

Client Training HQ

Social Service Verifications - Employer FAQ

What is the Social Service Verification (SSV) service from Equifax®?

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, among other things, an applicant's monthly income. Caseworkers must verify the applicant's employment and income before providing assistance. The Work Number® from Equifax provides a Social Services Verification that helps agency workers determine program eligibility. Additionally, our verifications provide trusted and quality data, as provided by the employer, in an automated fashion that may help with streamlining processes, building efficiency, and quality assurance.

Who is considered a qualified social service agency?

Qualified social service agencies include any agency that has legal or regulatory obligations to obtain an applicant's income and employment information in order to determine whether the applicant is eligible for the applied-for benefit. The social service agency must also be vetted through our thorough credentialing process.

What are some of the typical agency types you work with?

There are federal and state level entitlement programs that may use The Work Number for verification purposes. Across either federal or state level programs, here are some of the types of agencies that we may work with:

	SNAP Supplemental Nutrition Assistance Program	TANF Temporary Assistance to Needy Families	Medicaid	Child Care	Housing	Work Force
	Food	Assistance	Healthcare	Children	Shelter	Employment
Objective	Supplemental food for those with low income	Temporary assistance for those with low income	Healthcare to low income and elderly	Assistance and care for children	Housing assistance to those with low income	Assistance in job training and placement
Primary funding	Department of Agriculture (USDA)	Department of Health and Human Services	Department of Health and Human Services	Department of Health and Human Services - Administration for Children and Families (ACF)	Department of Housing and Urban Development	Workforce Commission
Data request	Employment and Income	Employment and Income	Employment, Income, and Benefits	Employment and Income	Employment and Income	Employment and Income
Specific program examples	Child Nutrition Programs Emergency Food Assistance Food Stamps Women, Infants, and Children (WIC)	Energy Assistance Supplemental Security Income General Cash Assistance	Mental Health Programs State Children's Health Insurance Program Veterans Benefits	Child Care Daycare Assistance	Public Housing Programs Section 42 Low Income Housing Tax Credit Section 8 Housing Choice Voucher	Job Corps Work Release Programs Work-Related Assistance Workforce Investment Act

Why am I receiving Social Service Verification requests if I'm using The Work Number service to automate my verifications?

As with commercial verifiers (mortgage lenders, pre-employment screeners, financial institutions, etc.), social service agencies should be directed to theworknumber.com to utilize our instant online access to fulfill their verification needs. Agencies can contact our service center at 1.800.660.3399 to set up this option.

There may be some instances where you will still receive verification requests via mail or email from social service agencies. For social service agencies unwilling to submit inquiries through theworknumber.com who still send them directly to you, employer clients can forward the received forms to Equifax via mail, fax, or by uploading via The Work Number Employer Portal. Contact your Account Executive to ask how to set up any of these manual Social Service Verification options.

Additionally, ask your Account Executive about our wage audit solution available via our Unemployment Cost Management service.

Manual Social Service Verifications from Equifax Workforce Solutions:**What information is needed from me on any verification forms we send to Equifax Workforce Solutions for completion?**

It is imperative we have the following information to complete verification requests from government agencies: Your company name, state of the request, complete Social Security Number of the employee, and where to send (via mail or fax) the completed document. Please note that the instructions of where to send the completed form must be part of the official documentation and not handwritten by the employer on the document.

Can Equifax Workforce Solutions respond to forms with a truncated Social Security Number?

No. In order for us to appropriately identify the correct employee, please make sure to send any verification forms with complete Social Security Numbers. Equifax Workforce Solutions cannot complete manual Social Service Verifications where there is a truncated Social Security Number.

Which agencies don't accept responses or use Equifax Workforce Solutions?

Due to work week format requirements of reporting Sunday - Saturday and that some clients of The Work Number do not report their work weeks with this same format, Equifax Workforce Solutions will respond, but it may or may not be accepted by the requesting agency. State unemployment insurance agencies often have this format requirement, and it is typically determined at the state level.

How will I know if Equifax Workforce Solutions won't be responding to a form on our behalf?

If Equifax Workforce Solutions is unable to complete a form, we will mail or email the form back to the employer within five (5) business days, along with reasoning why we couldn't help process the request. The return method is dependent on how the employer sends Equifax Workforce Solutions the form. If by mail, forms will be sent back via mail. If sent via fax or the forms upload tool via webManager, an email will be sent to the email address we have on file. If you'd like to update the email address that these notifications are sent to, please reach out to workforcesolutionssupport@equifax.com.

Why did I receive a form back from an agency that Equifax Workforce Solutions had already responded to?

There may be some instances where agencies will have additional questions or require additional information that Equifax Workforce Solutions cannot provide. In these situations, the requesting agency may send these questions back to the employer for them to complete and finalize.

Example: Military branches may send background check forms that include an income and employment verification request (which we could fulfill) along with reference requests (which we could not fulfill). Therefore, the request would be sent back to the employer for answers Equifax Workforce Solutions could not provide.

Can I send you our manual verification forms electronically?

Yes. Please reach out to your Account Executive to learn more about our forms upload feature available via The Work Number Employer Portal, PeopleHQ™.

What other forms can Equifax Workforce Solutions help me with?

If you are receiving other verification-like forms, we may be able to help. Please set up a meeting with your Account Executive and provide a few samples for evaluation with any personally identifiable information (PII) redacted. From there, we can work with our teams to see if these are something we can help you process going forward, to help free up even more of your HR team's time.

What is the PeopleHQ™ Forms Status Tracker?

The Forms Status Tracker will deliver real-time status updates for all submitted forms, which allows users to more easily see where each document is in the fulfillment lifecycle and better understand any remaining steps required to help successfully fulfill them. It will also indicate when forms "Need Attention" and what steps might be taken to help resolve the issue. If for any reason a form cannot be completed, that will be indicated on the tracker as well.

Note: Only the PeopleHQ HR Admin role will have access to view the Forms Status Tracker.

Have more questions about Social Service Verifications from Equifax Workforce Solutions?

Please reach out to your Account Executive with any questions, or for immediate assistance for service-related questions, please contact:

Workforce Solutions Support Center

Monday - Friday from 7 a.m. - 7 p.m. CST

Saturday from 8:30 a.m. - 5:00 p.m. CST at:

877.664.8778 or workforcesolutionssupport@equifax.com.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.