

Type: General Correspondence	ID Number: GC 336
Date: August 13, 2024	Subject: Employment and Income Verification Process

Suggested Audience

Agency human resource offices

Details

A new process for the verification of income and key employment dates for employees will be implemented by People First on **August 19, 2024**. Income and key employment dates for current employees, or those separated January 1, 2022, and after, can be verified through services provided by Equifax, Inc. Equifax utilizes a verification solution called The Work Number. Auto, home or personal loan agents, apartment leasing agents, prospective employers, etc., can access employee information (only after becoming a credentialed verifier by Equifax) by calling 800-367-5690, visiting <https://theworknumber.com> or emailing member@equifax.com.

As a result of the new Equifax verification solution, effective August 19, 2024, the People First Service Center (PFSC) will no longer provide verification of employee income and key employment dates via the Interactive Voice Response system or through paper requests.

Resource Materials

The following resource materials can be shared with employees to explain the new process and assist them with obtaining verification of this information. All the materials are posted to the People First website, located [here](#):

- [Employment and Income Verification Instructional Guide](#)
- [Introductory Email to Employees](#) – informs employees that the State of Florida has partnered with The Work Number to provide verification of employment and/or income.
- [The Work Number Employee Guide and FAQs](#) – provides employees with an overview of The Work Number and frequently asked questions and answers.
- [Employment Data Report Sample](#) – provides employee's current and historical employment and income information and a listing of verifier requests for the past two years.
- [Message to the Verifier](#) – provides sample verbiage that can be shared with verifiers.
- [The Work Number Flyer](#) – provides a high-level overview of The Work Number in a flyer format.
- [The Work Number Poster](#) – provides a high-level overview of The Work Number in a poster format.
- [The Work Number Reference Guide](#) – provides an overview of The Work Number.