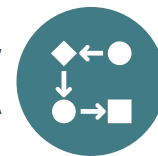


Integration of The Work Number in CalSAWS

Effective Sept 21, 2026 | CalFresh/CalWORKs CA-296429

Effective in the 26.09 Release, CalSAWS will request information from The Work Number (Equifax) service. The returned information will be viewed and stored in new CalSAWS pages.

What's Changing?



- CalSAWS will run nightly batches Monday through Saturday across all Counties to request income information from The Work Number (TWN) for persons over 16 and eligible for the CalFresh and CalWORKs programs
- The batch request will apply for initial intake and for recertification or redetermination and SAR 7 processing when the packet or report is marked Received
- Three new pages in CalSAWS will show information for the individual when TWN request is returned:
 - Work Number List page: name, SSN, date of birth, request data, and request status
 - Work Number Details page: employer details, job status, compensation summary, and pay period earnings and hours
 - Work Number Request List page: previously submitted TWN requests for the individual
- The automated request covers a three-month employment/income timeframe
- A Send Request button within the Work Number Request List page will be available (depending on user security rights) to manually request information for individuals who are added and approved on the same day or situations where the nightly batch did not process
- To reduce duplicate requests, CalSAWS will not allow workers to initiate a duplicate request when a TWN request was already submitted from CalSAWS or CalHEERS during the same month or if a response is already available in CalSAWS
- IEVS, Special Unit, and QC workers can continue to use The Work Number portal to access data for timeframes other than three months
- County administrators can configure users to have view or edit access to the new pages and only users with the appropriate security rights can request and review data



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What's Not Changing?



- IEVS, Special Unit, and QC workers will continue to have access to log into The Work Number portal for extended timeframe requests
- This change does not impact determination logic or EDBC processes, and workers should continue to follow current EDBC processes
- Workers still need to apply the same verification, discrepancy/mismatch, documentation, and notice procedures they currently use with data from TWN

Training Resources and Policy Guidance



- A job aid titled JA – Work Number (TWN) Verification will be available in the 26.09 Release
- Online Help Pages for TWN will be available in the 26.09 Release:
 - Work Number List
 - Work Number Detail
 - Work Number Request List
- Updated guidance regarding the use of TWN information for CalFresh and CalWORKs can be found in ACL 26-37

What's Next?



In a future release tentatively scheduled for early 2027, EDBC processing will be updated to require the worker to review information provided by TWN before EDBC runs.

A communication with details about that update and any related training resources will be provided prior to that release.



The CalSAWS Project is also working on separate enhancements for income information provided by Truv. The Truv enhancements are for a different income data integration process and began in July of this year.

More information about these enhancements is available in CIT 0112-26.

