

Distribution Date	August 31, 2026
To	PPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	CalSAWS: Integration of The Work Number Income Information

PPOCs, please forward to the appropriate impacted staff in your county:

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|--|--|
| ☒ General | ☐ Reports |
| ☐ Policy | ☐ Fiscal |
| ☒ CW | ☐ Caseload Movement |
| ☒ CF | ☐ Management |
| ☐ MC | ☒ Batch and Interfaces |
| ☐ CMSP | ☐ Fiscal |
| ☐ FC/KG/AAP | ☐ GA/GR |
| ☐ Child Care | ☒ Help Desk |
| ☐ WtW | ☐ Imaging |
| ☐ Other Program(s) _____ | ☐ Security |
| ☐ BenefitsCal | ☐ Task Management |
| ☐ Customer Correspondence | ☐ Technical |
| ☐ OCAT | ☒ Training |
| ☐ Other _____ | |

Description

Update: The one-pager has been amended to specify that only IEVS, Special Unit, and QC workers will continue to have access to log into the TWN portal after the integration is released.

Purpose

The purpose of this CIT is to inform Counties about the integration of The Work Number (TWN) with CalSAWS effective September 21, 2026, with the 26.09 Release.

This is the first of two Work Number enhancements. Information and materials regarding future Work Number enhancements will be distributed through the CalSAWS Broadcast process or via CIT, as appropriate.

Background

Currently, workers access The Work Number through a separate web portal to obtain employment and income information used to determine initial and ongoing eligibility.

	Beginning with the 26.09 Release, CalSAWS will integrate with The Work Number (Equifax) to automate the retrieval of employment and income information for individuals applying for or receiving CalFresh and CalWORKs. Additional Information Integration of The Work Number – Phase 1 (SCR CA-296429) allows data provided by TWN to be viewed and stored in new CalSAWS pages. The attached one-pager document provides details on what changes workers can expect to see in CalSAWS and what training resources will be available for guidance. The Work Number Integration – Phase 2 – Prevent EDBC Processing Until Report is Verified by a Worker (SCR CA-300464) is targeted for the 27.03 Release. Additional communication and training resources will be provided prior to implementation. County Actions 1. Please distribute this CIT to County staff as appropriate. 2. Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.
Primary Project Contact	Sunitha Sampathkumar SampathkumarSU@CalSAWS.org
Backup Project Contact	Araceli Gallardo GallardoA@CalSAWS.org
Attachments	CalSAWS_CA-296429 The Work Number Phase 1 One-Pager.pptx
Communication Portal Link	OR You may also retrieve the CIT document and attachments by following these steps: 1. Hover over the Communications & Resources tab at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2026" folder. 4. Click on the appropriate CIT # folder.