

# Operations Memorandum - Miscellaneous

## OPS090902

September 18, 2009

**SUBJECT:** The Work Number<sup>®</sup> Express Service Pilot  
Executive Directors  
**TO:** Area Managers  
District Administrators  
**FROM:** Joanne Glover, Director, Bureau of Operations

### Discussion:

The Work Number Express Service which is scheduled to be piloted between October 1, 2009 through December 29, 2009 (90 days) will provide users access to employment information in real time. When a request for employment data is submitted a response will be immediately available if there is information available in the Work Number system. Users will no longer have to wait up to five business days for a faxed response to arrive. Use of this service will help improve the County Assistance Offices' (CAO) timeliness and customer service because CAO users will not have to suspend an activity for several business days until a reply is received.

Below are the instructions for the CAO participation in the Work Number<sup>®</sup> Express Service pilot (October 1-December 29, 2009). Prior to the implementation of the pilot, OIM staff members participating in the pilot will need to complete the Work Number<sup>®</sup> Express Service user training ([Please see Attachment 1](#)). Additionally, near the end of the pilot, participants will be required to complete a survey regarding the Work Number<sup>®</sup> Express Service.

### Instructions

- 1) Only Income Maintenance Case Workers, Energy Assistance Workers, Income Maintenance Case Worker Supervisors, Managers, Executive Directors and designated Headquarters staff are permitted to use the Work Number<sup>®</sup> Express Service upon completion of Staff Development's Work Number<sup>®</sup> Express Service e-learning module and signature of the Management Directive 205.34 Amended Commonwealth of Pennsylvania Information Technology Acceptable Use Policy User Agreement form found at the following web link:  
[http://bis/pgm/doc/oisforms/Mgmt%20Dir%20205\\_34%20User%20Agree.pdf](http://bis/pgm/doc/oisforms/Mgmt%20Dir%20205_34%20User%20Agree.pdf).
- 2) Designated CAO staff members are:

- To only access the Work Number<sup>®</sup> Express Service at a secured terminal at [www.theworknumber.com/gov](http://www.theworknumber.com/gov).
- Enter the Pseudo Fax Number that was assigned to their office when signing into the Work Number<sup>®</sup> Express Service website ([Please see Attachment 3](#)).
- Not to share their 'Authorized User Number' with anyone.
- Not to access the Work Number<sup>®</sup> Express Service website outside of their designated worksite.

Failure to comply may result in an immediate shutdown of the Commonwealth's access to the Work Number<sup>®</sup> Express Service database, loss of the staff member's internet access, and disciplinary action up to and including termination of employment.

- 3) Designated staff members are to access the Work Number<sup>®</sup> Express Service in order to obtain employment data for only clients and required household members that they are approved to review. Designated staff members are not to access the Work Number<sup>®</sup> Express Service in order to obtain employment data for someone who is not a Department of Public Welfare client/applicant and/or required household member.
- 4) Designated staff members are to access the Work Number<sup>®</sup> Express Service in order to verify a client's and required household member(s)'s employment history when:
  - A client submits an application for benefits.
  - A client reapplies for benefits.
  - A client participates in semiannual reporting (SAR).
  - A client informs the CAO of new employment.
  - A client informs the CAO of termination of employment.
  - An overpayment/underpayment is being processed.
  - A designated staff member clears an IEVS exchange 1 (Wage Disposition) hit for a previously unknown employer of a client and/or required household member(s).
  - A designated staff member provides data for the TANF FTR Sample.

- 5) Designated staff members are to submit the client's and the required members of the client's household social security numbers in the Work Number<sup>®</sup> Express Service 'Request a Social Services Verification' window's social security number (SSN) field.
- 6) Designated staff members are to review the results screen and compare the listed employers to the client/required household member(s) reported employment in E-CIS and/or the client's application/renewal. Reported employment includes attached pay stubs, previous PA 78 requests, and previous Work Number requests that have already been verified for the client and required household member(s).
- 7) Designated staff members are to select 'Get Verification' for only the employers that do not have documentation that verifies the client's employment and wages in the client's paper case file or imaged and attached to the electronic case file in E-CIS.
- 8) Designated staff members are to narrate that they submitted the client's/required household member(s)' social security number in the 'Request a Social Services Verification' window's SSN field and whether or not they requested 'Get Verification' for a returned employer. The designated staff member's narrative needs to include the reason why the Work Number<sup>®</sup> Express Service was used and which client/ required household member and employer(s) verification was requested.
- 9) After submitting a request to 'Get Verification' for an employer; designated staff members are to attach the Employer verification data that is provided by the Work Number<sup>®</sup> Express Service to the client's case record as an electronic document or to the client's paper file. Designated staff members are to narrate the verification that was provided by the Work Number<sup>®</sup> Express Service and what action is to be taken on the employment/income information that was provided. The TALX verification is to be used by the designated staff member when making an eligibility determination.
- 10) During the pilot only in order to validate the information from TALX is accurate with what the employer would report the following process is to be followed. After submitting a request to 'Get Verification' for an employer; the designated staff member is to send a PA 78 to the employer. The designated staff member does not have to wait for the PA 78 to be returned from the employer if TALX information is available. When a PA 78 is returned from the employer, the designated staff member must compare the TALX information to the PA 78 to see if there is discrepant information. If there is discrepant information, the designated staff member must report the problem to their supervisor so that it can be used in the Department's evaluation of the TALX pilot.

- 11) Designated staff members are to submit a PA 78 to employers that are not listed on the Work Number<sup>®</sup> Express Service's results screen for the client/required household member(s). Designated staff members are to record a narrative and provide documentation that supports why the Work Number<sup>®</sup> Express Service was not used.
- 12) Designated staff members must participate in an online survey that will be administered by an outside agency near the end of the pilot.

Please submit any questions that you have to Brian MacDaid via email at [bmacdaid@state.pa.us](mailto:bmacdaid@state.pa.us) or by telephone at 717-787-9001.