

CDHS Work Number Error Codes

When calling The Work Number (TWN) interface in CBMS, you may receive an error message. These errors do not always mean something went wrong with the interface functionality. The list below explains the reasons for the error messages and if further steps are needed.

Keep in mind that the external web TWN portal may provide different information regarding the client's employment as different search criteria are used. For the purposes of determining eligibility, the CBMS interface pulls the correct criteria and should be primarily used. The external web portal may be needed for other purposes, such as fraud investigations.

As always, use the Prudent Person Principle (PPP) to determine the best representation of the client's employment and document thoroughly in case comments.

Accessibility: This document is designed to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard. If you experience difficulty accessing the content or have questions regarding the process, please contact SOC_StaffDevelopment@state.co.us for assistance.

| Error Code | Description | Explanation | Suggested Action |
|------------|---|---|------------------------|
| 2000 | No data and no error code. OFX server logic error. | System or network error causing issues between the CBMS interface and Equifax's interface. | Resend request. |
| 2200 | Employer is not properly configured for social services (most likely a flag error). | Some employers (less than ~2%) are not configured for government agency access. External web portal results will be the same. | Do not resend request. |
| 2300 | Employer has the "Deny Social Services" flag. | The employer does not allow data to be used for Social Services decisions. | Do not resend request. |
| 17003 | Employer is blocked. | This occurs when there is a flag to block any data from this employer being returned in a response. | Do not resend request. |

| Error Code | Description | Explanation | Suggested Action |
|---------------|---------------------------------|--|--|
| 17001 / 17004 | Employee not found in database. | This often occurs when the employer is not in the database, or employment is outside of the date range of the interface (previous six months). In the external portal, the case worker can pick the date range, so there may be employment data there. | Do not resend request unless needing historical wage information beyond 6 months, in which case the external web portal may have data. |
| 17069 | FCRA Employee Dispute Block | The response is blocked due to a Fair Credit Reporting Act (FCRA) dispute filed by the employee. Both the interface and the external portal will reflect this. | Do not resend request. |

| Error Code | Description | Explanation | Suggested Action |
|------------|---|--|------------------------|
| 17070 | FCRA Employee ID Theft Block | The response is blocked due to an FCRA dispute filed by the employee. Both the interface and the external portal will reflect this. | Do not resend request. |
| 17221 | Multiple individuals may be associated with this SSN. | This occurs when we have two or more employees with the same SSN. We do not return these as it could be due to fraudulent use. If you have the name of the employer, you may be able to retrieve the correct results from the external portal as there are additional search criteria that can be added. | Do not resend request. |
| 17232 | FCRA Employee ID Theft Block: Bad Record | The response is blocked due to an ID theft claim filed by the employee. | Do not resend request. |

| Error Code | Description | Explanation | Suggested Action |
|------------|-----------------------------------|---|------------------------|
| 17233 | FCRA Employee ID Theft Block: SSN | The response is blocked due to an ID theft claim filed by the employee. | Do not resend request. |
| 17234 | FCRA Freeze SSN Block: SSN | The response is blocked due to a freeze filed by the employee. | Do not resend request. |
| 17235 | FCRA Freeze SSN Block: SSN-ER | The response is blocked due to a freeze filed by the employee. | Do not resend request. |
| 17330 | Consumer age block. | This occurs when the person associated with this SSN is under 18 years of age. The FCRA does not allow for the reporting of individuals under 18. | Do not resend request. |