

July 6, 2022

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY WELFARE DIRECTORS LETTER

The purpose of this All County Welfare Directors Letter (ACWDL) is to inform the County Welfare Departments (CWDs) that the California Department of Social Services (CDSS) has renewed the agreement with Equifax/TALX Corporation for The Work Number through March 31, 2025. In order to continue to participate in The Work Number under the CDSS agreement the CWDs will be required to submit a new Memorandum of Understanding by October 31, 2022.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

July 6, 2022

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

FROM: RYAN GILLETTE,
Chief Data Officer, Deputy Director
Research, Automation, and Data Division

SUBJECT: UPDATE TO THE WORK NUMBER[®] EXPRESS MEMORANDUM
OF UNDERSTANDING

The purpose of this All County Welfare Directors Letter (ACWDL) is to inform the County Welfare Departments (CWDs) that the California Department of Social Services (CDSS) has renewed the agreement with Equifax/TALX Corporation for The Work Number. In order to continue to participate under the CDSS agreement, the CWDs will be required to complete the new Memorandum of Understanding (MOU) by October 31, 2022.

The Work Number agreement allows the CDSS to provide an online employment and wage verification system based on client social security numbers to all 58 California CWDs for the purpose of determining eligibility in the California Work Opportunity and Responsibility to Kids (CalWORKs) and CalFresh programs. This service will continue at no cost to the CWDs.

As part of the renewal process, the CDSS is requiring each CWD to update the Memorandum of Understanding (MOU) for access to The Work Number service. The updated MOU adds language requiring the CWDs to send an update to Equifax/TALX Corporation within three (3) business days when there is a change of any address or office location and they are subject to an onsite visit of the new location by the Contractor or its designated representative.

Once an updated MOU has been executed between the CDSS and the CWD, another signed MOU will not be required unless the terms of the agreement between the CDSS and Equifax/TALX change.

County Welfare Departments Updating Memorandum of Understanding on File

The CDSS requires the CWDs to return an updated signed MOU (attached) by October 31, 2022. The CWDs utilizing a digital signature process must email a signed copy of the updated MOU to the Data Access Unit (DAU) at DataAccessUnit@dss.ca.gov. The CWDs not utilizing a digital signature process must mail three (3) original sets of the MOU, each with an original signature, to:

California Department of Social Services
Attention: Data Access Unit
744 P Street, Mail Station 8-5-26
Sacramento, CA 95814

Additionally, the CWDs must email an excel spreadsheet with an updated user list of individuals who require access to the services to the DAU at DataAccessUnit@dss.ca.gov by October 31, 2022.

The excel spreadsheet must include:

- Two individuals designated to serve as web managers;
- User Last, First Name;
- Program (CalWORKs, CalFresh);
- Email Address; and
- Office Location.

County Welfare Departments Establishing Access

The CWDs requesting initial access to The Work Number through the CDSS and Equifax/TALX agreement must provide the CDSS:

- A digitally signed (i.e., Adobe Sign or DocuSign) version of The Work Number MOU (attached).
- A copy of a resolution, order, motion, ordinance, or other similar document from the local governing body authorizing execution of the MOU.
 - Documentation allowing the execution of the MOU is required. Notification shall include the authority granted and to whom the authority is granted.
 - Example: If the local board has authorized a CWD

designee to execute an agreement without board approval, the minutes or formal documentation granting that authority specifically to the position and/or named individual must be submitted.

Whoever the CWD designates to sign the MOU must have the authority to sign and enter into an agreement/MOU with the CDSS. Therefore, a copy of a resolution, order, motion, ordinance, or other similar document from the local governing body authorizing execution of the agreement by the CWD designee must accompany the MOU and is required by the CDSS.

The signed MOUs, resolution, and user list must be emailed to the Data Access Unit (DAU) at: DataAccessUnit@dss.ca.gov. The CWDs that do not utilize a digital signature process must mail three (3) original sets of the MOU package, each with an original signature, to:

California Department of Social Services
Attention: Data Access Unit
744 P Street, Mail Station 8-5-26
Sacramento, CA 95814

Once a signed MOU is received, the CDSS will execute the MOU and:

- Retain a copy of the executed MOU;
- Send a copy of the executed MOU to the TALX Corporation; and
- Return a copy of the executed MOU to the CWD for their records.

Once the MOU has been executed, the CDSS will request the CWD to provide a list of Authorized User(s) having access to the services. For the CWD to fully participate, a list of Authorized User(s) must be provided.

The CWDs are not required to participate through the CDSS and Equifax/TALX agreement. However, the CWDs must complete the steps outlined in this All County Welfare Directors Letter in order to access The Work Number through the agreement between the CDSS and Equifax/TALX.

If you have any questions or need additional information, please contact the Data Access Unit at DataAccessUnit@dss.ca.gov.