



<b>WS 24-04</b>
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To: All Service Providers

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SUBJECT: Requests for Wage Records or Unemployment Insurance (UI) Benefits Data

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## Purpose

To provide updated information and guidance on procedures for fulfilling individual wage record or UI benefits data requests and submitting wage change requests.

## Revisions

WS 15-14 Revised released December 21, 2015

## Background

Workforce Solutions offices sometimes receive requests from customers and others for wage or unemployment insurance benefits data. Individuals or entities requesting information may include the customer, employers, the media, private sector entities such as banks and schools, law enforcement, and other government agencies.

Additionally, staff may receive requests from individuals to complete or sign various documents regarding student loan deferments, insurance for a period of unemployment, or inquiries from a creditor.

In certain cases, staff may receive requests from the Texas Workforce Commission (TWC) to verify the identity of a customer who has recently applied for unemployment insurance.

## Policy

1. Workforce Solutions staff must verify the identity of any individual requesting a copy of their wage record information by following the procedures in [Assisting Individuals with](#)

## Wage Record and UI Benefits Data Requests.

2. Service provider management must ensure that Workforce Solutions career staff who are responsible for handling wage records requests are provided training and access to the Wage Records Information Report (WRIR) screen in the TWC mainframe system through the Resource Access Control Facility (RACF) administrator.

Workforce Solutions career staff must be aware that when reporting employee wages, an employer may inadvertently transpose two digits in a social security number (SSN) or make some other error that results in another employee's wages being reported under the requesting individual's SSN. In this case, staff must **not** provide wage records that include wages belonging to another individual. Wage information reported under another name is considered personally identifiable information and cannot be released, even if the wages are incorrectly reported under the wrong SSN.

3. Service provider management must ensure Workforce Solutions career staff notifies TWC's Tax Department when an anomaly is found in a wage record. The individual requesting a copy of their wage record will not be able to get a copy of the wage record until it is corrected. To request the correction of an anomaly in a wage record, staff must send an encrypted email to [TaxWageRecordCorrection@twc.texas.gov](mailto:TaxWageRecordCorrection@twc.texas.gov). See the procedures detailed in [Assisting Individuals with Wage Record and UI Benefits Data Requests](#).
4. Workforce Solutions career staff must be aware that the Tax Department will require a police report involving identity theft if a request is made to alter wages that match the requestor's name.
5. Workforce Solutions career staff must instruct the individual to return after seven days to get an updated record. At that time, staff must follow the same identity verification protocol as outlined in [Assisting Individuals with Wage Record and UI Benefits Data Requests](#), before releasing a copy of the wage record to the individual.
6. Workforce Solutions career staff must expedite an individual's wage record request if the individual's needs are urgent (for example, to prevent eviction or qualify for public assistance medical treatment). Staff must indicate the urgency of the wage record correction in the encrypted email and the *Additional Information* section of the [TWC Wage Change Request Form](#) so that TWC Tax Department staff will return the notification to Workforce Solutions career staff as soon as the correction is made.
7. The individual must be notified as soon as the correction is made and be provided a copy of the corrected wage record. Workforce Solutions staff must be aware that TWC Tax department staff will remove the identified wages by changing the SSN for the incorrect wages to a "pseudo-SSN" based on the account number.
8. Workforce Solutions career staff must be aware that "zero wage" entries will not be removed from the wage record. A zero-wage listing indicates that wages have previously

been removed from the requested SSN most commonly due to an employer clerical error. Zero-wage entries provide the TWC Tax Department with a historical record of changes to wage data.

## Action

1. Service provider management must ensure staff are aware of the procedures for assisting individuals with wage record or UI benefits data requests.
2. Service provider management must ensure staff responsible for handling wage requests are aware of and understand how to utilize the attachments in this issuance.
3. Service provider management must ensure that they train and equip staff responsible for handling wage record requests receive training and access to the Wage Records Information Report screen in the TWC mainframe system through the Resource Access Control Facility (RACF) administrator. Staff can also reference the WRIR Instructions guide (Attachment 3).
4. Service provider senior management are responsible for actively monitoring and ensuring staff adhere to the procedures outlined in this issuance.

## References

1. [WD 13-18, Change 1](#)
2. [Rapid Reemployment: Back to Work Standards and Guidelines](#)

## Attachment

1. [TWC Wage Change Request Form](#)
2. [Sample email message](#) to Texas Workforce Commission requesting corrections to a wage record
3. [Wage Records Information Report Access Instructions](#)

## Questions

Staff should first ask questions of their managers and supervisors. Direct questions to Board staff through [workforcepolicy@wrksolutions.net](mailto:workforcepolicy@wrksolutions.net).