UC Employment Verification Services

"The Work Number has improved service to our employees as these verifications can be performed 24 hours a day/ 7 days a week (versus M-F 8-5)."

--- Bobbi McCracken, Associate Vice Chancellor for Financial Services
University of California, Riverside

Campus Impact

The impact of implementing employment and income verification services in the cloud has been tremendous. Since June 1, 2012, all verifications are being performed via The Work Number®, which is a free service provided by Equifax, resulting in significant cost savings and increased efficiency for the University of California, Riverside.
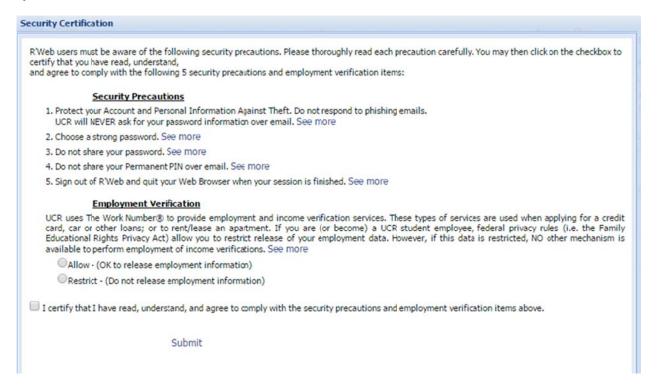
Business Need

Traditionally, numerous offices were involved in verifying employment and income each time an employee shopped for a new car, rented/leased an apartment, or engaged in the purchase or refinance of a home. This required almost constant time and attention from multiple offices, impacting everyone from the central offices (Accounting, Payroll, Human Resources) to the college, organization, and department offices across campus. By leveraging a free, cloud-based service for this purpose, these verifications can be performed independently, resulting in greater efficiency throughout all levels of the institution.

Features and Highlights

Effective June 1, 2012, this new employment verification service was made available to all UCR employees as part of our institution's "Working Smarter" initiative. The Work Number® is a secure automated service providing employees with the ability to quickly deliver proof of employment or income. Employees benefit from having control of the verification process by authorizing access to their information directly though The Work Number®, which provides verification services to two out of three Fortune 500 companies and 90% of federal agencies. It is widely known to mortgage lenders, banks, apartment complexes and others who may need proof of your employment or income. It is easy to use and is available anytime, anywhere, 24 hours a day, 7 days a week.

UCR employees have the ability to "opt out" of this service, if desired. A tool exists within UCR's portal environments for employees to indicate that their employment/income information should not be shared outside of UCR (see screen-shot below). Employees who have opted out are programmatically filtered out via SQL and are thereby excluded from files generated for and transmitted to The Work Number® system.

In early 2015, UCR was contacted by the UCPath Project Management Office and the UCPath Center to discuss the possibility of leveraging UCR's infrastructure to benefit additional UC locations. UCR provided all code and shared the logic and instructions for querying necessary employee/job information in order to generate files for transmission to The Work Number®. As of this writing, two additional locations are using this technology (UCLA and UCSC), and there are plans to deploy to the entire UC system eventually.

The Process: Technology and Implementation

UC Riverside maintains a local Human Resources Data Warehouse (HRDW), which is an Oracle 11g database updated nightly via a feed of the Payroll Personnel System (PPS) database. The HRDW satisfies many campus needs, from transaction processing (e.g. time and attendance reporting, enterprise directory, employee profile system) to reporting and ad-hoc query capabilities. Moreover, the HRDW facilitates transmission of the necessary information to enable employment and income verifications via The Work Number®.

UCR analyzed the data elements required by The Work Number® and then "mapped" them to the local HR data warehouse. Query logic was then written in SQL and a PL/SQL stored procedure was developed to retrieve the necessary information and generate files in the format and record definition required by The Work Number®. A similar procedure was developed for generating the year-end file which provides year to date income information for all employees.

Technology Summary

- Oracle 11g database server

- PL/SQL stored procedures for ETL

- Secure file transmission to the cloud vendor (SFTP)

Testimonials

"Prior to the implementation of the 'The Work Number' (aka TALX) at University of California, Riverside (UCR), the central Payroll office performed employment and/or income verifications manually. As employees apply for a car loan, mortgage, apartment lease, public assistance or change jobs, they need proof of employment or income. In May 2011, we performed 171 verifications manually; 120 were phone verifications, while 51 were written verifications. The Work Number automated income and employment validations saves time while protecting us from growing liability under the Fair Credit Reporting Act and identity theft issues. It is used by over 78% of the Fortune 500 as well as 95% of both the Federal and State governments.

--- Gabe Nwandu, Payroll Director
University of California, Riverside

Wanted to forward this information to you. This is related to the good news that we received last week that it is planned that a UCOP team led by Stacey Johnson will be developing the PPS→EWS VOE interface for all locations!! Thanks again for all the help you have provided with VOE. We appreciate it.

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--- W Craig Stowell (Contractor), PMP, Process Project Manager
UCPath Center

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Timeline

July 2011	Project Initiation
October 2011	Completion of Specifications
December 2011	Completion of Programming and Testing
April 2012	Pilot Deployment for UC Riverside
May 2012	Announcements and General Campus Communications
June 2012	Production Deployment for UC Riverside
March 2015	Collaboration with UCPC/UCOP to Deploy to Additional UC Locations

On the Web

UCR Support site: http://accounting.ucr.edu/payroll/theworknumber.html

The Work Number® production site: http://www.theworknumber.com/

Equifax's TWN: http://www.talx.com/Solutions/Compliance/Verifications

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