

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, September 18, 2020 4:18:59 PM
Last Modified: Friday, September 18, 2020 4:28:52 PM
Time Spent: 00:09:52
IP Address: 169.2.67.18

Page 1

Q1

Please identify the state in which you are completing the survey for.

CA

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Specific to child support

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

\$2,004,000

Q5

How many billable inquiries are allowed for that amount?

300,000

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

01/01/2020-12/31/2020

Page 4

Q7

Yes

Does your agency/department utilize the web-based search feature?

Page 5

Q8

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Active Employer,
Inactive Employer,
Income details,
Employer details,
Other (please specify):
Health Insurance

Page 6

Q9

Yes

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Weekly

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

PPS previously paying by Income Withholding Order and no payments in three months

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Active/Inactive employment

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Refer us to TWN

#2

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 8:07:25 AM
Last Modified: Monday, September 21, 2020 8:08:20 AM
Time Spent: 00:00:55
IP Address: 164.64.229.226

Page 1

Q1

Please identify the state in which you are completing the survey for.

New Mexico

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Shared with one or more other agencies

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

\$17K

Q5

How many billable inquiries are allowed for that amount?

100 per month

Q6 Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question

Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Respondent skipped this question

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 8:23:14 AM
Last Modified: Monday, September 21, 2020 8:24:39 AM
Time Spent: 00:01:25
IP Address: 198.182.163.113

Page 1

Q1

Please identify the state in which you are completing the survey for.

Maine

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

No agreement

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 **Respondent skipped this question**
Does your agency/department utilize the web-based search feature?

Page 5

Q8 **Respondent skipped this question**
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 **Respondent skipped this question**
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 **Respondent skipped this question**
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 **Respondent skipped this question**
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 **Respondent skipped this question**
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 8:24:20 AM
Last Modified: Monday, September 21, 2020 8:25:30 AM
Time Spent: 00:01:09
IP Address: 199.192.11.5

Page 1

Q1

Please identify the state in which you are completing the survey for.

New Hampshire

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

No agreement

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 8:47:44 AM
Last Modified: Monday, September 21, 2020 8:48:54 AM
Time Spent: 00:01:10
IP Address: 69.60.35.160

Page 1

Q1

Please identify the state in which you are completing the survey for.

MS

Q2

No

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Respondent skipped this question

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Employers using the TWN point us in that direction, and we are not able to get the information from TWN currently.

#6

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 10:20:34 AM
Last Modified: Monday, September 21, 2020 10:23:14 AM
Time Spent: 00:02:39
IP Address: 164.165.252.7

Page 1

Q1

Please identify the state in which you are completing the survey for.

Idaho

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Shared with one or more other agencies

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Respondent skipped this question

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 10:25:14 AM
Last Modified: Monday, September 21, 2020 10:28:52 AM
Time Spent: 00:03:37
IP Address: 216.226.188.35

Page 1

Q1

Please identify the state in which you are completing the survey for.

Alabama

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Shared with one or more other agencies

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Unknown

Q5

How many billable inquiries are allowed for that amount?

Unknown

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Unknown

Page 4

Q7

No

Does your agency/department utilize the web-based search feature?

Page 5

Q8

Respondent skipped this question

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9

No

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Respondent skipped this question

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 8:39:38 AM
Last Modified: Monday, September 21, 2020 10:32:17 AM
Time Spent: 01:52:38
IP Address: 8.20.65.4

Page 1

Q1

Please identify the state in which you are completing the survey for.

Pennsylvania

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Shared with one or more other agencies

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

07/01/2019 - 06/30/2022

Page 4

Q7

Yes

Does your agency/department utilize the web-based search feature?

Page 5

Q8

**Active Employer,
Inactive Employer,
Income details,
Employer details**

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9

Yes

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Other (please specify):
Four times a month

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

Other (please specify):
New defendants and plaintiffs run in next available batch.
Alerts for ongoing changes in employment, income, etc.

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Respondent skipped this question

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

When more information is needed than TWN supplies, it is sometimes difficult to obtain the additional information from the employer.

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 8:08:38 AM
Last Modified: Monday, September 21, 2020 10:50:28 AM
Time Spent: 02:41:50
IP Address: 159.238.149.199

Page 1

Q1

Please identify the state in which you are completing the survey for.

Wyoming

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Other (please specify):

child Support is part of the Economic Security Division, along with SNAP, Child Care and TANF. The contract with TALX is for all of these programs, but pricing and payment is specific to each.

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

No more than 150,000 (actual Payment Schedule is for \$113,040 (we built in some wiggle room)

Q5

How many billable inquiries are allowed for that amount?

Unlimited SSN searches; 8,000 verification requests (\$14.63/request).

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

one year from Effective date (9/16/20), with 4 one year extension options

Page 4

Q7

Yes

Does your agency/department utilize the web-based search feature?

Page 5

Q8

**Active Employer,
Inactive Employer,
Income details,
Employer details**

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9

No

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Respondent skipped this question

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 11:18:56 AM
Last Modified: Monday, September 21, 2020 11:20:52 AM
Time Spent: 00:01:56
IP Address: 167.102.228.19

Page 1

Q1

Please identify the state in which you are completing the survey for.

Maryland

Q2

No

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Respondent skipped this question

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question

Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Respondent skipped this question

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 9:17:28 AM
Last Modified: Monday, September 21, 2020 12:03:42 PM
Time Spent: 02:46:14
IP Address: 170.142.177.236

Page 1

Q1

Please identify the state in which you are completing the survey for.

Tennessee

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Shared with one or more other agencies

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Max liability for SFY 21 is \$7,148,000

Q5

How many billable inquiries are allowed for that amount?

2,500,000

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

07/01/2020 to 07/01/2021

Page 4

Q7

Yes

Does your agency/department utilize the web-based search feature?

Page 5

Q8

**Active Employer,
Inactive Employer,
Income details,
Employer details**

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9

No

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Respondent skipped this question

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 1:22:54 PM
Last Modified: Monday, September 21, 2020 1:25:14 PM
Time Spent: 00:02:20
IP Address: 164.154.32.91

Page 1

Q1

Please identify the state in which you are completing the survey for.

South Dakota

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

No agreement

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Only employers signed up with payroll companies - ADP, etc.

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 22, 2020 9:22:32 AM
Last Modified: Tuesday, September 22, 2020 9:25:32 AM
Time Spent: 00:02:59
IP Address: 174.67.9.5

Page 1

Q1

Please identify the state in which you are completing the survey for.

OK

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

No agreement

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 22, 2020 11:20:29 AM
Last Modified: Tuesday, September 22, 2020 11:22:37 AM
Time Spent: 00:02:08
IP Address: 167.154.104.194

Page 1

Q1

Please identify the state in which you are completing the survey for.

Nevada

Q2

No

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Respondent skipped this question

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Employers tell us to use the Work Number, and we send the employers a letter stating that we do not have access to the Work Number and the employer is required to supply employment information.

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 21, 2020 8:09:59 AM
Last Modified: Tuesday, September 22, 2020 1:36:00 PM
Time Spent: Over a day
IP Address: 167.7.67.2

Page 1

Q1

Please identify the state in which you are completing the survey for.

South Carolina

Q2

No

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Respondent skipped this question

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Occasionally, they will return our letters demanding that we send them through a third party verifier.

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 23, 2020 5:28:53 AM
Last Modified: Wednesday, September 23, 2020 5:29:28 AM
Time Spent: 00:00:34
IP Address: 170.63.114.220

Page 1

Q1

Please identify the state in which you are completing the survey for.

Massachusetts

Q2

No

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Respondent skipped this question

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 23, 2020 8:04:59 AM
Last Modified: Wednesday, September 23, 2020 8:19:11 AM
Time Spent: 00:14:12
IP Address: 170.94.215.40

Page 1

Q1

Please identify the state in which you are completing the survey for.

Arkansas

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

No agreement

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 **Respondent skipped this question**
Does your agency/department utilize the web-based search feature?

Page 5

Q8 **Respondent skipped this question**
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 **Respondent skipped this question**
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 **Respondent skipped this question**
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 **Respondent skipped this question**
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 **Respondent skipped this question**
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Employers signed with TWN will not provide the requested information and will advise to contact TWN. Although AR does not have a contract for services with TWN we are able to obtain the employment information on a case by case basis using their online and phone in service.

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 24, 2020 6:44:43 AM
Last Modified: Thursday, September 24, 2020 6:50:22 AM
Time Spent: 00:05:38
IP Address: 136.181.198.28

Page 1

Q1

Please identify the state in which you are completing the survey for.

Michigan

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Other (please specify):

Michigan Department of Health & Human Services has the agreement

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

\$2,825,571.43

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

07/01/2014 - 06/30/2021

Page 4

Q7

Yes

Does your agency/department utilize the web-based search feature?

Page 5

Q8

**Active Employer,
Inactive Employer,
Income details,
Employer details**

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9

No

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Respondent skipped this question

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Sometimes employers are hard to get a hold of or are leery to share employee information.

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 24, 2020 6:41:22 AM
Last Modified: Thursday, September 24, 2020 7:02:34 AM
Time Spent: 00:21:11
IP Address: 165.206.254.239

Page 1

Q1

Please identify the state in which you are completing the survey for.

Iowa

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

No agreement

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 **Respondent skipped this question**
Does your agency/department utilize the web-based search feature?

Page 5

Q8 **Respondent skipped this question**
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 **Respondent skipped this question**
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 **Respondent skipped this question**
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 **Respondent skipped this question**
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 **Respondent skipped this question**
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 24, 2020 9:30:08 AM
Last Modified: Thursday, September 24, 2020 10:14:30 AM
Time Spent: 00:44:22
IP Address: 165.234.252.245

Page 1

Q1

Please identify the state in which you are completing the survey for.

North Dakota

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Specific to child support

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

0.00

Q5

How many billable inquiries are allowed for that amount?

N/A

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

7/29/2012-99/99/9999

Page 4

Q7

No

Does your agency/department utilize the web-based search feature?

Page 5

Q8

Respondent skipped this question

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9

No

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Other (please specify):

Does your agency/department receive any information that is not considered billable by The Work Number?

Not certain. Please see agreement emailed on 9/24/2020

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 24, 2020 2:51:15 PM
Last Modified: Thursday, September 24, 2020 2:57:04 PM
Time Spent: 00:05:48
IP Address: 165.127.177.150

Page 1

Q1

Please identify the state in which you are completing the survey for.

Colorado

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Shared with one or more other agencies

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

It is a per usage fee based agreement

Q5

How many billable inquiries are allowed for that amount?

na

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

annual contract

Page 4

Q7

Respondent skipped this question

Does your agency/department utilize the web-based search feature?

Page 5

Q8

Respondent skipped this question

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9

No

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Other (please specify):

Does your agency/department receive any information that is not considered billable by The Work Number?

not sure

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Occasionally, but not that often

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 24, 2020 3:24:04 PM
Last Modified: Thursday, September 24, 2020 3:55:41 PM
Time Spent: 00:31:37
IP Address: 208.87.239.202

Page 1

Q1

Please identify the state in which you are completing the survey for.

Arizona

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Shared with one or more other agencies

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

\$140,000

Q5

How many billable inquiries are allowed for that amount?

67,212

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

07/01/2020-06/31/2021

Page 4

Q7

Yes

Does your agency/department utilize the web-based search feature?

Page 5

Q8

**Active Employer,
Inactive Employer,
Income details,
Employer details**

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9

Yes

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Daily

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

**PPS with no order established,
PPS with no payments in 12 months,
PPS previously paying by Income Withholding Order
and no payments in three months**

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Respondent skipped this question

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, September 25, 2020 7:13:55 AM
Last Modified: Friday, September 25, 2020 7:14:41 AM
Time Spent: 00:00:46
IP Address: 136.234.105.222

Page 1

Q1

Please identify the state in which you are completing the survey for.

Minnesota

Q2

No

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Respondent skipped this question

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#24

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, September 25, 2020 12:33:17 PM
Last Modified: Friday, September 25, 2020 12:35:23 PM
Time Spent: 00:02:05
IP Address: 72.179.55.213

Page 1

Q1

Please identify the state in which you are completing the survey for.

Texas

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

No agreement

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

On average, Texas receives a third of the responses back from employers.

#25

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, September 26, 2020 11:50:22 AM
Last Modified: Saturday, September 26, 2020 11:52:28 AM
Time Spent: 00:02:05
IP Address: 204.89.74.135

Page 1

Q1

Please identify the state in which you are completing the survey for.

Florida

Q2

No

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Respondent skipped this question

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

No

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

Respondent skipped this question

If the answer to previous question is Yes, please explain

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 28, 2020 4:50:00 AM
Last Modified: Monday, September 28, 2020 4:54:12 AM
Time Spent: 00:04:12
IP Address: 199.90.157.13

Page 1

Q1

Please identify the state in which you are completing the survey for.

North Carolina

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Specific to child support,

Other (please specify):

Information is received for SNAP, TANF, and Medicaid.

Child Support information is not shared with these programs

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

\$4,215,714 for a 6-month contract

Q5

How many billable inquiries are allowed for that amount?

1,500,000

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

08/01/2020 - 01/31/2021

Page 4

Q7

Yes

Does your agency/department utilize the web-based search feature?

Page 5

Q8

**Active Employer,
Inactive Employer,
Income details,
Employer details**

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9

No

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Active/Inactive employment

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

When employers are contracted with The Work Number they will direct inquires to them. We have been contacted several times by The Work Number after an employer has complained about receiving requests for verification from one of our county offices.

#27

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 28, 2020 1:48:38 PM
Last Modified: Monday, September 28, 2020 1:49:36 PM
Time Spent: 00:00:57
IP Address: 66.158.2.14

Page 1

Q1

Please identify the state in which you are completing the survey for.

Illinois

Q2

No

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Respondent skipped this question

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question

Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

We have been trying to get the Work Number for quite awhile but cost has been an issue for our state

#28

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 29, 2020 11:00:17 AM
Last Modified: Tuesday, September 29, 2020 11:02:03 AM
Time Spent: 00:01:45
IP Address: 168.180.40.27

Page 1

Q1

Please identify the state in which you are completing the survey for.

Utah

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

No agreement

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

Respondent skipped this question

How much does the agreement cost on an annual basis? Please enter in dollar amount.

Q5

Respondent skipped this question

How many billable inquiries are allowed for that amount?

Q6

Respondent skipped this question

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

Page 4

Q7 Respondent skipped this question
Does your agency/department utilize the web-based search feature?

Page 5

Q8 Respondent skipped this question
When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Page 6

Q9 Respondent skipped this question
Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10 Respondent skipped this question
How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11 Respondent skipped this question
What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12 Respondent skipped this question
Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Directly from employers

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Occasionally, but we have added the Utah statute that requires the release of information from the employer with a statement that we will not contact third-parties for the information if a fee is charged. The employers generally comply once that is pointed out.

#29

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 30, 2020 1:20:08 PM
Last Modified: Wednesday, September 30, 2020 1:27:08 PM
Time Spent: 00:06:59
IP Address: 159.39.101.2

Page 1

Q1

Please identify the state in which you are completing the survey for.

Louisiana

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Specific to child support

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

\$849,600

Q5

How many billable inquiries are allowed for that amount?

90,000

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

07/01/2020 thru 06/30/21

Page 4

Q7

Yes

Does your agency/department utilize the web-based search feature?

Page 5

Q8

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Active Employer,

Inactive Employer,

Income details,

Employer details,

Other (please specify):

up to three years of gross income details, three years of pay period detail, employment dates, medical and dental insurance information.

Page 6

Q9

No

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

Respondent skipped this question

How often does your agency/department receive information from the batch feature? (choose all that apply)

Q11

Respondent skipped this question

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Page 8

Q12

Active/Inactive employment

Does your agency/department receive any information that is not considered billable by The Work Number?

Page 9

Q13

Respondent skipped this question

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Page 10

Q14

Yes

Does your agency/department receive any form of resistance from employers when requesting employment information?

Q15

If the answer to previous question is Yes, please explain

Employers contracted with the Work Number may refer child support staff to the website to obtain information.

#30

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 29, 2020 8:55:14 AM
Last Modified: Thursday, October 01, 2020 9:13:31 AM
Time Spent: Over a day
IP Address: 161.11.160.44

Page 1

Q1

Please identify the state in which you are completing the survey for.

New York State

Q2

Yes

Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Page 2

Q3

Does your agency/department obtain this information under an agreement? (choose all that apply) – If possible, please send a copy of the agreement to this email address, Ronald.quinn@dcss.ca.gov

Other (please specify):

OTDA has contract with TALX; however the permissible purpose for The Work Number, eBatch and Integrated service relates to government benefits, such as TA and SNAP. There is a separate authority required for accessing this data for Child Support purposes: ADD AUTHORITY

Page 3

Q4

How much does the agreement cost on an annual basis? Please enter in dollar amount.

4104000.00

Q5

How many billable inquiries are allowed for that amount?

1.2 million; above which, we pay \$3.61 per hit (overage)

Q6

What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.

03/01/2018 through 10/31/2023

Page 4

Q7

Yes

Does your agency/department utilize the web-based search feature?

Page 5

Q8

When using the web-based search feature, what information is received from The Work Number? (choose all that apply)

Other (please specify):

Employment Informatin request will vary depending on nature of eligibility verification required - different employers or income data would be needed for a general initial eligibility inquiry vs. an inquiry for continued eligibility based on a suspicion of unreported income. Child Support may have different data requirements.

Page 6

Q9

Yes

Does your agency/department utilize the batch feature with The Work Number?

Page 7

Q10

How often does your agency/department receive information from the batch feature? (choose all that apply)

Monthly,

Other (please specify):

OTDA runs 3 batches monthly for TANF, SNAP and Work Verification/participation universes/samples. Child Support does not participate under the current contract.

Q11

What criteria does your agency/department use to determine which cases are targeted in the batch process? (choose all that apply)

Other (please specify):

Not currently used for Child Support.

Page 8

Q12

Does your agency/department receive any information that is not considered billable by The Work Number?

Other (please specify):

Record must have a minimum amount of data elements in order to verify eligibility for TA and/or SNAP. Records received by NYS must have these required minimum data elements populated to be considered billable

Page 9

Q13

If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Directly from employers

Page 10

Q14

Does your agency/department receive any form of resistance from employers when requesting employment information?

No

Q15

If the answer to previous question is Yes, please explain

Respondent skipped this question
