



# Data in Social Services

Why Automated, Instant Income Verifications are Essential

Thank you for downloading this Equifax whitepaper. Carahsoft is the public sector distributor for Equifax solutions available via NASA SEWP V, National Cooperative Purchasing Alliance (NCPA), NJSBA, and other contract vehicles.

To learn how to take the next step toward acquiring Equifax’s solutions, please check out the following resources and information:

 For additional resources:  
[carah.io/EquifaxResources](https://carah.io/EquifaxResources)

 For upcoming events:  
[carah.io/EquifaxEvents](https://carah.io/EquifaxEvents)

 For additional Equifax solutions:  
[carah.io/EquifaxSolutions](https://carah.io/EquifaxSolutions)

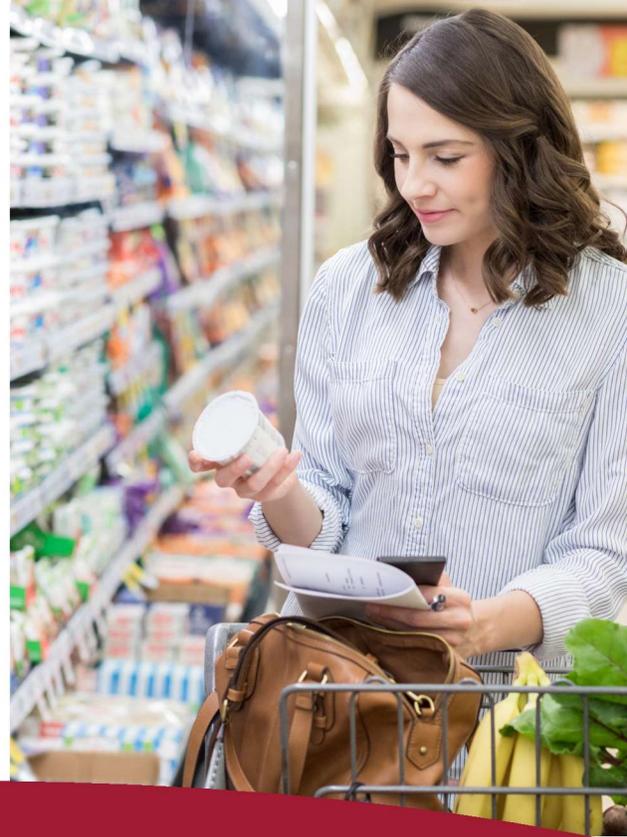
 To purchase, check out the contract vehicles available for procurement:  
[carah.io/EquifaxContracts](https://carah.io/EquifaxContracts)

 To set up a meeting:  
[Equifax@carahsoft.com](mailto:Equifax@carahsoft.com)  
844-747-6222



# Data in Social Services: Why Automated, Instant Income Verifications are Essential

In the critical world of social services, time is often of the essence. Delays in determining eligibility for benefits like food, healthcare, or housing assistance can have a devastating impact on individuals and families in need. Unfortunately, many agencies grapple with outdated data and cumbersome manual verification processes, creating a significant hurdle for agencies to provide efficient service delivery.



## The Problem

Social service agencies face a multitude of challenges when determining eligibility:

Furthermore, the financial situations of individuals can change rapidly. Research by Equifax shows that the median monthly income of individuals can fluctuate by as much as 20% month-over-month.<sup>2</sup> Unfortunately, relying on outdated data doesn't account for this reality or rapidly changing circumstances in a nimble way.



### High Volume:

The sheer volume of applications and renewals can be overwhelming.



**Outdated Data:** Public sources like state quarterly wage data can be 30 to 120 days old.<sup>1</sup>



### Data Fragmentation:

Verifying income often requires piecing together information from various sources.



**Manual Processes:** Manual income verification can take weeks, delaying much-needed assistance.

## Consequences of Outdated Data

Negative Client Experiences

Delayed or Denied Benefits

Risk of Inappropriate Payments

Increased Administrative Burden

## Addressing Data Concerns

Having access to current data - as of the last time a contributing employer or payroll provider processes payroll - is essential to addressing data concerns in social services. By providing automated, streamlined access to The Work Number, credentialed verifiers can receive verifications using this current data, instantaneously.



## The Work Number empowers agencies to:



**Expedite Eligibility Decisions**



**Reduce Administrative Burden**



**Improve Client Experience**



**Promote Program Integrity**

1. Administration for Children and Families (ACF) [Guide to the National Directory of New Hires](#), 2024.  
2. Equifax Data Study, 2024.  
3. Data and analytics captured by Equifax business units (U.S. Information Solutions, Workforce Solutions, and International), 2025.

Embrace a more efficient and effective future for social service verifications with automated, current data - as of the last payroll cycle - from The Work Number.

### Ready to learn more?

[Visit here](#) to discover how The Work Number can help transform your agency's eligibility determination process.



In 2024, The Work Number provided employment and income verifications for **25.5 million people** seeking government benefits.<sup>3</sup>