Good Morning,

Effective January 16, 2023, the C9 verification code that was created to allow for the use of best available
information in lieu of verification during the COVID-19 public health emergency will be removed from Cares
Worker Web (CWW). Please see OMs 20-07 and 21-21 for more information on the C9 code.

CWW will display the message below when a page in a driver flow includes the C9 code or when a worker
makes an update to a page that includes the C9 code.

When replacing the C9 code, workers should follow current verification policy as outlined in section 4.1 of
the W-2 policy manual and request verification for any items currently verified using the C9 code.

NOTE:

For FEPs, the Social Security Application Date verification field on the permanent Demographics page
cannot be changed once it is saved. The C9 code does not have to be removed and replaced since SSN
application date is a one time verification.

Please contact your regional administrator or coordinator with any questions, and the BWF Help Desk with
any CWW issues.

Thank you,
BWF Work Programs Help Desk
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families