



State of Florida
Department of Children and Families

Ron DeSantis
Governor

Taylor N. Hatch
Secretary

DATE: October 31, 2025 **TRANSMITTAL NO.:** I-25-10-0012

TO: Economic Self Sufficiency Operations Managers
Economic Self Sufficiency Program Offices

FROM: Julie Reed, Chief, Program Policy
(Signature on File)

SUBJECT: "The Work Number" - Income Verification

EFFECTIVE: Upon Receipt

The purpose of this transmittal is to combine all current information and provide additional guidance associated with the usage of "The Work Number" (TWN) for the determination of eligibility for Food Assistance (FA), Temporary Cash Assistance (TCA), Refugee Assistance Program (RAP), and Medicaid.

This transmittal obsoletes prior TWN transmittals (I-24-10-0024, I-24-05-0014, and I-24-03-0009).

Background

FA, TCA, and RAP have historically used TWN to electronically verify earnings. As of October 2024, the Department stopped using the Federal Data Services Hub (FDSH) for income verification for the Medicaid Program and now receive income verification directly from TWN.

To streamline the income verification process, the FLORIDA and Worker Portal systems are automatically updated with income information from TWN for applications, renewals, or additional benefit requests submitted through the Self-Service Portal (SSP).

TWN information is used to determine income levels, pay frequency and to look for potential unreported and under-reported earnings. TWN Income Verification may be completed electronically and displayed in the Worker Portal or manually through TWN Portal. Information obtained from either the electronic "View Verification Summary" and/or TWN Portal is considered verified upon receipt for all programs.

Medicaid

Staff no longer see FDSH as an income verification source for Medicaid in the Worker Portal. The converted Medicaid response posts in the "Verification Details" section under the "Earned Income Verification" header for the Medicaid field when TWN electronic verification has been completed.

FA, TCA and RAP

The electronic "Earned Income Verification" details section will display the income in separate boxes for the applicable program. Additionally, no changes have been made to

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the Real Time Eligibility, Time-Saving Innovation Process (TIP) or Reasonable Compatibility processes.

TWN Electronic Income Verification

TWN information is used to determine income levels, pay frequency and to look for potential unreported and under-reported earnings. Information obtained from either the electronic “View Verification Summary” and/or TWN Portal is considered verified upon receipt for all programs.

Income information is received electronically from the TWN for individuals age 18 and older who are applying for FA, Medicaid, TCA, or RAP. This information can be accessed by clicking on the “View Verification Summary” within the Worker Portal. The “Earned Income Verification” section will display income details for each individual, if the information was confirmed electronically by TWN.

TWN Electronic Verification Reminders

- Staff must ensure the individual’s name reported on the application matches the name verified from TWN and in FLORIDA.
- Staff must ensure the amounts verified on the Verification Details page within the Worker Portal match the amounts in FLORIDA.
- Staff may use the “Employment End Date” as verification of the termination of employment directly from the employer.
- Staff will not have to upload TWN verification into the Document Management section of the Worker Portal if the information is available on the individual’s Verification Details section. Print to PDF is not necessary for income information within the individual’s Verification Summary.
- If the customer provided the most recent proof of earned income, use what the customer provided.
- Document case notes with the source of income verification used.
- If the “Earned Income Verification” detail displays the “**No Match**” message for Employment Income and the “Source” is listed as TWN, staff **do not** need to manually search for employment in TWN as the initial search attempt did not find any results for that individual.
- If the “Earned Income Verification” details display the “**N/A**” message for both the “Employment Income” and “Source” headers, staff **must** pend the customer for verification of earned income.
- If the “Earned Income Verification” details already exist for the individual **do not** manually request this information again via TWN Portal. This includes applications processed untimely.

TWN Manual Income Verification

Staff must manually check the TWN Portal in the following situations:

- A paper application was submitted.
- There is no valid SSN or an incorrect SSN was provided.
- The “Earned Income Verification” details displays a “Technical Error” message for “Source” TWN.
- Reported changes in employment and/or income.

TWN Manual Income Verification Reminders

- **Do not** manually request TWN if the earned income is already displayed on the Verification Details page. This includes applications processed untimely.
- If staff do not have direct access to the portal, they **must** follow regional procedures for making requests for manual verification from TWN.
- Initiate TWN when the customer is reporting employment that differs from what is displayed on the Earned Income Verification drop-downs or for reports of loss of income or a new income source.
- Not all employers report earnings to the TWN. Therefore, staff cannot assume the lack of verification from TWN means income reported on an application/additional request for benefits or recertification does not exist. Staff **must** pend for verification.
- If the individual(s) reports earnings on an application or renewal and the TWN electronic data source shows no income, staff **must** pend for verification.
- Verification pulled manually from TWN Portal must be uploaded into Document Management section of the Worker Portal.

FLORIDA Instructions

When income from TWN is used, staff must update the Employment Information (AFEI) screen on FLORIDA with specific verification codes in the “VR” field for the income amounts.

Use code: **When:**

EI	Income was reported and/or under-reported by the customer, and verified through The Work Number
ER	Income was not reported, and was verified through The Work Number

Other Acceptable Forms of Earned Income Verification

All income reported on the application or during the interview must be verified at application, renewals, and additional benefit requests unless otherwise specified. Acceptable forms of verification outside of TWN include, but are not limited to,

the following:

- 1099 forms, W-2 forms, and income tax returns, including all schedules for self-employed individuals.
- Wages receipts.
- Wages statements.
- Pay stubs.
- Employment verification form or written statements containing the required information signed by the employer.
- Collateral contact with the employer.
- Work calendar (for tips and daily cash payments).

Staff must verify four consecutive weeks of income, unless it's a new employer/job, for all applications, renewals, and additional benefit requests. Acceptable verification includes four weeks prior to the date of application up to the date of disposition.

General Reminder

Any document used to verify income must be uploaded into Document Management section of the Worker Portal, unless income was verified through TWN Electronic Income Verification.

Regional Program Offices with policy questions related to this transmittal should submit them through the Policy Technical Assistance Request page. Systems related questions should be directed to LaQuetta Anderson at LaQuetta.Anderson@myflfamilies.com.

cc: Assistant Secretary for Economic Self Sufficiency (Bridget Royster)
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