



General Information System (GIS) Message

Section 1

Transmittal:	25DC009 Upstate and New York City
Date:	January 28, 2025
To:	Subscribers
Suggested Distribution:	Directors of Temporary Assistance (TA), Supplemental Nutrition Assistance Program (SNAP), Employment Coordinators, Home Energy Assistance Program (HEAP), Medicaid (MA), and Services, District TWN Web Managers, Child Care Supervisors, Child Care Assistance Staff, All Current and Future TWN Users.
From:	OTDA – Audit & Quality Improvement – Program Integrity
Subject:	Updated Equifax - The Work Number (TWN) Portal and Training
Effective Date:	January 29, 2025
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Attachments:	Attachment 1 – 2025 The Work Number (TWN) Training and User Guide

Section 2

The purpose of this GIS is to notify Social Services Districts that there will be a new look to Equifax’s The Work Number (TWN) portal effective January 29, 2025. Due to these enhancements, an updated training has been created to accommodate those changes for TWN users.

Section 3

The Office of Temporary and Disability Assistance was advised by Equifax that our current TWN portal will be updated to a newer version, and as such, there are changes that will appear different to the users, along with a new section for historical lookups.

Attached is the 2025 The Work Number (TWN) Training and User Guide, which will replace the previous required training referenced in 24-ADM-07. This training will reflect the enhancements

that Equifax has made to the TWN portal which will be pushed to our users effective January 29, 2025. The training will also be updated on TrainingSpace for the annual training requirement.