



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #07-45-EMP

TALX/THE WORK NUMBER SERVICE

Date: December 6, 2007	Subtopic(s): Employment
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AUDIENCE The instructions in this policy directive are for all Job Center and Non-Cash Assistance (NCA) Food Stamp (FS) Center staff. They are informational for all other staff.

POLICY As a condition of initial and continuing eligibility for Cash Assistance (CA), and Food Stamp (FS) benefits, JOS/Workers must verify factors that affect the eligibility including employment income from any source.

BACKGROUND

All staff responsible for making CA/FS eligibility determinations must use TALX/The Work Number Service.

A new employment verification process, TALX/The Work Number Service, is now available and must be used by JOS/Workers in determining eligibility of CA/FS benefits for all applicants and participants. The verification process is a service of TALX Corporation, which provides electronic payroll services. TALX/The Work Number Service provides detailed, up-to-date employment and income verification from companies that register with TALX Corporation. It also provides other important eligibility information including employee address and medical insurance data.

As a result, the information obtained potentially leads to increases in the accuracy of CA/FS benefits issued and the participation rate of employable participants.

Note: TALX/The Worker Number Service will be referred to as TALX throughout this procedure.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

The employment and income information obtained from TALX is considered “verified upon receipt” for CA and FS purposes. TALX does not replace any of the existing employment or income verification requirements. Since all employers are not registered with TALX, all current employment and income verification tools remain in effect.

When there is a match for an applicant/participant in TALX, some or all of the following information is displayed:

- Employer (name, headquarter’s address, federal employer identification number, and division)
- Employee (name, Social Security number [SSN], address, phone number, and date of birth)
- Employment status (most recent start date, original hire date, reason for termination, total time with employer, job title, union affiliation, and work location)
- Medical/dental/vision insurance
- Worker’s Compensation
- Income and deductions (average hours per pay period, rate of pay, pay cycle, gross pay, payroll deduction for all insurance coverage)
- Pay period detail
- Historical pay period summary (pay period end date, pay date, hours worked, gross earnings, net).

REQUIRED ACTION

Following are the detailed responsibilities of each individual involved in TALX registration and utilization processes.

TALX Liaison Responsibilities

Each Family Independence Administration (FIA) region has a TALX liaison. The TALX liaison will register staff with TALX to allow them access to employment and income verification. See the TALX/The Work Number Service form (**W-500PP**) for detailed instructions on how to process requests for access to TALX.

Once the request is approved, staff members authorized to access TALX will receive a:

- State Member ID
- Authorized User ID

All staff members requesting access to TALX must have a fax number.

The process for obtaining employment and income verification using TALX differs for application cases and recertification cases. Each process is described on the following pages.

Application Cases

Staff Responsibilities In order to use TALX during initial application interviews, authorized staff must follow the instructions provided on the Obtaining Verifications From the TALX/Work Number Service (**Attachment A**).

This process is also used for Job Center engagement call-ins

Note: Six month reporters for FS are not required to report changes between certifications.

After obtaining information from TALX, staff must:

Job Center Staff only

- Enter a case note indicating the results of the TALX inquiry. If there is no hit, the standard methods of verifying employment must be applied (e.g., RFI, Letter to the Employer etc.)
- Enter medical insurance information in the EMEDNY system if there is a hit on medical insurance. Staff must consult the User Guide for Third Party Health Insurance IN EMEDNY manual to ensure that the third-party medical insurance information is entered correctly. (Refer to [EmedNY manual](#) for quick access.)
- Calculate and save a new budget based on the current employment income. If the household is financially eligible for assistance, Job Center staff must complete an **Information Only FIA-3A** in NYCWAY (**FIA-3A** is for Job Center staff only).
- Complete the application interview and take the appropriate action.
- Record inquiry results on the TALX/The Work Number eXpress Services Data Sheet (**W-500QQ**) for each individual on the case where a TALX inquiry was done.
- Scan and index **W-500QQ** into the case record.
- Submit the completed case to a Group/Unit Supervisor for approval.

Recertification Cases

For recertification cases, access TALX/The Work Number Service when a hit is identified.

Staff will receive the Recerts – TALX/Work Number Hits spreadsheet monthly for all recertification cases scheduled for the following month. The spreadsheet contains a list of cases and individuals where a TALX query was done. Staff must refer to the spreadsheet at the beginning of the interview and access TALX to print the verifications for recertification cases where a hit is identified. This information can also be obtained by selecting TALX RETURN FILE – PA RECERT from the Tools menu in POS.

Note: If the spreadsheet does not show a TALX hit for the recertification case, staff should not access TALX.

Additional requirement for accessing TALX/The Work Number Service

However, staff must access TALX to obtain employment and income verifications for recertification cases when the monthly spreadsheet is not provided.

After obtaining information from TALX for cases identified as a hit, staff must:

- Enter a case note indicating the results of the TALX inquiry.
- Enter medical insurance information in the EMEDNY system if there is a hit on medical insurance. Staff must consult the User Guide for Third Party Health Insurance in EMEDNY manual to ensure that the third-party medical insurance information is entered correctly (Job Center Staff only)
- Review WMS to determine if the income was previously reported.
- If there is a hit and the employment income is not currently budgeted, Job Center staff must initiate an **Information Only FIA3A**. Job Center and NCA FS staff must also calculate and save a new budget based on the verified income and process with CED to conclude the recertification.

Note: Complete an **Information Only FIA-3A** in NYCWAY if the income is already known to WMS and there is no **FIA-3A** on file.

Refer to [PD #07-11-ELI](#) for details on processing FS claims.

- Compare the pay periods with the benefits issued to determine if an overpayment exists. In instances where an overpayment occurred, initiate a recoupment per current procedure.
- Complete the recertification interview activity and take appropriate action.
- Record actions taken on the Recerts – TALX/Work Number Hits spreadsheet.
- Submit the completed case to a Group/Unit Supervisor for approval.

E31 is valid for Family Assistance (FA) and Safety Net Federal Participating (SNFP) case types only.

Note: If a participant fails to recertify and there is a TALX hit, calculate and save a new budget. If the H/H is financially ineligible the case should be closed using code **E30** (Excess Earned Income [No TMA]) or **E31** (Increased Employment Earnings [TMA Eligible]). If the H/H is financially eligible but fails to recertify, close the case with code **G10** (Failure to Recertify on [Date]) per current procedure. NCA FS cases that fail to recertify and have a TALX hit should also be closed with code **E30** (Excess Earned Income [no TMA]) if the employment income makes the household ineligible. Otherwise, close the NCA FS case with closing code **Y10** (Failure to Recertify).

Resolving Discrepancies

Refer to [CD #96-108](#) and the WMS [Authorization of Grants manual](#) for details on resolving RFI.

Resolution of Discrepant Information

Where discrepancies exist between information in WMS and that provided by TALX, prior to submitting the case to a Group/Unit Supervisor for approval, staff must:

- Review and resolve the discrepant information;
- Make a detailed case entry explaining what documentation was used to resolve the discrepancy.
- Continue to obtain and resolve RFI clearances as appropriate. For example, employment periods must be carefully reviewed to determine whether the RFI or WMS data is more current and accurate.

If the applicant/participant disputes the TALX information, s/he must provide proof that the employment or income information is incorrect.

Refer to [PD #07-03-OPE](#) for information on fraud Referrals to BFI.

Where fraud is suspected, staff must discuss the case with a Supervisor to determine if a referral to the Bureau of Fraud Investigation (BFI) is required.

Group/Unit Supervisor Responsibilities

Upon receiving a completed application or recertification case, the Group/Unit Supervisor must:

- Review the case to ensure accurate processing of the required action(s).
- Review for accuracy and completeness **W-500QQ** and, for recertification cases, the annotated Recerts – TALX/Work Number Hits spreadsheet received from the Office of Support Services, including action(s) taken and effective date/cycle.
- Ensure that a copy of **W-500QQ** is scanned and indexed into the appropriate case.
- Each month, submit the completed **W-500QQ** and the annotated Recerts – TALX/Work Number Hits spreadsheet to the Job Center/NCA FS Center designee.

Job Center/NCA FS Center Designee Responsibilities

The Job Center/NCA FS Center designee will:

- review **W-500QQ** and the annotated Recerts – TALX/Work Number Hits spreadsheets and forward them to the appropriate regional office.

Region's Responsibilities

The designee from each region will:

Reporting

- review **W-500QQ** and the annotated Recerts – TALX/Work Number Hits spreadsheets received from the location heads and forward them to:

Assistant to the Executive Director
Office of Support Services
180 Water St., 19th Floor – Cubicle 19W094
New York, NY 10038

- forward the **W-500QQ** and the annotated Recerts – TALX/Work Number Hits spreadsheets as follows:
 - **W-500QQ** no later than the second Monday of each month for all completed application cases.
 - Annotated Recerts – TALX/Work Number Hits spreadsheets no later than the fifth day of the month for all completed recertification cases from the previous month.

The Regional Designee will also contact the Job Center/NCA FS Center Designee, as needed, to ensure that staff in the Job Centers and NCA FS Centers are using TALX.

Office of Support Services Responsibilities

In determining the cost-effectiveness of TALX, the Office of Support Services will:

- review and compare the annotated data sheets and spreadsheets to the New York City Work Number Usage report received from New York State Office of Temporary and Disability Assistance (OTDA)
- on a quarterly basis, forward the results to the designee(s) from each region for follow-up, as necessary

PROGRAM IMPLICATIONS

Model Center Implications

Applicants/participants reporting to a Job Center with verification of employment or proof disputing employment information obtained from TALX must report to the Front Door Receptionist to receive the appropriate ticket (e.g., CA Application/Addition, Customer Service and Information Center [CSIC] General) and be routed to the correct service area.

Paperless Office System (POS) Implications

There are no POS implications.

Food Stamp
Implications

An applicant/participant’s FS benefits may decrease when the household’s income is budgeted. In instances where the CA case is closed for excess income or increased employment a separate Food Stamp determination must be done.

For households subject to six-month reporting rules, staff must immediately take required actions on matches which are deemed verified upon receipt.

Medicaid
Implications

When TALX/The Work Number Service indicates that the employer provides health insurance coverage, Job Center staff must follow instructions provided in [PD #05-27-ELI](#) regarding third-party health insurance coverage. If Medical Insurance is provided by the employer, the information must be entered in the EmedNY system.

**LIMITED ENGLISH
SPEAKING
ABILITY (LESA)
AND HEARING-
IMPAIRED
IMPLICATIONS**

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #06-12-OPE](#) and [PD #06-13-OPE](#).

**FAIR HEARING
IMPLICATIONS**

Avoidance/
Resolution at Job
Centers

Applicants/participants are entitled to request a Fair Hearing if they believe that their case was inappropriately rebudgeted. Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Avoidance/
Resolution at NCA
FS Centers

To avoid inappropriate adverse actions, process all changes of address and address corrections immediately. Ensure that the address is complete, including any “in care of” designation and the apartment number. Prior to initiating a case closing for inability to locate, review the case record documentation and WMS to ensure that all information corresponds.

Conferences at Job Centers

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action. In addition, if the adverse case action still shows on the "Pending" (**08**) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form ([LDSS-3722](#)), change the **02** to an **01** if the case has been granted aid continuing (ATC), or prepare and submit a CA Recoupment Data Entry Form ([LDSS-3573](#)) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report ([M-186a](#)).

If the participant fails to show good cause for the infraction or if it is determined that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why s/he cannot settle the issue(s) in conference (SIC). The AJOS/Supervisor I must complete an **M-186a**.

Should the applicant/participant elect to continue his/her appeal by requesting a Fair Hearing or proceeding to a hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Conferences in an
NCA FS Center

If an applicant/participant comes to the FS Center and requests a conference, the Receptionist must alert the Site Manager's designee that the applicant/participant is to be seen. If the applicant/participant contacts the Eligibility Specialist directly, advise the applicant/participant to call the Site Manager's designee. In Model Offices, the Receptionist at Main Reception will issue a FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA Reception area and does not need to verbally alert the Site Manager. The NCA Receptionist will alert the Site Manager once the applicant/participant is called to the NCA Reception desk.

The Center Manager's designee will listen to and evaluate the applicant/participant's complaint regarding the adverse action. The applicant/participant must provide current verification of address to resolve the issue. After reviewing the documentation, case record and discussing the issue with the Group Supervisor/Eligibility Specialist, the Site Manager's designee will make a decision. The Center Manager's designee will decide to resolve or defend the case based on all factors and on whether the adverse action was correct.

The Center Manager's designee is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets

All Evidence Packets must contain a detailed history (e.g., copies of POS "Case Comments" and/or NYCWAY "Case Notes" screens, History Sheet [\[W-25\]](#)), copies of relevant WMS screen printouts, the detailed TALX employment verification printouts (or manual employment verification information), 06-ADM-13, notices sent and other documentation relevant to the action taken.

REFERENCES

[06-ADM-13](#)
[Temporary Assistance Source Book](#) – Ch. 5, § D & Ch. 6, § C
[WMS Authorization of Grants manual](#)

RELATED ITEMS

[CD #96-108](#)
[PD #05-27-ELI](#)
[PD #07-03-OPE](#)
[PD #07-11-ELI](#)
[PD #07-39-OPE](#)
[TM # 05 - 11](#)

ATTACHMENTS

Attachment A

W-500PP
W-500QQ

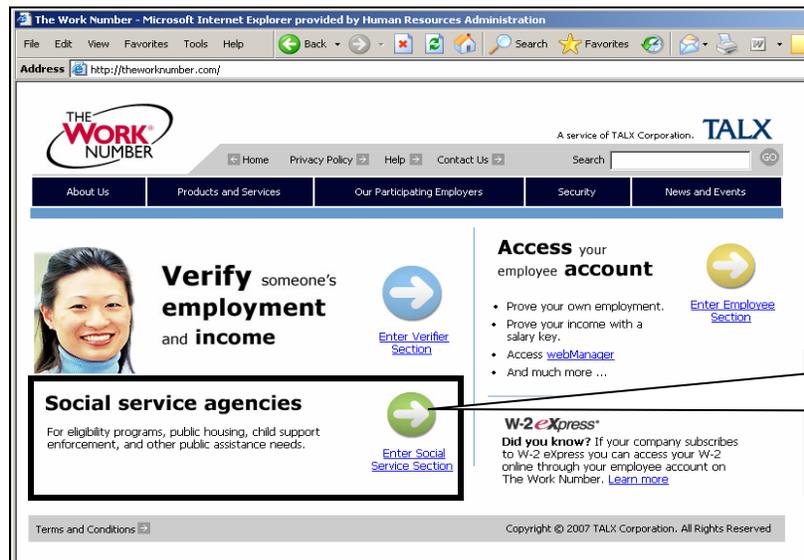
Obtaining Verification from the TALX/The Work
Number Service
The Work Number Contact Information Form
TALX/The Work Number eXpress Services Data
Sheet

OBTAINING VERIFICATIONS FROM THE TALX/THE WORK NUMBER SERVICE

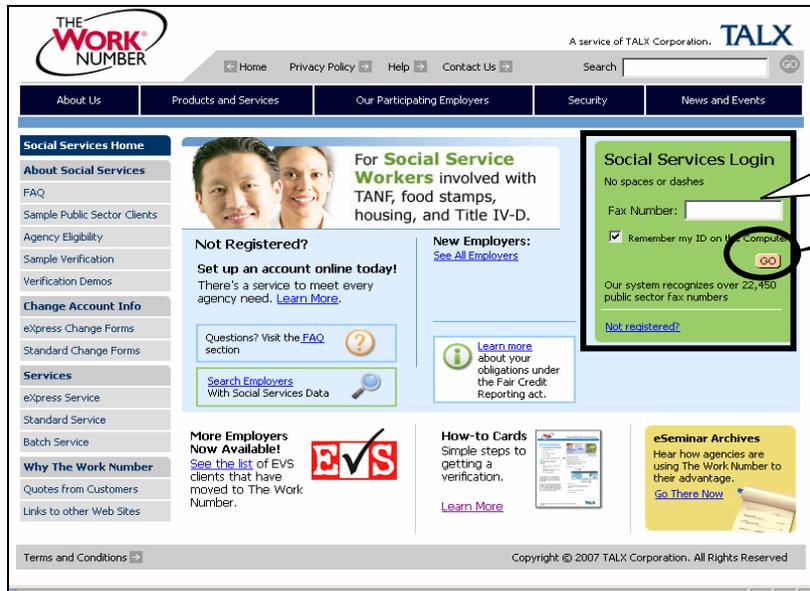
- Double-click the Internet Explorer icon  on the desktop to access the HRA home page
- In the Address bar, type (with no spaces): theworknumber.com



- Go to **Social service agencies** on the bottom-left of The Work Number home page and click the green arrow
 - As an alternative, click the "Enter Social Service Section" link to log on to the Social Service section



- Enter the appropriate fax number in the **Social Services Login** section and click the **Go** button (see screenshot on the following page)



Note: The “Remember my ID on the Computer” checkbox below the **Fax Number** field will automatically be checked. When entered, the fax number will be saved on the computer after the **Go** button is clicked. Removing the checkmark by clicking inside the field will require entry of the fax number at each login.

- When the **Security Alert** pop-up window appears, click the **OK** button to proceed



- Next, enter the **State Member ID**, **Authorized User Number**, and click the **Continue** button

Note: The “Remember Me” checkbox below the **Authorized User Number** field will automatically be checked. When entered, the **State Member ID** only will be saved on the computer after the **Continue** button is clicked. Removing the checkmark by clicking inside the field will require entry of the **State Member ID** at each login.

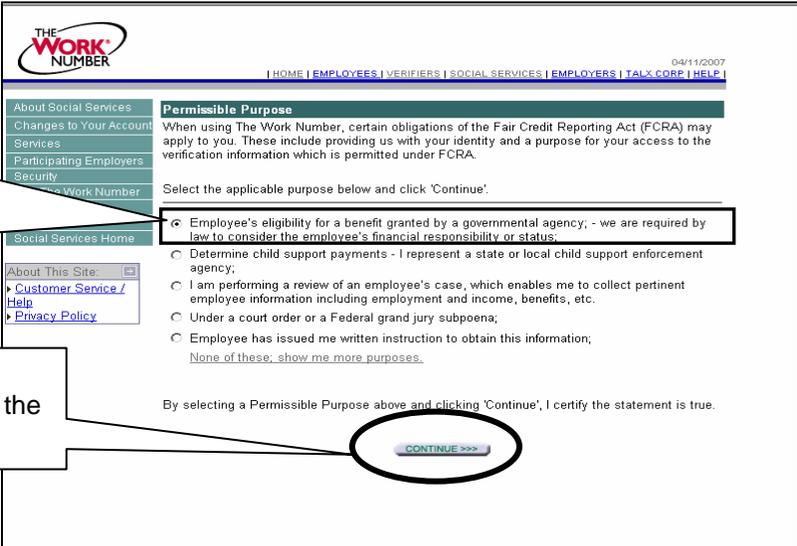


Attachment A (Page 3)

- Click inside the radio button beside the applicable purpose for accessing the verification information. JOS/Workers must:
 - select “Employee’s eligibility for a benefit granted by a governmental agency; - we are required by law to consider the employee’s financial responsibility or status”
 - click the **Continue** button

Select the applicable purpose for accessing the verification information.

Click the **Continue** button after selecting the applicable purpose.



THE WORK NUMBER

04/11/2007

HOME | EMPLOYEES | VERIFIERS | SOCIAL SERVICES | EMPLOYERS | TALX CORP | HELP

About Social Services
Changes to Your Account
Services
Participating Employers
Security
Why The Work Number

Permissible Purpose

When using The Work Number, certain obligations of the Fair Credit Reporting Act (FCRA) may apply to you. These include providing us with your identity and a purpose for your access to the verification information which is permitted under FCRA.

Select the applicable purpose below and click 'Continue'.

Employee's eligibility for a benefit granted by a governmental agency; - we are required by law to consider the employee's financial responsibility or status.

Determine child support payments - I represent a state or local child support enforcement agency;

I am performing a review of an employee's case, which enables me to collect pertinent employee information including employment and income, benefits, etc.

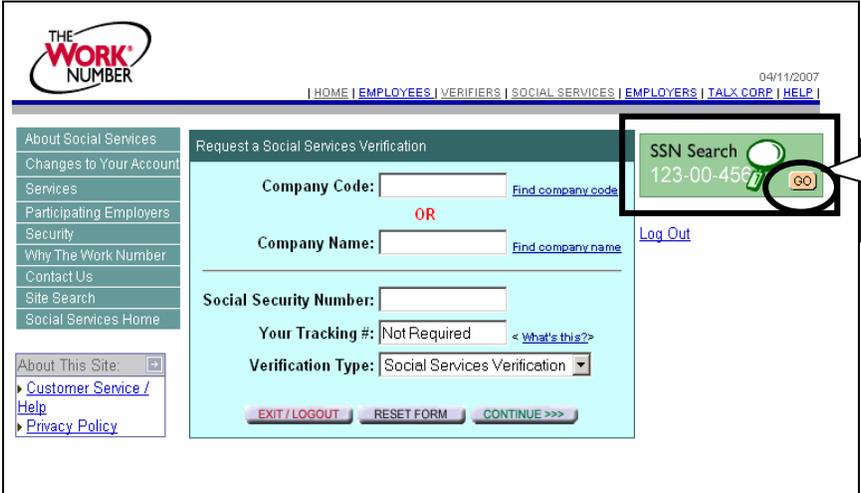
Under a court order or a Federal grand jury subpoena;

Employee has issued me written instruction to obtain this information;
[None of these; show me more purposes.](#)

By selecting a Permissible Purpose above and clicking 'Continue', I certify the statement is true.

CONTINUE >>>

- Go to the **SSN Search** area of the window and click the **Go** button



THE WORK NUMBER

04/11/2007

HOME | EMPLOYEES | VERIFIERS | SOCIAL SERVICES | EMPLOYERS | TALX CORP | HELP

About Social Services
Changes to Your Account
Services
Participating Employers
Security
Why The Work Number
Contact Us
Site Search
Social Services Home

About This Site:
Customer Service / Help
Privacy Policy

Request a Social Services Verification

Company Code: [Find company code](#)

OR

Company Name: [Find company name](#) [Log Out](#)

Social Security Number:

Your Tracking #: [What's this?>](#)

Verification Type:

EXIT / LOGOUT RESET FORM CONTINUE >>>

SSN Search
123-00-4567
GO

Click the Go button.

- Enter the applicant/participant’s SSN without hyphens or spaces and click the **Continue** button. The **Search by Social Security Number** screen will appear

Note: If hyphens or spaces are entered with the SSN, the system displays the message, “Invalid Format of Social Security Number, right format should be 123456789” (see screen shot below).



- If the SSN is not found, the system displays the message, “The Work Number was unable to find that Social Security Number: XXX-XX-1234.” (This is an example. The last four digits will be those of the number you entered).

Note: When no information is found it means that The Work Number Service does not have employment information for the SSN entered. In these instances, use other resources, such as RFI, to continue the income verification process.

- When the SSN entered is found, the system displays available employment record(s) for the individual including the following data:
 - Last four digits of the SSN
 - Company code
 - Company name
 - Employment status
- Click the **Go** button under the Get Verification column to retrieve the employment verification for each applicable record



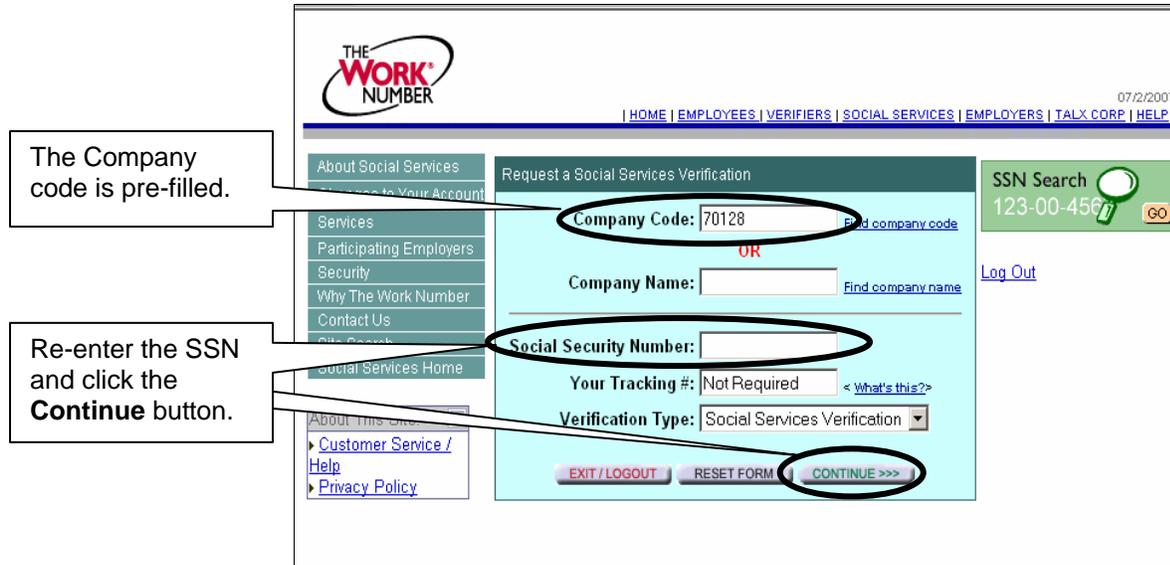
We Found These Records for Social Security Number: XXX-XX-3289

The following information was provided by the employer to The Work Number® to act as their official agent for issuing employment verifications. Information not provided by the employer is blank.

Click the go button to order a Social Services Verification for any record listed.

Social Security Number	Company Code	Company Name	Employment Status	Get Verification
XXX-XX-3289	70128	Central Parking Corporation	Active	GO

- The **Request a Social Services Verification** window reappears with the **Company Code** pre-filled. Re-enter the applicant/participant's SSN in the **Social Security Number** field and click the **Continue** button



- When the **Social Service Verification** screen is displayed (see page 6), click **Print This Verification** on the top-right corner of the window
- Scan and index the document to the applicant/participant's case record
- To obtain another verification:
 - click the **Get another verification** link to return to the **SSN Search** area
 - click the **Go** button
 - repeat the remaining steps starting on page 3

Note: JOS/Workers must be sure to print verification data as needed and scan and index the verification to the appropriate applicant/participant's case record in the event that the printed verification is misplaced.

- To exit, click **Exit/Logout**

INSTRUCTIONS FOR COMPLETING THE WORK NUMBER CONTACT INFORMATION FORM

When the TALX liaison receives a request for access to TALX/The Work Number Service from a Job Center, Non-Cash Assistance (NCA) Food Stamp (FS) Center or Program Area, she/he will:

- ensure the following information is recorded on The Work Number Contact Information Form (see reverse):
 - current date
 - name of the Job Center, NCA FS Center or Program Area
 - contact person's name and telephone number
 - JOS/Workers' names (last and first)
 - JOS/Workers' fax number
 - JOS/Workers' e-mail address
- e-mail the completed form to Gloria Clyburn, Assistant to the Executive Director, Office of Support Services
- once approved, receive a modified The Work Number Contact Information Form from the Office of Support Services listing the following for each authorized user:
 - State Member ID (**42001101** [the same for all HRA users])
 - Authorized User ID
 - Fax number
 - E-mail address
 - State User ID Number

Note: Staff is only required to enter the State Member ID, Authorized User ID and fax number to login to TALX/The Work Number Service.

- provide each JOS/Worker with the required user IDs
- inform the Office of Support Services when a staff member:
 - is no longer employed with the Agency
 - is new to the Job Center or NCA FS Center
 - has transferred to a different Job Center or NCA FS Center



TALX/The Work Number eXpress Services Data Sheet

Center/Office/Program:		Data Sheet Preparation Date:	
JOS/Worker's Name:		Case Name:	
JOS/Worker's Telephone Number:		Case Number:	Case Type:
Case Status (check <input checked="" type="checkbox"/> one): Application (AP) <input type="checkbox"/> Active (AC) <input type="checkbox"/> Closed <input type="checkbox"/>		Household Size:	CA Suffix: FS Suffix:

1 Name (Last name, First name, Middle initial)	2 Social Security Number	3 Relationship to Casehead	4 TALX/The Work Number Inquiry Results		5 RFI	6 FIA-3a	7 Recoupment Amount (Only enter if initiating a recoupment)		8 Case Action Initiated (Action = Reject [RJ], Close [CL] or No Action [NA])			
			Hit (H) or No Hit (NH)	Medical Insurance Coverage (Enter Provider name or N/A [not available])			Enrolled?	CA	FS	Action	Last CA Grant	Amount of CA Budget Change
SAMPLE												

Comments: _____

Instructions for Completing the TALX/The Work Number eXpress Services Data Sheet

To determine the cost-effectiveness of utilizing TALX/The Work Number Service, data pertaining to case actions (e.g., closing, budget reduction and recoupment) initiated as a result of current income verifications obtained from The Work Number Service will be recorded. A data sheet should be completed for each case where TALX/The Work Number Service is used to obtain income verification. (**Note:** Do not record the inquiry results for recertification cases on the Data Sheet. For those cases, use the spreadsheet received from the Office of Support Services.)

For each case enter the following information:

- **Center/Office/Program:** Enter the Job Center, NCA FS Center, or Program designation
- **JOS/Worker's Name/Telephone Number:** Enter the name and telephone number of the Worker completing the Data Sheet
- **Case Status:** Check the appropriate status (e.g., application, active, or closed)
- **Data Sheet Preparation Date:** Enter the current date
- **Case Name:** Enter the name of the case (as it appears in WMS)
- **Case Number:** Enter the complete case number
- **Case Type:** Indicate as FA (Family Assistance), SNCA (Safety Net Cash Assistance), SNNC (Safety Net Non-Cash), SNFP (Safety Net Federally Participating), NCA FS (Non-Cash Assistance Food Stamps)
- **Household Size:** Enter the number of applying household members for the CA and FS suffixes

SAMPLE

Section 1: Name – Enter the last name, first name and middle initial of each applying individual 18 years of age and older.

Section 2: Social Security Number – Enter the individual's complete Social Security Number.

Section 3: Relationship to Casehead – Enter each individual's relationship to the casehead (e.g., self, mother, etc.).

Section 4: TALX/The Work Number Service Inquiry Results

- **Hit/No Hit** – Enter "H" (Hit) to indicate whether a match was found or "NH" (No Hit) if a match was not found:
 - **Hit**
 - (a) Employer and income verification returned by TALX/The Work Number Service is not known to the Agency
 - (b) Employer and income verification returned by TALX/The Work Number Service is known to the agency, but the income currently on the budget is incorrect.
 - **No Hit**
 - (a) TALX/The Work Number Service was unable to find a Social Security Number match
 - (b) Income verification returned by TALX/The Work Number Service was prior to case opening
 - (c) Employer and income verification returned by TALX/The Work Number Service is known to the Agency and currently on the budget.

• **Medical Insurance Coverage** – For each individual:

- **Enter Provider Name or N/A** – Indicate the name of the medical insurance provider or "N/A" (not available) if no medical insurance coverage data is available.
- **Enrolled?** – If medical coverage displayed, enter "Y" (Yes) to indicate if the individual is enrolled with the medical provider or "N" (No) if not enrolled.

Section 5: RFI – Enter "Y" (Yes) if data is available on the Resource File Integration subsystem for the individual or "N" (No) if no RFI data is available.

Section 6: FIA-3a – Enter "Y" (Yes) if an FIA-3a was completed for the individual or "N" (No) if no FIA-3a was completed.

Section 7: Recoupment Amount – Fill in the amount of the CA and/or FS recoupment **only** if the JOS/Worker is initiating a recoupment.

Section 8: Case Action Initiated – Indicate the case action to be taken by the JOS/Worker.

- **Action** – Enter "RJ" if the case will be rejected, "CL" if closed or "NA" if no action taken.
- **Last CA Grant/FS Benefit** – Enter the amount of the semi-monthly CA grant and monthly FS benefit at the time of the rejection or closing in the appropriate columns.
- **Amount of CA/FS Budget Change** – Enter the amount of the CA grant and/or FS benefit reductions in the appropriate columns.

Comments – Record additional details relevant to the employment and/or income verification for the application case.