



# Office of Children and Family Services

Kathy Hochul  
Governor

52 WASHINGTON STREET  
RENSSELAER, NY 12144

DaMia Harris-Madden, Ed.D., MBA, M.S.  
Commissioner

## Administrative Directive

<b>Transmittal:</b>	24-OCFS-ADM-16
<b>To:</b>	Local Departments of Social Services Commissioners
<b>Issuing Division/Office:</b>	Division of Child Care Services
<b>Date:</b>	August 23, 2024
<b>Subject:</b>	<b>Employment and Income Verification for Child Care Assistance</b>
<b>Suggested Distribution:</b>	Local Departments of Social Services Directors Services Directors Temporary Assistance Directors Child Care Assistance Supervisors Temporary Assistance Supervisors Child Care Assistance Staff
<b>Contact Person(s):</b>	Darci Primeau, Bureau of Child Care Assistance, 518-474-9095 <a href="mailto:Darci.Primeau@ocfs.ny.gov">Darci.Primeau@ocfs.ny.gov</a> <a href="mailto:ocfs.sm.districtsupport.subsidy@ocfs.ny.gov">ocfs.sm.districtsupport.subsidy@ocfs.ny.gov</a>
<b>Attachments:</b>	None

### Filing References

Previous ADMs/INFs	Releases Cancelled	NYS Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
05-OCFS-ADM-03 21-OCFS-ADM-30		18 NYCRR Parts 404 and 415			

### I. Purpose

The purpose of this Administrative Directive (ADM) is to inform local social services districts (districts) of the option to utilize “The Work Number,” Equifax’s employment and income verification service for verifying financial eligibility on applications for child care assistance. This ADM advises districts and district child care staff and subcontractors of their obligations relating to the use of The Work Number and The Work Number data.

### II. Background

The New York State Office of Temporary and Disability Assistance (OTDA) contracts with Equifax Workforce Solutions on an annual basis to enable districts to have the option to verify income and employment information using the database referred to as “The Work Number” to aid in the assessment

of an applicant's eligibility for public assistance programs such as the Supplemental Nutrition Assistance Program (SNAP), Medicaid, Temporary Assistance, and the Home Energy Assistance Program (HEAP).

The Equifax Corporation has an active database of more than 584 million employee records. The information in the database is updated every payroll cycle per individual employer. While the Equifax Corporation database is extensive, the database only includes employers who choose to register with the Equifax Corporation and is therefore not all inclusive.

A memorandum of understanding (MOU) between OTDA and the New York State Office of Children and Family Services (OCFS) allows districts to use this employment and income verification service for families applying for child care assistance on or after June 21, 2024.

### **III. Program Implications**

OCFS regulations require that districts verify programmatic and financial eligibility for all child care assistance applications. The expansion of access to The Work Number for families applying for child care assistance allows districts the ability to verify a family's employment and income through The Work Number database rather than requesting the family provide documentation such as paystubs.

When a source of income and employment cannot be verified using The Work Number, districts must continue to verify income and employment by requesting that the family provide documentation. However, when The Work Number does produce results verifying the family's employment and income, the district must not require the family to provide duplicate supporting documentation.

### **IV. Required Action**

OTDA issued 24-ADM-07, *Use of Equifax – The Work Number (TWN) for Employment and Income Verification Purposes – Child Care Assistance*, on August 23, 2024. Districts that choose to access The Work Number for families applying for child care assistance are responsible for complying with all the requirements outlined in 24-ADM-07, including, but not limited to, those related to training; confidentiality and non-disclosure agreements; granting access; monitoring usage; and storage, destruction, and retention of documents.

### **V. Systems Implications**

The Work Number is a web-based platform through Equifax Workforce Solutions and may be accessed at: <https://theworknumber.com>. To avoid technical issues, districts should not use a saved link when accessing The Work Number and should use Microsoft Edge or Chrome browsers.

### **VI. Effective Date**

This ADM is effective immediately.

**/s/ Nora K. Yates**

---

#### **Issued by:**

Name: Nora K. Yates

Title: Deputy Commissioner

Division/Office: Division of Child Care Services