSS does not have a TWN Web Manager, contact the TWN Contract Manager at 410-767-7464, or Jamilah Stanberry at jamilah.stanberry@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 email a request to the TWN Contract Manager. If the issue cannot be resolved by the TWN Contract 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 Contract Manager), or once users have completed the required training, they must sign the User Acknowledgement agreement form. The agreement form can be found on the State of Maryland, The Hub, Learning Management System:
<https://stateofmaryland.csod.com/>

Completed forms are then collected by the local TWN Web Manager and e-mailed to the TWN Contract Manager.

INQUIRIES:

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base or via email at fia.policy@maryland.gov for Montgomery County only. For systems questions, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
Constituent Services
DHS Help Desk
FIA Management Staff
Office of Administrative Hearings