



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #11-11-EMP

(This Policy Directive Replaces PD #10-40-EMP)

TALX/THE WORK NUMBER SERVICE

Date: April 12, 2011	Subtopic: Employment
AUDIENCE	The instructions in this policy directive are for all Job Center and Non Cash Assistance Food Stamp (NCA FS) Center staff and are informational for all other staff.
REVISIONS TO THE PRIOR DIRECTIVE	<p>This policy directive is being revised to:</p> <ul style="list-style-type: none"> • indicate that for every TALX inquiry, the Job Center and NCA FS staff must list each case on the TALX/The Work Number Express Services Data Sheet (W-500QQ). • indicate that NCA FS staff must calculate and save a new budget when there is a TALX hit on a NCA FS case. • inform staff that the information for CA and NCA recerts can be obtained by selecting TALX file from the Tools menu in POS. • update the Food Stamps (FS) Implications section to include a reference to the Transitional Benefits Alternative (TBA). • update the Medicaid Implications section to define what happens when a Cash Assistance (CA) case is closed. • inform staff that TALX/The Work Number Service has implemented a new login process that involves two new login screens, and update Attachment A to show the new login screens in addition to the new “permissible purpose” screen for TALX/The Work Number Service users.
POLICY	As a condition of initial and continuing eligibility for CA, and FS benefits, JOS/Workers must verify factors that affect eligibility for applicants/participants, including employment income from any source.

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 Fax* or fax to: (917) 639-0298

BACKGROUND

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

TALX/The Work Number Service is an employment verification process that must be used by JOS/Workers when determining eligibility for CA/FS benefits for all applicants/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 the TALX Corporation. It also provides other important eligibility information including the employee's 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 Work Number Service will be referred to as TALX throughout this procedure.

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 not all employers are registered with TALX, all current employment and income verification tools remain in effect and must be used to confirm employment if it cannot be verified through TALX.

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, telephone 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 earnings)

Since October 18, 2010, users are unable to access TALX using the fax number

Staff that were registered with TALX/The Work Number Service prior to October 2, 2010, should have received an email notifying them of their new usernames and passwords, which are necessary to access TALX after October 18th, 2010.

Any individual who was registered with TALX prior to October 2, 2010, and has not received his/her username and password must inform his/her designated TALX liaison.

TALX Liaison Responsibilities

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

Once the request is approved, staff members authorized to access TALX receive a unique username and password via email from verifierID@theworknumber.com.

Application

A TALX query must be done for every application case. The Obtaining Verifications from TALX/The Work Number Service (**Attachment A**) has been revised to provide information and instructions on the new TALX login process.

Recertification

Staff will receive the Recerts – TALX/Work Number Hits spreadsheet distributed monthly by the Office of Support Services for all recertification cases scheduled for the following month. The spreadsheet contains a list of cases and individuals in which a TALX query was done.

Revised

Every case for which a TALX inquiry was conducted by the Job Center or the NCA FS Center must be listed on the TALX/The Work Number Express Services Data Sheet (**W-500QQ**). Form **W-500QQ** captures the results of the inquiry and the action taken on every case for which there was a hit.

REQUIRED ACTION

The following are detailed responsibilities of each individual involved in TALX utilization processes.

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.

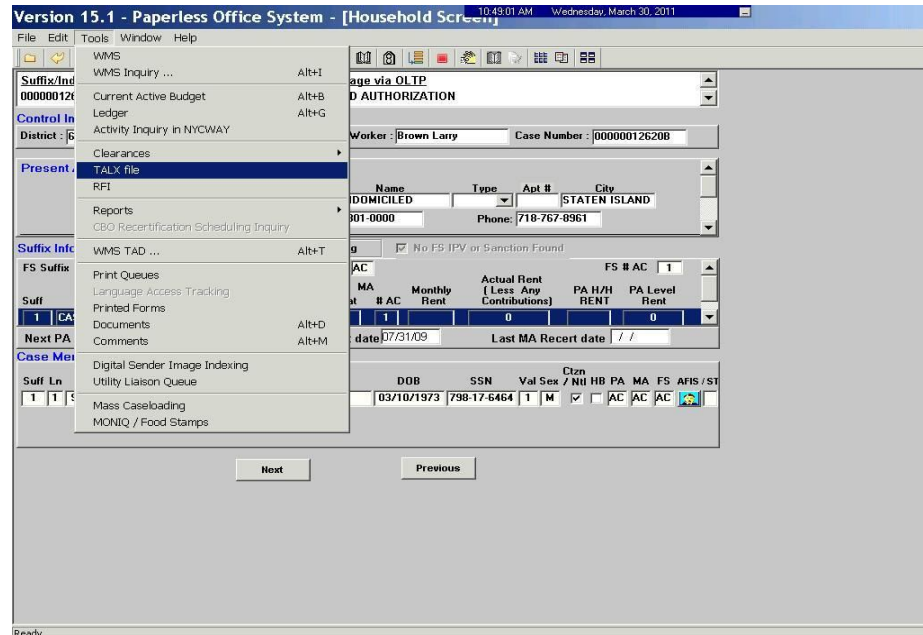
For recertification cases, access TALX when a hit is identified.

Staff must review the TALX/The Work Number Hits spreadsheet when it is received, and access TALX to print the verifications for recertification cases when a hit is identified.

Revised

This information can also be obtained for CA and NCA FS cases by selecting **TALX file** from the **Tools** menu in POS. If a match is found, POS will open a window displaying the TALX information.

Household window showing TALX file



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

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

- record inquiry results on Form **W-500QQ** for each individual on the case in which a TALX inquiry was done.
- indicate the results of the TALX Inquiry in the **TALX Information** window in the Paperless Office System (POS). If there is no hit, the Worker must click **No** for “TALX Match Found”. The standard methods of verifying employment must be applied (e.g., Resource File Integration [RFI], and/or a Letter to the Employer if employment is already known).
- review the Welfare Management System (WMS) to determine if the income was previously reported.
- compare the pay periods with the benefits issued to determine if an overpayment exists, and initiate a recoupment per current procedure if an overpayment exists.

eMed NY manual is accessed online by clicking on manuals in the Policy Documents section on the Office of Procedures web page.

NYCWAY will post Action Code **16FI** (Informational Only) after the Documentation only **FIA3A** is completed.

Refer to [PD #07-11-ELI](#) for details on processing FS claims, and [PD #02-41-ELI](#) for FS reporting rules.

- 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 the eMedNY manual to ensure that the third-party medical insurance information is entered correctly.
- initiate a **Documentation only FIA-3A** (Job Center staff) if there is a hit and the employment income is not currently budgeted. Job Center staff must calculate and save a new budget based on the verified income and process it with the Continuing Eligibility Determination (CED) to conclude the recertification.
- calculate and save a new budget (NCA FS staff) if there is a TALX hit and the employment income is not currently budgeted.
- 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 Supervisor for approval.

Revised

If a participant fails to recertify and there is an identified TALX hit:

NYCWAY will post Action Code **16FI** (Informational Only) after the Documentation only **FIA3A** is completed.

- Job Center Staff must calculate and save a budget and complete a **Documentation only FIA3A**.
- NCA FS staff must calculate and save a new budget.
- If the household is financially ineligible, close the case as follows:
 - For Safety Net Cash Assistance (SNCA), Safety Net Non Cash Assistance (SNNC), and NCA FS cases, use WMS closing code **E30** (Excess Earned Income [No TMA]).
 - For Family Assistance (FA) and Safety Net Federally Participating (SNFP) cases, use WMS closing code **E31** (Increased Employment Earnings [TMA Eligible]).
- If the household is financially eligible but fails to recertify:
 - Close the CA case with WMS closing code **G10** (Failure to Recertify on [Date]).
 - Close the NCA FS case with WMS closing code **Y10** (Failure to Recertify). Refer to PD #11-01-ELI for information concerning the Food Stamps – Request For Contact/Missed Interview ([LDSS-4753](#)) form which must be sent to FS households that miss the recertification appointment.

Revised

Resolving Discrepancies

Refer to the WMS [Authorization of Grants manual](#) for details on resolving RFI. Refer to PD #09-43-SYS for details regarding RFI.

Resolution of Discrepant Information

When discrepancies exist between information in WMS and information provided by TALX, prior to submitting the case to a Supervisor for approval, staff must:

- review and resolve the discrepant information.
- make a detailed case entry in POS explaining the documentation used to resolve the discrepancy.
- continue to obtain and resolve 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, he/she must provide proof that the employment or income information is incorrect.

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

When 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.

Supervisor Responsibilities

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

- review the case to ensure accurate processing of the required action(s).
- review Form **W-500QQ** for accuracy and completeness 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 Form **W-500QQ** is scanned and indexed into the appropriate case record.
- each month, submit the completed **W-500QQ** form 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 Form **W-500QQ** and the annotated Recerts – TALX/Work Number Hits spreadsheets and forward them to the appropriate regional office.

Region's
Responsibilities

Reporting

The designee from each region will:

- review Form **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 Form **W-500QQ** and the annotated Recerts – TALX/Work Number Hits spreadsheets as follows:
 - Form **W-500QQ** should be sent no later than the second Monday of each month for all completed application cases.
 - Annotated Recerts – TALX/Work Number Hits spreadsheets should be sent 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

When 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).
- forward the results on a quarterly basis to the designee(s) in each region for follow-up, as necessary.

**PROGRAM
IMPLICATIONS**

Model Office
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 Appointment, Customer Service and Information Center [CSIC] Document Return) and be routed to the correct service area.

Paperless Office System (POS) Implications

The **TALX Information** window will automatically update with the following information when the Worker clicks **No** in response to the **TALX Match Found?** Question:

- The **Ready to Record TALX Outcome** field will set to 'Ready';
- The **TALX Outcome** field will be set to 'TALX was unable to find a Social Security Number match';
- The **Hit** field will set to '**NO**'; and
- The **Resolution** field will set to '**Nothing to Resolve**'.

TALX Information Window

Instructions For Applicants: Click on the TALX link, located at the top of the TALX information Window. If a match exists, print, scan and index the document. Close the TALX link. If no match exists, close the TALX link. Proceed to answer questions on the TALX Information Window.
 Instructions For Participants: Click on the 'System Match' checkbox. If the participant is known, TALX will display information from the latest TALX table. If no information is displayed, proceed to answer question on the TALX information window.

Existing information	Who [Redacted] <input type="checkbox"/> www. TALX LINK System Match <input type="checkbox"/>
Name [Redacted]	TALX
Date of Birth [Redacted]	TALX Match Found? <input type="radio"/> Yes <input checked="" type="radio"/> No Is Client disputing employment information? <input type="radio"/> Yes <input checked="" type="radio"/> No Client Still Employed? <input type="radio"/> Yes <input checked="" type="radio"/> No Is there an RFI Hit? <input type="radio"/> Yes <input checked="" type="radio"/> No
Relationship to Case Head [Redacted]	TALX Employment
Social Security Number [Redacted]	Employer Name [Redacted] Employer Address [Redacted] City [Redacted] State [Redacted] Zip Code [Redacted]
Status (PA/FS) [Redacted]	Employment Start Date 00/00/0000 Pay Cycle [Redacted] Gross [Redacted]
	TALX Medical
	Medical Insurance Coverage? <input type="radio"/> Yes <input checked="" type="radio"/> No Employee Enrolled? <input type="radio"/> Yes <input checked="" type="radio"/> No Provider Name [Redacted]
	TALX Results
	Ready to Record TALX Outcome? <input checked="" type="radio"/> Ready <input type="radio"/> Not Ready
	TALX Outcome [TALX was unable to find a Social Security Number matc] Hit? <input type="radio"/> Yes <input checked="" type="radio"/> No
	Resolution [Nothing to Resolve] Comment [Redacted]
	Recertification
	FIA-3A Available? <input type="radio"/> Yes <input checked="" type="radio"/> No Is JDS/Worker initiating a Recoupment? <input type="radio"/> Yes <input checked="" type="radio"/> No If Yes, amount [Redacted] Recoupment Applicable Program <input type="radio"/> CA <input checked="" type="radio"/> FS
	Last FS Grant Benefit [Redacted] Last CA Grant Benefit [Redacted]
	Amt. of CA BudgetChange [Redacted] Amt. of FS Budget Change [Redacted]

Food Stamp Implications

Revised

In instances in which the CA case is closed for excess income or increased employment earnings, the FA household will be eligible for TBA, and a separate FS determination is required for the Safety Net Non Cash Assistance (SNCA) household. Staff must immediately take required actions on matches which are deemed verified upon receipt, even for households subject to six-month reporting rules.

Medicaid Implications When TALX indicates that the employer provides health insurance coverage, Job Center staff must follow instructions provided in [PD #05-27-ELI](#) regarding TPHI coverage. If medical insurance is provided by the employer, the information must be entered in the eMedNY system.

Revised Medicaid (MA) must be redetermined if the CA case was closed due to excess or increased earnings.

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 #10-12-OPE](#) and [PD #08-20-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 a Job Center 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 01 if the case has been granted Aid to Continue (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 he/she cannot SIC. The AJOS/Supervisor I must complete Form **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.

New information

Note: If FH&C has any questions regarding TALX, they should contact the TALX Liaison at the Job Center.

Conferences in an NCA FS Center

If an applicant/participant comes to the NCA FS Center and requests a conference, the Receptionist must alert the Center 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 Center Manager's designee. In Model Center, 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 receptionist will alert the Site Manager once the applicant/participant is called to the NCA FS Reception desk.

The Center Manager’s designee will listen to and evaluate the applicant’s/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


[PD #05-27-ELI](#)
[PD #07-03-OPE](#)
[PD #07-11-ELI](#)
[PD #10-30-OPE](#)
[PD #11-01-ELI](#)
[TM # 05-11](#)

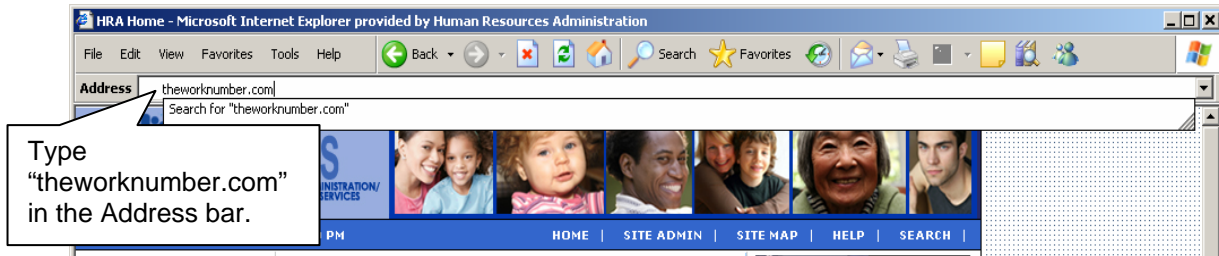
ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

Attachment A Obtaining Verifications From TALX/The Work Number Service (Rev. 4/12/11)
W-500PP The Work Number Contact Information Form (Rev. 11/5/10)
W-500QQ TALX/The Work Number eXpress Services Data Sheet (Rev. 4/12/11)

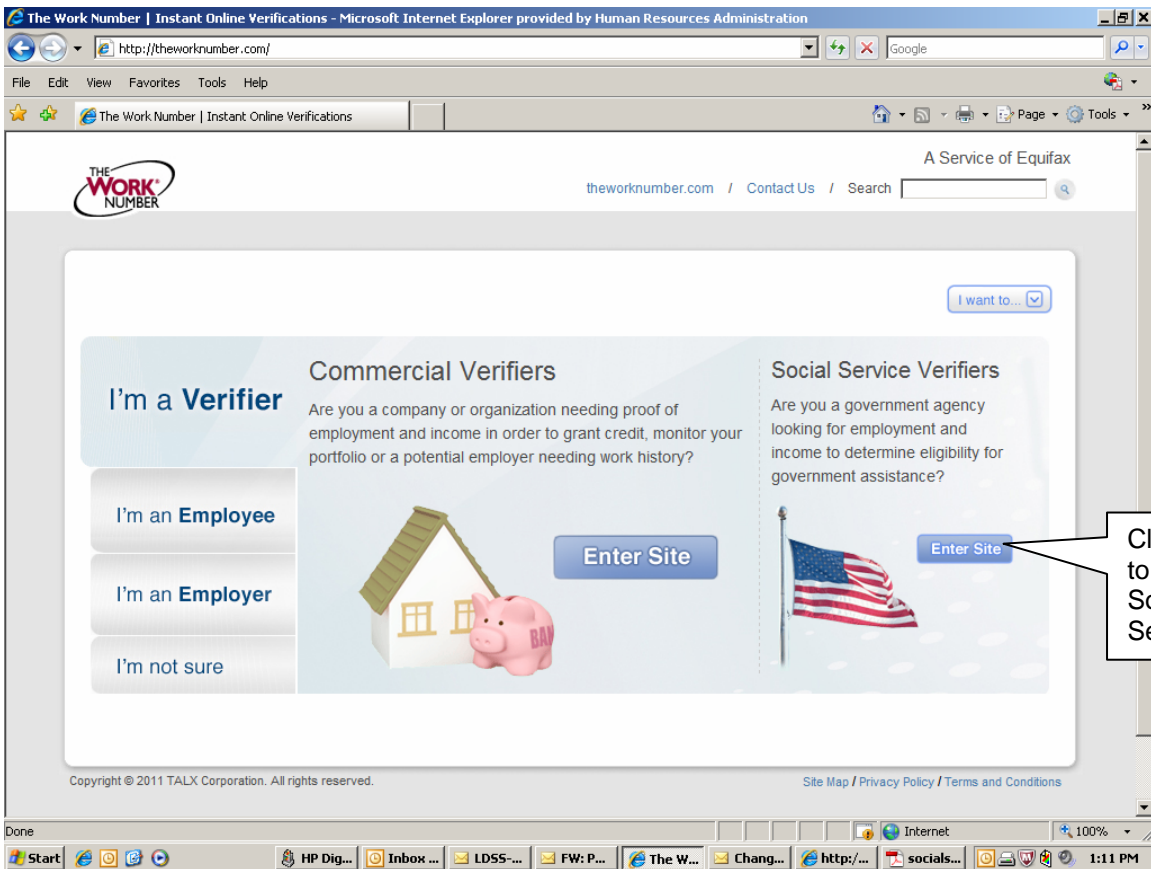
OBTAINING VERIFICATIONS FROM TALX/THE WORK NUMBER SERVICE

- 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

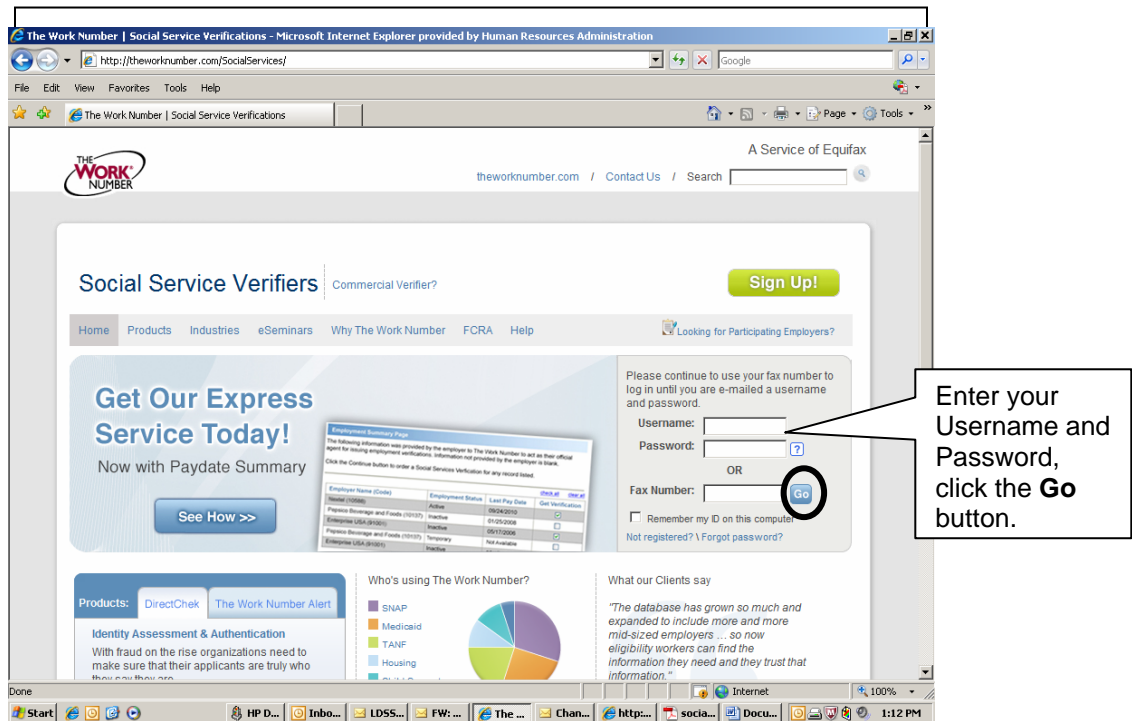


- Go to **Social service Verifiers** on the right hand side of The Work Number home page and click **Enter Site**.

As an alternative, click the "Enter Social Service Section" link to log on to the Social Service section.

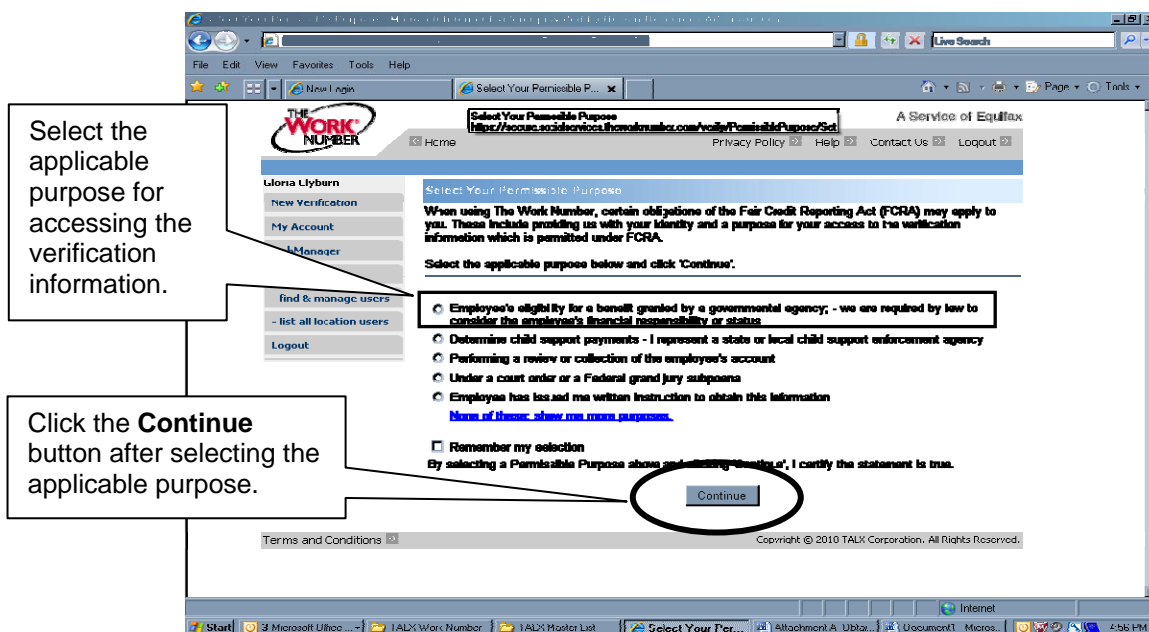


- Enter your **Username** and **Password** in the appropriate fields and click the **Go** button.



Effective January 1, 2011, staff will no longer be able to log in with a fax number.

- Click inside the radio button beside the applicable purpose for accessing the verification information (see screen shot below). 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.



- The **New Verification Order** window will appear. Enter the applicant/participant's SSN without hyphens or spaces and click the **Continue** button.

New Verification Order - Microsoft Internet Explorer provided by Human Resources Administration

Address: <https://secure.socialservices.theworknumber.com/verify/Express/CreateOrder>

THE WORK NUMBER A Service of Equifax

Home Privacy Policy Help Contact Us Logout

Gloria Clyburn

- New Verification
- My Account
- webManager
- add new user
- find & manage users
- list all location users
- Logout

New Verification Order

Complete the form below, and click continue. Entering an Employer Name or Code restricts your search to that specific employer.

View a [demo](#) or [printable tutorial](#) on how to use the updated Express service.

* Required fields

Social Security Number: *
need specific employer

Tracking Number: *
You can enter a word or number to track this order. - [what's this?](#)

Permissible Purpose: *
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 - [change purpose](#)

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Note: If hyphens or spaces are entered with the SSN, the system displays the message, "SSN must be Numeric and 9 Characters".

- If the SSN is not found, the system displays the message, **“We are sorry, we were unable to find any employer information for: 999999999. Please verify the employee's information and try again.”**

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 **“Employment Summary Page”** for the individual including the following data:
 - Company name
 - Company code
 - Employment status
 - Last Pay Date

Employment Summary - Microsoft Internet Explorer provided by Human Resources Administration

Address: https://secure.socialservices.theworknumber.com/verify/Express/EmployerHistory

THE WORK NUMBER A Service of Equifax

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New Verification

My Account

webManager

- add new user

- find & manage users

- list all location users

Logout

Employment Summary Page

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 Continue button to order a Social Services Verification for any record listed.

Employer Name (Code)	Employment Status	Last Pay Date	Get Verification
Macy's Inc. (10260)	Active	10/22/2010	<input type="checkbox"/>

[check all](#) [clear all](#)

[check all](#) [clear all](#)

Back Continue

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- Click the box next to the employment record(s) you wish to retrieve and click **Continue** to retrieve the employment verification for each applicable record.


DO NOT use the “Check All” box. Only click next to the ACTIVE employment records that you need. If there is more than one active job and you require information on more than one job, retrieve the employment verification one job at a time.

- 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, enter a new SSN, and repeat the steps outlined above.

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**.

SAMPLE SOCIAL SERVICE VERIFICATION SCREEN



THE WORK NUMBER
America's Leader in
Employment & Income
Verification

The following information is provided in response to your request on: [REDACTED].
The employer provided this information to The Work Number to act as their official agent for
employment and income verification. Any inconsistency between the most recent start date and
the total time with the employer is due to a prior work period. If you have questions, please call
our Client Service Center at 1-800-996-7566 (Voice) / 1-800-424-0253 (TTY/Deaf).



Where can I go?
[Print This Verification](#)
[Back to previous page](#)
[Get another verification](#)
[Exit/Logout](#)

Information not provided by the employer is shown as "Data not provided."
 Employment and Income Information current as of: [REDACTED]
 Reference Number for this verification: [REDACTED]

Social Service Verification

EMPLOYER
 Employer: 70128 - Central Parking Corporation
 Headquarters Address: 2401 21st Ave. South
 Ste. 200
 Nashville, TN 37212
 Federal Employer Identification Number (FEIN): [REDACTED]
 Division: Data not provided

EMPLOYEE
 Employee: [REDACTED]
 Social Security Number: XXX-XX-3289
 Address: [REDACTED]
 Employee Phone Number: [REDACTED]
 Date of Birth: [REDACTED]

EMPLOYMENT
 Employment Status: Active
 Most Recent Start Date: 02/01/2007
 Original Hire Date: 02/01/2007
 Reason for Termination: Data not provided
 Total Time with Employer: 0 Years, 5 Months
 Job Title: ATTENDANT
 Union Affiliation: Unknown
 Work Location (Job Site): Data not provided

MEDICAL INSURANCE
 Medical Coverage: Data not provided
 Medical Carrier Name: Data not provided

DENTAL INSURANCE
 Dental Coverage: Data not provided
 Dental Carrier Name: Data not provided

VISION INSURANCE - Data not provided

INCOME AND DEDUCTIONS
 Average Hours per Pay Period: Data not provided
 Rate of Pay: \$8.25 / Hourly
 Pay Cycle: Weekly

	2007	2006	2005
Total Gross:	\$6,264.95		
Payroll Deduction for All Insurance Coverage:			Data not provided

HISTORICAL PAY PERIOD SUMMARY

Pay Period End Date	Pay Date	Hours Worked	Gross Earnings	Net
06/15/2007	06/22/2007	0	\$325.88	\$228.21
06/08/2007	06/15/2007	0	\$301.12	\$235.93
06/01/2007	06/08/2007	0	\$376.41	\$263.23
05/25/2007	06/01/2007	0	\$330.00	\$229.10
05/18/2007	05/25/2007	0	\$330.00	\$231.10
05/11/2007	05/18/2007	0	\$330.00	\$256.10
05/04/2007	05/11/2007	0	\$438.28	\$305.25
04/27/2007	05/04/2007	0	\$330.00	\$229.10
04/20/2007	04/27/2007	0	\$330.00	\$231.10
04/13/2007	04/20/2007	0	\$330.00	\$256.10
04/06/2007	04/13/2007	0	\$330.00	\$231.10
03/30/2007	04/06/2007	0	\$342.38	\$237.73
03/23/2007	03/30/2007	0	\$330.00	\$256.10
03/16/2007	03/23/2007	0	\$325.88	\$253.21
03/09/2007	03/16/2007	0	\$330.00	\$256.10
03/02/2007	03/09/2007	0	\$320.00	\$249.12
02/23/2007	03/02/2007	0	\$318.00	\$247.72
02/16/2007	02/23/2007	0	\$323.00	\$251.21
02/09/2007	02/16/2007	0	\$224.00	\$181.47

Click the appropriate link to print the displayed information, return to the previous page, obtain another verification, or exit.

Date Hired

Medical coverage

Pay dates, Gross Pay and Net Pay listed

SAMPLE

The Work Number Contact Information Form

Please e-mail this form to: Gloria Clyburn – clyburng@hra.nyc.gov
(212) 331-5697

Faye Grey – greyf@hra.nyc.gov
(212) 331-4244

TODAY'S DATE:

AGENCY/PROGRAM NAME:

CONTACT NAME:

CONTACT TELEPHONE NUMBER:

THE WORK NUMBER AUTHORIZED USERS - eXpress Service only

Last Name	First Name	E-mail Address	User Name (must be at least 12 characters)

SAMPLE

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, he/she will:

- ensure the following information is recorded on The Work Number Contact Information Form (see page 1):
 - 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' e-mail address
 - User Name – must be at least 12 characters

- e-mail the completed form to Gloria Clyburn or Faye Grey, Office of Support Services
 - Once approved, the **Worker** will receive an e-mail confirming his/her registration with TALX. The e-mail will also include a temporary password so that he/she can access the website.

Note: Staff are now only required to enter their User Name and password to login to TALX/The Work Number Service

- 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 and requires TALX access.

Note: TALX liaisons no longer have to inform OSS when staff members transfer 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 (CL) <input type="checkbox"/>				Household Size:		CA Suffix:	FS Suffix:

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

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.