STATE OF CALIFORNIA   JOHN CHIANG,
                                                                   California State Controller

STATE CONTROLLER'S OFFICE
PERSONNEL AND PAYROLL SERVICES DIVISION
P.O. BOX 942850
SACRAMENTO, CA 94250-5878

DATE: July 21, 2010   PERSONNEL LETTER #10-014

TO: All Agencies and Campuses in the Uniform State Payroll System

FROM: Lisa Crowe, Chief
         Personnel and Payroll Services Division (PPSD)

RE: **THE WORK NUMBER EMPLOYMENT AND INCOME VERIFICATION PROGRAM**

The State of California is a member of the Work Number employment and income verification program. The Work Number provides non-confidential employment and income information to verifiers (banks, lenders, rental companies, etc.) and alleviates this workload from human resources offices. Individual department and campus participation is voluntary. Visit the The Work Number program website To determine if your department or campus is currently a participant.

Through the Work Number program an employee can provide a verifier with employment verification or employment/income verification. The employee must provide the verifier with specific information for them to obtain the verification. The Work Number program assures that only approved verifiers can utilize the program. For more information on how to utilize The Work Number program, please direct employees to The Work Number Employee Brochure, STD. 500, and Request an Employment Verification, STD. 501. The Work Number Work Sheet is also available to help employees provide the necessary information to verifiers.

The employment and income information that is provided through the Work Number program is obtained from the employment history database and updated biweekly. An employee may dispute data provided to a verifier through the Work Number program by contacting her/his human resources office in writing through a dated memo or email. The human resources office must determine if there has been an error that has led to the inaccurate data by comparing the data provided by The Work Number program to the information in the employment history and payroll systems. If a discrepancy is found, please contact Jeanna Gonzalez (see below) to report the problem. Per the Fair Credit and Reporting Act the dispute must be resolved within 30 days of the employee's request.

Effective immediately, The Work Number web site will have a new security procedure in place to protect employee data. Upon initial login, employees will be asked to select a personal image, answer security questions and provide their work phone number. If The Work Number program detects that a security breach may be occurring, the additional information will be used to validate the employee's identity.

Employees in departments that participate in The Work Number program can request a free employment data report once a year. The employment data report is a copy of the information The Work Number provides to verifiers. The employee can obtain the Employee Data Request Form and mail or fax the request to the mailing address or fax number on the form. The Work Number program will mail the employee a copy of her/his verification information within fifteen days of receipt.

There is no cost for departments or campuses to participate in the Work Number program. If your department or campus would like to participate, please submit a memo requesting to participate (include your department name, agency codes and human resources director signature) to:

State Controller's Office
Personnel/Payroll Services Division
P.O. Box 942850
Sacramento, CA 94250
Attn: Jeanna Gonzalez

For more information regarding the Work Number employment and income verification program, please contact Jeanna Gonzalez at (916) 327-3923 or jgonzalez@sco.ca.gov.

LC:JG:PMAB