

SNAP EMPLOYMENT VERIFICATION SERVICES FAQs:

EXPERIAN AND THE WORK NUMBER

What are Employment Verification Services (EVS)?



- » Employment Verification Services are third-party partners that contract with employers to verify employment and wages.
- » Currently, SNAP has contracts with The Work Number and Experian to help verify a client's employment and wages.

How does SNAP consider information received from Experian and The Work Number?



- » SNAP does not consider employment and wage information from EVS as verified upon receipt.
- » Only take action when information from these services is consistent with what has been submitted or confirmed by the household.
 - » Information from these services can be considered confirmed by the household if it is reported on any form (application, recertification, change report), in an interview, or through a client contact.

How should workers research information from an EVS when it's found?



- » Pay attention to the hire date as this date can help in researching how the information should be addressed and updated in CBMS.
 - » If the information in the EVS matches the information already in CBMS or on the application/recertification, then no further research is needed and the information can be considered fully verified.
 - » If the information in the EVS is new and does not match the information in CBMS or on the application/recertification, further research and action is needed.
 - » Contact the client to verify the information.
 - » If client contact is not possible, the information should be treated as unclear and a request for verification should be sent.

How should workers treat unclear employment information from EVS?



- » When information from an EVS is received and is not consistent with employment information confirmed by the household, the action taken will depend on the following:
 - » If this occurs at the initial application, recertification, or at a reported change, contact the household to seek clarification.
 - » If an interview is required, use the interview to verify the information.
 - » If an interview is not required, attempt a client contact to verify the information.
 - » If the household cannot be reached, a VCL or Request for Contact (RFC) must be sent, requesting the household provide the specific employment information or verification.
 - » Follow up on unclear information when it's:
 - » Less than 60 days old relative to the current month of participation.
 - » Required to have been reported per simplified reporting rules.
 - » Significantly conflicts with the information used at the time of certification.