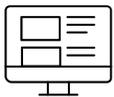# EQUIFAX®

Social Service Verification

Help eligible applicants receive government assistance quickly with instant income and employment verifications.

Social Service agencies face the constant challenge of providing benefits and payments promptly in order to meet program standards and beneficiaries' expectations while also promoting program integrity. This challenge is amplified as public assistance teams are tasked to manage increasing caseloads with tight budgets - and at times short-staffed and with inexperienced caseworkers - due to the retirement wave post-Covid.

When employment and income information is not 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agencies often resort to costly and time-consuming manual verification processes or incur the risk of using limited or outdated information from public sector data sources.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 may result in avoidable, undesirable delays in assisting those in need, while increasing churn and caseload size.

Empower Your Teams With Current Income & Employment Data

Many government agencies and organizations supporting programs such as SNAP, TANF, Medicaid, Social Security, Housing and Workforce are using the Social Service Verification (SSV) product from Equifax to aid in the administration of their public assistance programs. This verification service helps agencies make determinations on an applicant's eligibility efficiently and effectively by streamlining all stages of the process while using current data:

Application for Benefits
Verify an applicant's employment and income.

Renewal of Benefits
Confirm employment and income instantly, streamlining the renewal process.

Payments
Make appropriately sized payments and formulate collections strategies.

Key Benefits

Instant access to current income and employment data

Automate verification processes

Expedite time-to-benefit decisions

Promote program integrity

Promote program integrity, make efficient and effective determinations, and improve time-to-benefit by streamlining all stages of the eligibility verification process with instant access to current income and employment data.

The SSV product from Equifax uses The Work Number® database, the largest commercial source of consolidated income and employment information, contributed by small, medium, and large employers nationwide, representing more than two-thirds of the U.S. non-farm payroll. This is accomplished through our strong relationship with employers, payroll providers, and most federal government civilian employers. The Work Number database is updated each time a contributing employer and payroll provider processes payroll so that you have access to current information.

Agencies can help verify stated income on an application or renewal documentation with the SSV product. It offers a unique ability to access income and employment information faster than manual verification processes or from older, staler data sources. Plus, agencies may be able to view additional helpful information that other data sources do not report including for example, employer insurance coverage, hours worked, and income-by-pay-period - when the employer reports such information.

SSV can also be enhanced with additional Equifax services including:

- **Contact Complete™** - Utilizes multiple unique data sources to help verify an applicant's contact information. Includes possible address, phone number, and email history associated with an applicant's name to help resolve anomalies or know where to send renewal correspondence.
- **Smart Screen™** - Helps background screeners, employers, and housing authorities streamline incarceration history checks. It instantly provides a "no records found" consumer report when no incarceration records associated with the individual are found within a proprietary national incarceration data network.
- **Financial Account** - Verifies disclosed applicant financial account information to assist with program requirements. Returns account number, details, balance, and monthly balance history.

- **Property Verification** - Verifies disclosed and undisclosed applicant owned residential properties to assist with program requirements. Returns characteristics, ownership, and assessed value for the identified property.
- **IRS Tax Transcripts Fulfillment Service** – Request personal and/or business tax return transcripts along with wage and income statements directly from the Internal Revenue Service (IRS).

Improve Program Processes and Time-to-Benefit

The SSV service is used in daily processes across the country by federal, state, and local government agencies to determine initial eligibility and recertify recipients during renewal periods. Government agencies can benefit from instantaneously returned, current data as they conduct efficient and effective eligibility determinations, make 'right-size' payments to eligible beneficiaries, improve time-to-benefits, and promote program integrity.

Flexible Access 24/7

Access SSV using:
- the online web service,
- via batch submissions or
- through a direct API integration with your case management system.

theworknumber.com/government