



Speed Up Your Benefit Determinations with Better Data

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Speed Up Your Benefit Determinations with Better Data

Verifying income and employment can get complicated.

In order to assess benefit applications and renewals, social services agencies face the task of making sure all eligibility requirements are met. Verifying information such as income and employment – often from a wide variety of sources – is an essential step in this process.



Common difficulties faced by social service agencies at every level:

- A high volume of applications and renewals, especially during challenging times for the economy
- Information provided by the applicant may not be the most current and public sources such as state quarterly wage data are often 'outdated'
- Verifying income may require documents from multiple sources – meaning the process can become complicated and time consuming

20%
potential change
month-over-month¹

The median monthly income of individuals can change as much as 20% month-over-month, which can have a major impact on eligibility and redetermination decisions.¹

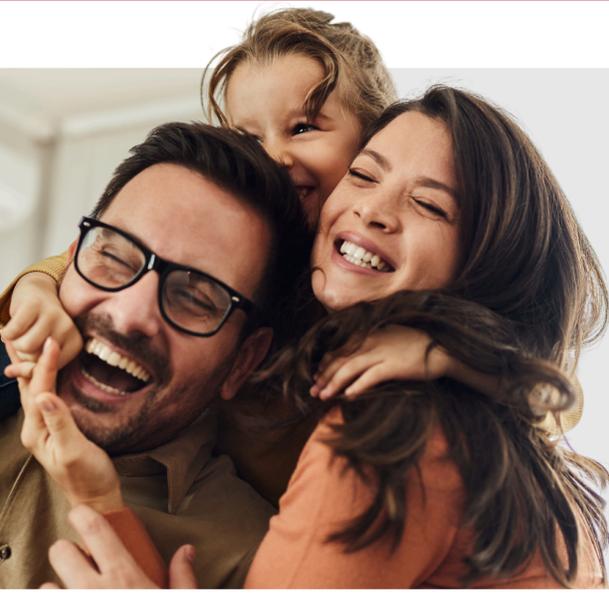
Some agencies may use older platforms, processes or data to verify an applicant's eligibility, which can potentially lead to:

- Potential for incorrect eligibility decisions and payment error issues for eligible recipients
- Unnecessary delays in enrolling eligible individuals and families who may need urgent assistance
- More manual work for caseworkers especially when follow-up is required, potentially draining time and resources, and increasing the chances for less attention during reviews.
- Significant burden on applicants who are left to track down and provide much of the documentation and information themselves



Data from public sources can be anywhere from

30–120
days old²



How The Work Number[®] from Equifax can help:

The Work Number provides access to more current income and employment data, allowing for process efficiencies via quick eligibility determinations. Data on The Work Number is furnished directly by contributing employers and payroll providers every pay period.

The Work Number is the industry-leading consolidated commercial database of employment and income information in the United States.



CONTRIBUTORS

Our network includes data from millions of **small, medium and large employer contributors** including more than two-thirds of the U.S. non-farm payroll – and even some 1099 workers.



BENEFITS

In 2024, The Work Number provided **employment and income verifications for 25.5 million people** seeking government benefits in the United States.



VERIFICATIONS

Credentialed verifiers with a permissible purpose can access **188 million active records** for their verifications as well as active employment records for 137 million people.

Join government agencies across the country

Take steps to help eligible individuals and families get the assistance they need when they need it most. Leveraging automated solutions and reliable data from secure sources can make verifying program eligibility determinations faster and simpler - helping lessen the burden on applicants, beneficiaries, and caseworkers.

In 2024, automation and process improvements were projected to:

Decrease benefits renewal challenges for

5M+

eligible individuals³

Save state workers and their case workers over

2M+

working hours³

See how The Work Number can help your agency more [efficiently determine applicant eligibility](#).



1. 2024 Internal Equifax Study, Jan 2023 - through June 2024
2. "A Guide to the National Directory of New Hires", U.S. DHHS OCSE, April 30, 2024.
3. <https://bidenwhitehouse.archives.gov/briefing-room/statements-releases/2024/04/09/fact-sheet-the-biden-harris-administration-highlights-recent-successes-in-improving-customer-service-and-delivery-for-safety-net-benefits-identifies-opportunities-for-states-for-further-improvement/>