

# Social Services Verification

Improve Program Integrity, Streamline Processes and Reduce Improper Payments

## KEY BENEFITS

**Automate** employment and income verification

**Access** the most recent rate and hours worked

**Uncover** unreported income faster

**Run** regular program integrity checks

**Social Service agencies face a constant challenge of providing benefits and payments promptly in order to meet program standards and beneficiaries' expectations while also reducing improper payments.** This challenge is amplified as public assistance teams are tasked to manage increasing caseloads with staff reductions and flat or declining budgets.

When employment and income information isn't readily available, agencies often resort to costly and time consuming manual verification processes or incur the risk of using limited or outdated information from public sector data sources. These practices are less than optimal and result in avoidable and undesirable delays in assistance and overpayments.

## Empower Your Teams With Reliable and Timely Information When They Need It

Many government agencies and not-for-profit organizations supporting programs such as SNAP, TANF, Medicaid, Social Security, Unemployment, Child Support, and Housing are using the Social Services Verification (SSV) product from Equifax to aid in the administration of public assistance programs. These verification services help agencies promote program integrity and get qualified applicants the benefits they need by streamlining eligibility verification at all stages of the process:

1. **Application for benefits** – Verify applicant's employment and income.
2. **"Life change" impacting eligibility** – Get notified when there is a change in employment or income that may impact benefit eligibility.
3. **Renewal of benefits** – Confirm employment and income instantly, streamlining the renewal process.
4. **Audit or recovery** – Quickly identify overpayments and prioritize collections based on ability to pay.

These verification services help agencies maximize program integrity by streamlining eligibility verification at all stages of the process



**EQUIFAX**®



The SSV product from Equifax uses The Work Number® database to instantly search from among millions of employment records contributed by thousands of employers nationwide, including 82% of the Fortune 500, as well as thousands of medium and small employers. This is accomplished through our strong relationship with employers, payroll providers and the majority of federal government civilian employers. The Work Number database is updated each time a contributing employer processes payroll so that you have access to the most up-to-date information available (as provided by the employer).

There is no other provider that offers automated, instant access to all of the employer payroll records available on The Work Number database. The Work Number is unique because we provide confidential data direct from the employer's payroll system and we add new employer records every week, so you can be assured to have the most-up-to-date income and employment data available.

The SSV product helps validate stated income on an application. It offers a unique ability to uncover unreported employment and earnings faster because it's updated as soon as payroll is processed. Plus, it includes additional information required for public assistance not typically available from governmental data sources, including, for example, insurance coverage, hours worked and income-by-pay-period.

SSV can also be enhanced with additional Equifax services including:

- **The Work Number Alert** – Provides continual tracking of employment and income changes on your caseload, delivered on demand per your schedule.
- **IRS Income Verification (4506T)** – Request personal and/or business tax return transcripts along with wage and income statements directly from the Internal Revenue Service (IRS).

## CONTACT US

gov\_info@equifax.com  
equifax.com/government

As agencies become more adept at data matching, Equifax is making it easier for employment, income, and other data sources to be integrated with the public assistance workflow process.

- **Flexible access (24/7)** – Access SSV using the online service, via batch (large file), or seamlessly integrate with your case management system.
- **Cost effective rates** – This service is fee-based and provides a strong return to your agency. Whether you perform online verifications or you batch a large file, you only pay when an employment record is returned containing authentic, verified non-fraudulent current employment and income information as of the last pay period.

## Improve Program Efficiencies with Equifax Verification Services

Streamline efficiencies in your public assistance programs and help prevent, reduce, and minimize improper payments by leveraging SSV provided by Equifax and powered by The Work Number database, the largest central source of consolidated employment and income information. The Work Number is used in daily processes by federal agencies, all 50 states, and D.C. to verify eligibility, recertify recipients, and perform fraud and quality checks. These agencies benefit from an added layer of insight in distributing benefits to eligible beneficiaries resulting in improved program performance and integrity. Equifax can help agencies deliver the right benefits to the right beneficiaries when they need them.

With decades of experience serving the public sector, Equifax leverages trusted, unique data, analytics, technology, and expertise to help government clients drive innovation and transform knowledge into insights. Equifax empowers government agencies to make more informed decisions, streamline operations, maximize program efficiency, reduce fraud and improper payments and enhance the user experience.

Continuously monitor eligibility with the most up to date employment and income information.