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Governor

NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
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ALBANY, NY 12243-0001

Robert Doar
Commissioner

Informational Letter

Section 1

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| Transmittal: | 06-INF-24 |
| To: | Local District Commissioners |
| Issuing Division/Office: | PSQI/A&QC |
| Date: | June 28, 2006 |
| Subject: | Contract with TALX Corporation for Employment and Income Verification Services via the "Work Number" and Local District Contact Information Request for the TALX Corporation and the National Directory of New Hires computer match |
| Suggested Distribution: | Local District Commissioners Temporary Assistance (TA) Directors Food Stamps (FS) Directors Fraud Directors Staff Development Coordinators Fair Hearings Staff |
| Contact Person(s): | Richard Nawrot, Director of Program Integrity Phone: 518-402-0125 e-mail: Richard.Nawrot@otda.state.ny.us |
| Attachments: | |
| Attachment Available On – Line: | <input checked="" type="checkbox"/> |

Filing References

| Previous ADMs/INFs | Releases Cancelled | Dept. Regs. | Soc. Serv. Law & Other Legal Ref. | Manual Ref. | Misc. Ref. |
|--------------------|--------------------|-------------|-----------------------------------|-------------|------------|
| 06-INF-13 | | | | | |

Section 2

I. Purpose

- A. To notify local districts of a tremendous opportunity to utilize an automated employment and wage verification system for three months at no cost to the districts. This will allow the districts to utilize the eXpress service (described below) in their normal business operations to assess its impact and cost effectiveness.
- B. To update local districts on the current status and provisions of the statewide contract with TALX Corporation for employment and income verification services via the “Work Number.”
- C. To obtain local district contact information for the TALX Corporation.
- D. To obtain local district contact information for the National Directory of New Hires match.

II. Background

OTDA will be implementing a computer match with the National Directory of New Hires (NDNH) with a planned roll-out in July 2006. A separate ADM regarding policy and procedures for the NDNH will be issued in the near future.

The Federal requirements for participation in the NDNH are that the W-4 new hires match information must be:

- Verified with the employer prior to taking case action.
- Handled in a strict confidential manner because it is considered IRS information and subject to IRS security requirements.

To meet both these requirements, OTDA will conduct employment and income verifications centrally and will only disseminate the verified information, not the W-4 information, to the local districts.

In order to facilitate the employment and income verification for the NDNH match and also to assist local districts in their own employment and income verifications, OTDA entered into a statewide contract with the TALX Corporation. Following are the provisions and costs associated with this contract:

eBatch Service

This service is available for large volume transaction files. Although this will be the main service OTDA will utilize with the NDNH and other projects, it can be made available to local districts to assist in the administration of their welfare programs.

The eBatch Service at this time does not return detailed wage information, it only provides for year-to-date gross wages for a three year period for employers associated with the SSN submitted. However, OTDA has included in the contract a modification to the eBatch process which will include the last three months of detailed wage information.

The contracted price for the eBatch service is \$.055 per SSN submitted.

eXpress Service

This is an internet-based service for individual SSN inquiries. A local district will not be charged when a positive match is returned. A charge will only occur when employment and wage history on a specific positive match to the SSN is requested.

The contract provides for a three month trial period with unlimited users and transaction volumes. This is an excellent opportunity for local districts to try this service **at no cost for three months** for the welfare programs they administer.

Following the three month trial period, interested local districts will have to commit to ongoing usage. The contract pricing is dependent on statewide annual volumes of positive matches. The price range is from \$3.00 per match for an annual volume of 24,240 matches down to \$1.49 per match for an annual volume of 1,218,240 matches.

Based on responses to a survey OTDA conducted, the current estimate is in the \$1.77 to \$1.84 range per match. However, OTDA will establish the per match fee following the three month trial period.

NOTE: Until such time as the eBatch service is modified to include three months of detailed wage information, the local districts will have utilize the eXpress service via this contract to obtain detailed wage information if it is needed. As this service is being offered to the districts at no cost for three months, we strongly encourage the districts to use it.

III. Program Implications

Program Implications

A. Local District TALX Coordinator (LDTC)

With the State Comptroller's approval of this contract, each local district will need to designate a single point of contact to serve as the TALX Coordinator on behalf of the district (designation form is attached). The LDTC will interact with staff in OTDA's Program Integrity Unit to accomplish the following:

- Identify district staff that will have access to the eXpress service.
- Request User ID's and passwords for designated staff.
- Update User lists as required.
- Coordinate district requests for eBatch services.
- Resolve problems and other issues with the Program Integrity contact person.

Once OTDA/Program Integrity receives the name of your district's coordinator, OTDA/Program Integrity will begin the process of enrolling your staff as eXpress users and scheduling training.

B. Local District NDNH Coordinator (LDNC)

Each local district will need to designate a single point of contact to serve as the NDNH Coordinator on behalf of the district. The LDNC will interact with OTDA's Regional Office staff to accomplish the following:

- Receive the data from the NDNH match via an Excel spreadsheet.
- If warranted, refer for investigation.
- Provide the data to the eligibility worker who will take case action based on the verified employment and income information.
- Obtain from the eligibility worker a resolution code reflecting the case action.
- Transmit the resolution code to OTDA's/A&QC's Regional Office staff
- Resolve problems and other issues with OTDA's Regional Office staff.

The contact information for each local district's designated coordinators should be printed on the attached form, and the form should be emailed or faxed to:

Ronnie Miller
OTDA/Program Integrity
Management Specialist 1
Phone: 518-486-5070
Fax: 518-402-0121
e-mail: Ronnie.Miller@otda.state.ny.us

The forms are due by COB July 7, 2006.

Issued By

Name: John M. Paolucci
Title: Deputy Commissioner
Division/Office: PSQI/A&QC

OTDA Contact Information For:

- **The Work Number (TALX Corp.)**
- **National Directory Of New Hires (NDNH) Match**

**Please email or fax this completed form by 7/7/06 to:
Ronnie Miller, OTDA/Program Integrity, Phone: 518.486.5070 Fax: 518.402.0121
Email: Ronnie.Miller@otda.state.ny.us**

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|----------------------|
| TODAY'S DATE: |
| LDSS NAME: |

**Local District *TALX* Coordinator (LDTC) –
Each District must assign one contact.**

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| CONTACT NAME: |
| CONTACT EMAIL ADDRESS (Required): |
| CONTACT PHONE NUMBER: |

**Local District *NDNH* Coordinator (LDNC) –
Each District must assign one contact.**

| |
|--|
| <input type="checkbox"/> Same as Above? |
| CONTACT NAME: |
| CONTACT EMAIL ADDRESS (Required): |
| CONTACT PHONE NUMBER: |