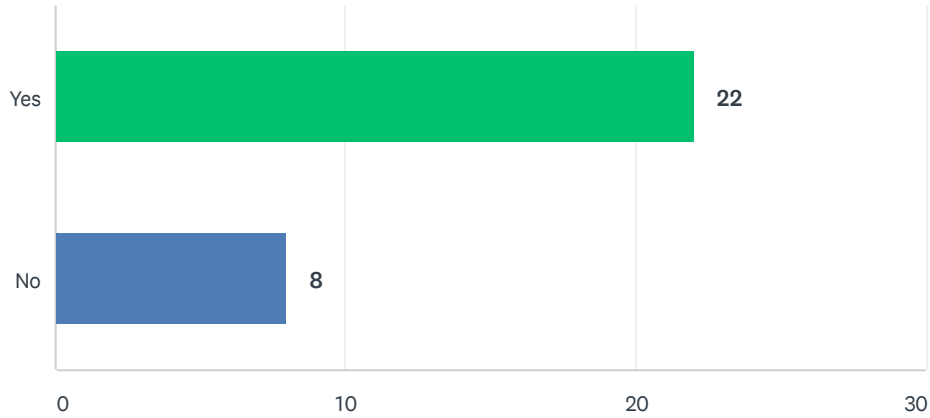


# Survey Results

## Submissions: 30

## Q2 Does your agency/department obtain customer employment information through The Work Number services provided by TALX Corporation?

Answered: 30 Skipped: 0

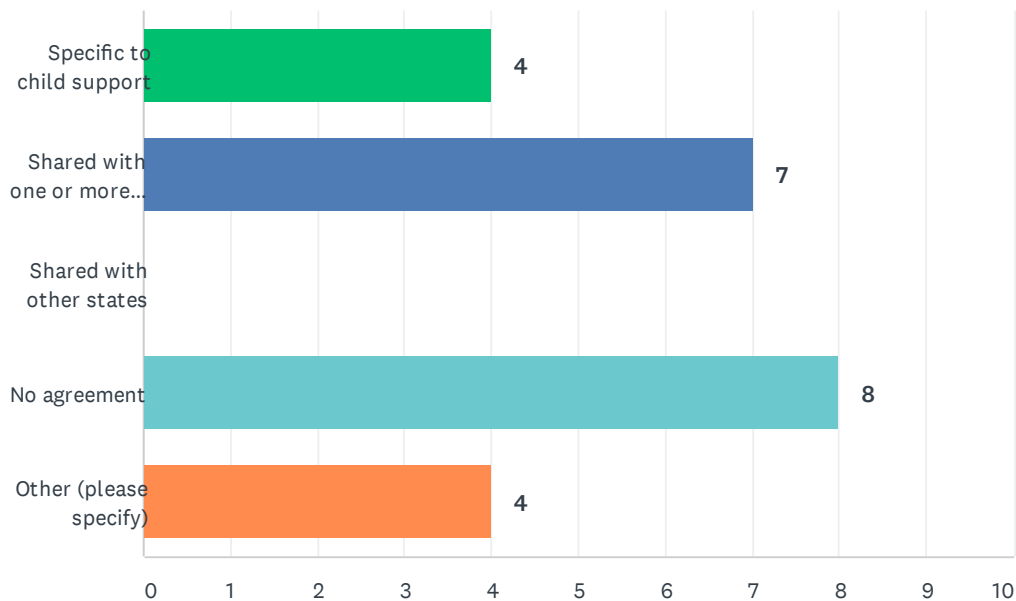


ANSWER CHOICES	RESPONSES	
Yes	73.33%	22
No	26.67%	8
TOTAL		30

**Summary:** Out of the 30 survey submissions, 22 state child support agency/departments obtain employment information through The Work Number services provided by TALX Corporation.

**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**

Answered: 22 Skipped: 8



#	OTHER (PLEASE SPECIFY)	DATE
1	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	10/1/2020 8:46 AM
2	Information is received for SNAP, TANF, and Medicaid. Child Support information is not shared with these programs	9/28/2020 4:51 AM
3	Michigan Department of Health & Human Services has the agreement	9/24/2020 6:46 AM
4	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.	9/21/2020 8:10 AM

**Summary:** Out of the 22 state child support agency/departments that obtain employment information through The Work Number services provided by TALX Corporation, 11 indicated they are serviced under an agreement, while 8 indicated they are not. More than half indicate the agreement is shared with one or more other agencies within their state.

## Q4 How much does the agreement cost on an annual basis? Please enter in dollar amount.

Answered: 12 Skipped: 18

#	RESPONSES	DATE
1	4104000.00	10/1/2020 8:54 AM
2	\$849,600	9/30/2020 1:22 PM
3	\$4,215,714 for a 6-month contract	9/28/2020 4:52 AM
4	\$140,000	9/24/2020 3:44 PM
5	It is a per usage fee based agreement	9/24/2020 2:54 PM
6	0.00	9/24/2020 10:12 AM
7	\$2,825,571.43	9/24/2020 6:48 AM
8	Max liability for SFY 21 is \$7,148,000	9/21/2020 11:36 AM
9	Unknown	9/21/2020 10:28 AM
10	No more than 150,000 (actual Payment Schedule is for \$113,040 (we built in some wiggle room)	9/21/2020 8:26 AM
11	\$17K	9/21/2020 8:08 AM
12	\$2,004,000	9/18/2020 4:27 PM

**Summary:** Based on the amount of billable inquiries a state child support agency/department is allowed, the annual cost to use TWN services among the survey submissions ranges between \$17,000 - \$7,148,000.

An analysis of the cost and allowable billable inquiries showed that the average cost was \$6.30 per billable inquiry (\$2.08 at its lowest and \$14.16 at its highest).

Generally, the lower cost/inquiry is attributed to the higher billable inquiries allowed, and vice versa.

## Q5 How many billable inquiries are allowed for that amount?

Answered: 11 Skipped: 19

#	RESPONSES	DATE
1	1.2 million; above which, we pay \$3.61 per hit (overage)	10/1/2020 8:54 AM
2	90,000	9/30/2020 1:22 PM
3	1,500,000	9/28/2020 4:52 AM
4	67,212	9/24/2020 3:44 PM
5	na	9/24/2020 2:54 PM
6	N/A	9/24/2020 10:12 AM
7	2,500,000	9/21/2020 11:36 AM
8	Unknown	9/21/2020 10:28 AM
9	Unlimited SSN searches; 8,000 verification requests (\$14.63/request).	9/21/2020 8:26 AM
10	100 per month	9/21/2020 8:08 AM
11	300,000	9/18/2020 4:27 PM

**Summary:** The amount of billable inquiries varied greatly between submissions due to the fact that some state child support agencies/ departments share an agreement with other agencies in their state. Incidentally, these shared agreements exhibit the need for large amount of allowable billable inquiries (in the millions), whereas agreements specific to the child support department exhibit numbers in the 10,000 - 300,000 range.

Please note, some of the responses for child support agencies/ departments that share an agreement with other agencies within their state reflect the amount for the entire party, whereas some provided an allowable billable inquiry limit specific to their own child support agency/department.

**Q6 What is the term length of the agreement? Please enter in MM/DD/YYYY - MM/DD/YYYY format.**

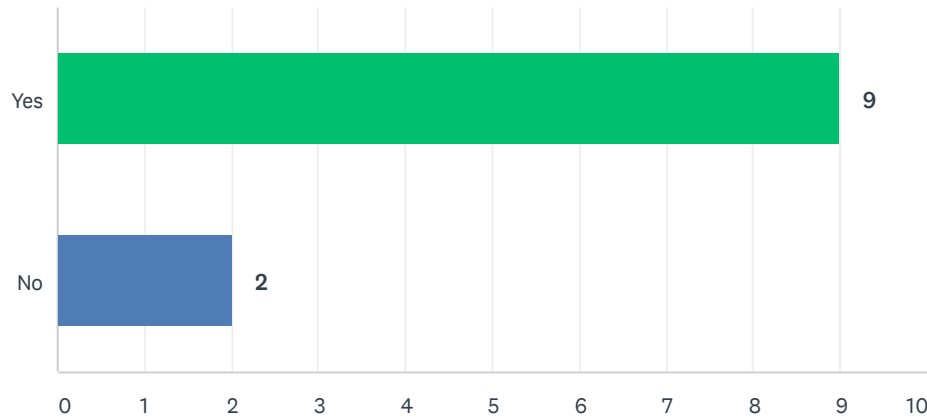
Answered: 12 Skipped: 18

#	RESPONSES	DATE
1	03/01/2018 through 10/31/2023	10/1/2020 8:54 AM
2	07/01/2020 thru 06/30/21	9/30/2020 1:22 PM
3	08/01/2020 - 01/31/2021	9/28/2020 4:52 AM
4	07/01/2020-06/31/2021	9/24/2020 3:44 PM
5	annual contract	9/24/2020 2:54 PM
6	7/29/2012-99/99/9999	9/24/2020 10:12 AM
7	07/01/2014 - 06/30/2021	9/24/2020 6:48 AM
8	07/01/2020 to 07/01/2021	9/21/2020 11:36 AM
9	Unknown	9/21/2020 10:28 AM
10	07/01/2019 - 06/30/2022	9/21/2020 10:27 AM
11	one year from Effective date (9/16/20), with 4 one year extension options	9/21/2020 8:26 AM
12	01/01/2020-12/31/2020	9/18/2020 4:27 PM

**Summary:** Most of the submissions indicated a contract term of at least 1 full year, with additional 1-year extension options.

## Q7 Does your agency/department utilize the web-based search feature?

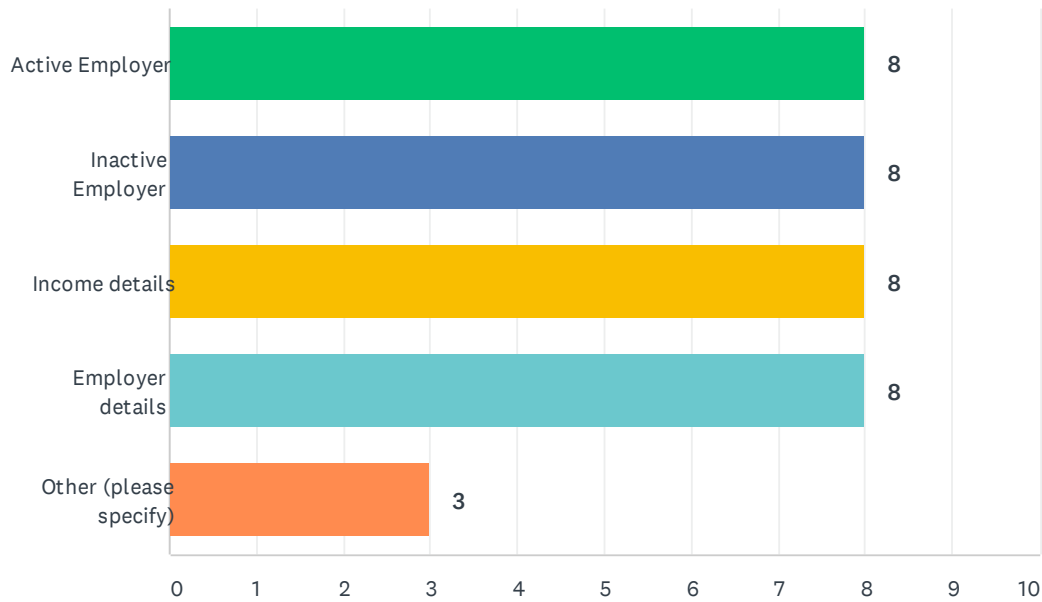
Answered: 11 Skipped: 19



**Summary:** The majority of those who have an agreement with TWN utilize their web-based search feature.

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

Answered: 9 Skipped: 21



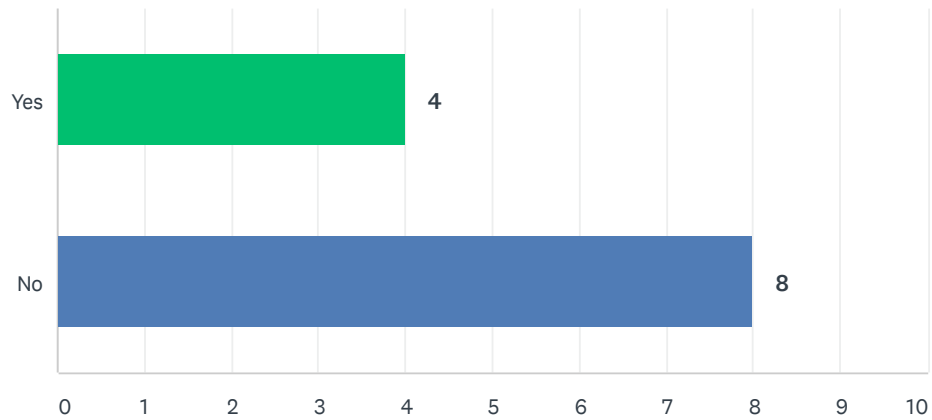
#	OTHER (PLEASE SPECIFY)	DATE
1	Employment Informatin request will vary depending on nature of eligibility verification required - different employers or income data would be needed for a general initial eligibility inquiry vs. an inquiry for continued eligibility based on a suspicion of unreported income. Child Support may have different data requirements.	10/1/2020 9:04 AM
2	up to three years of gross income details, three years of pay period detail, employment dates, medical and dental insurance information.	9/30/2020 1:23 PM
3	Health Insurance	9/18/2020 4:27 PM

**Summary:** Based on the responses to this question, it is evident that TWN provides consistent information to all of its stakeholders.



## Q9 Does your agency/department utilize the batch feature with The Work Number?

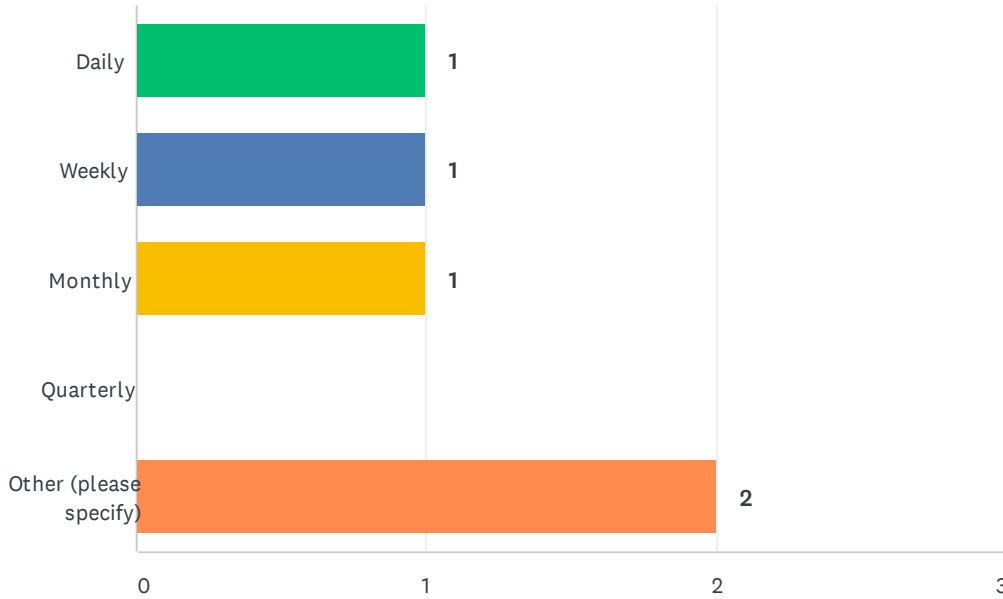
Answered: 12 Skipped: 18



**Summary:** Based on the answers to this question, it is evident that the need for the TWN batch feature is common within an agreement.

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

Answered: 4 Skipped: 26

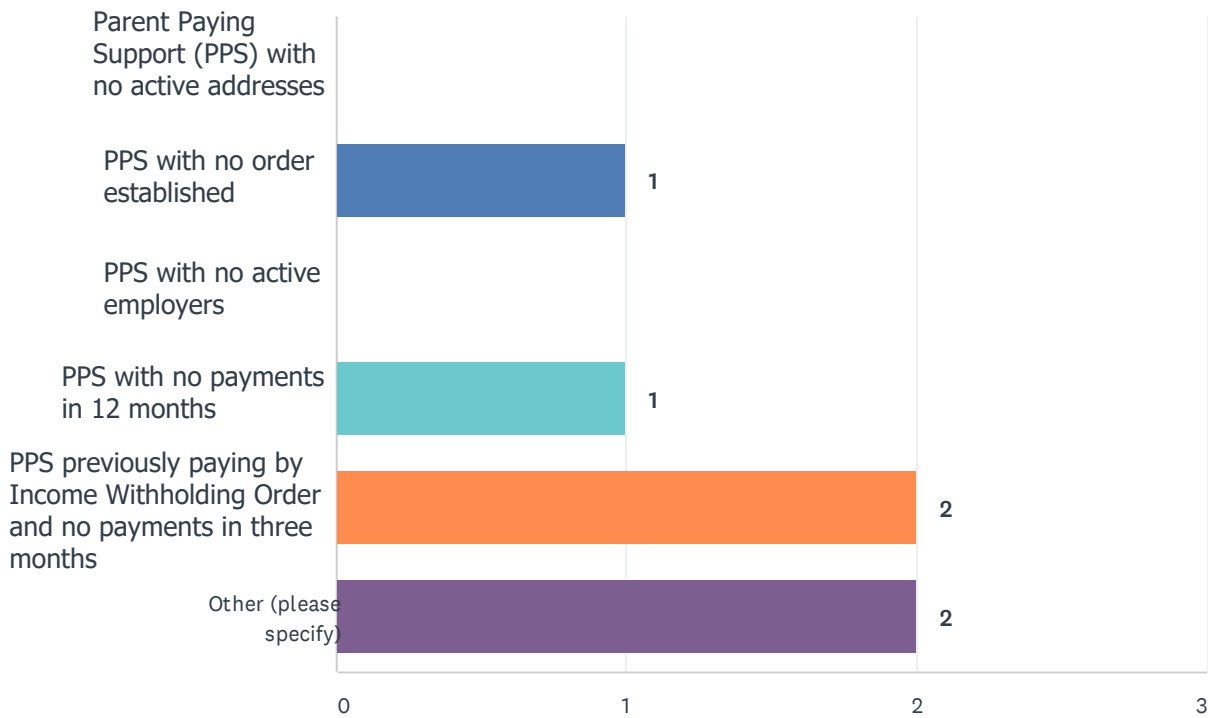


#	OTHER (PLEASE SPECIFY)	DATE
1	OTDA runs 3 batches monthly for TANF, SNAP and Work Verification/participation universes/samples. Child Support does not participate under the current contract.	10/1/2020 9:07 AM
2	Four times a month	9/21/2020 10:28 AM

**Summary:** Although the sample size is small for this question, it appears the batch feature is used no later than one month between batches.

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

Answered: 4 Skipped: 26

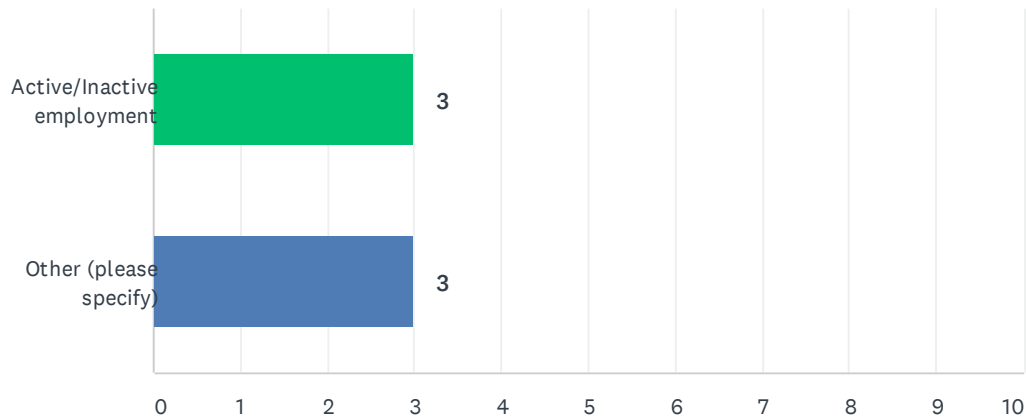


#	OTHER (PLEASE SPECIFY)	DATE
1	Not currently used for Child Support.	10/1/2020 9:07 AM
2	New defendants and plaintiffs run in next available batch. Alerts for ongoing changes in employment, income, etc.	9/21/2020 10:28 AM

**Summary:** The purpose of this question was to distinguish how other state agencies/departments determine when a PPS should be submitted through the automated batch process. Unfortunately, the low sample size of responses does not offer a significant observation.

## Q12 Does your agency/department receive any information that is not considered billable by The Work Number?

Answered: 6 Skipped: 24

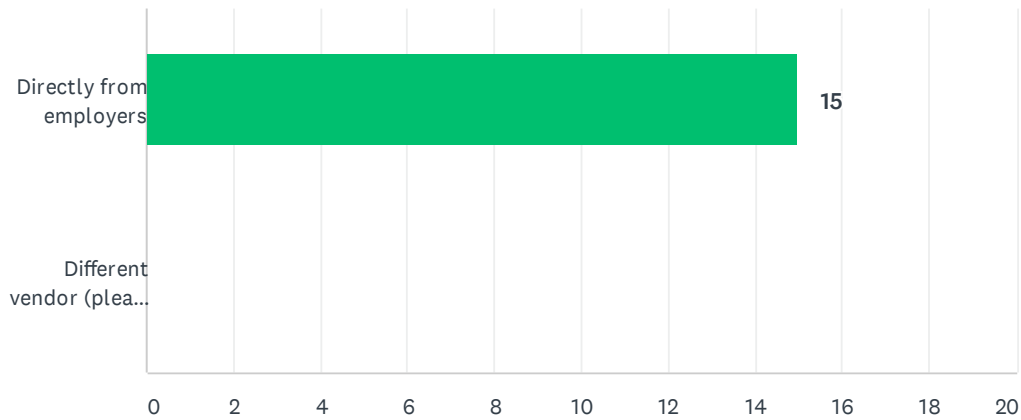


#	OTHER (PLEASE SPECIFY)	DATE
1	Record must have a minimum amount of data elements in order to verify eligibility for TA and/or SNAP. Records received by NYS must have these required minimum data elements populated to be considered billable	10/1/2020 9:12 AM
2	not sure	9/24/2020 2:56 PM
3	Not certain. Please see agreement emailed on 9/24/2020	9/24/2020 10:13 AM

**Summary:** The purpose of this question was to observe if other state agencies/departments were allowed any kind of employment information that was not considered a billable inquiry. Unfortunately, the low sample size of responses does not offer a significant observation.

Q13 If your agency/department does not obtain information through TWN, how do you receive employment information? (choose all that apply)

Answered: 15 Skipped: 15

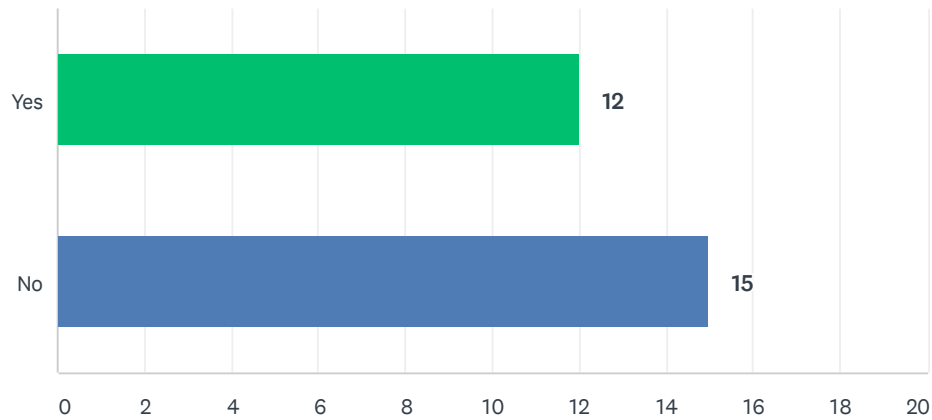


#	DIFFERENT VENDOR (PLEASE SPECIFY)	DATE
	There are no responses.	

**Summary:** The purpose of this question was to determine if other state agencies/departments could be receiving real-time employment information from any other vendor/contractor. Based on the responses to this question, there is no indication that a different vendor is being utilized to receive employment information.

### Q14 Does your agency/department receive any form of resistance from employers when requesting employment information?

Answered: 27 Skipped: 3



**Summary:** About half of the submissions indicates some form of resistance from employers occurs when the child support agency/department is requesting employment information.

## Q15 If the answer to previous question is Yes, please explain

Answered: 14 Skipped: 16

#	RESPONSES	DATE
1	Employers contracted with the Work Number may refer child support staff to the website to obtain information.	9/30/2020 1:26 PM
2	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.	9/29/2020 11:02 AM
3	We have been trying to get the Work Number for quite awhile but cost has been an issue for our state	9/28/2020 1:50 PM
4	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.	9/28/2020 4:54 AM
5	On average, Texas receives a third of the responses back from employers.	9/25/2020 12:35 PM
6	Occasionally, but not that often	9/24/2020 2:57 PM
7	Sometimes employers are hard to get a hold of or are leery to share employee information.	9/24/2020 6:50 AM
8	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.	9/23/2020 8:19 AM
9	Occasionally, they will return our letters demanding that we send them through a third party verifier.	9/22/2020 1:36 PM
10	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.	9/22/2020 11:23 AM
11	Only employers signed up with payroll companies - ADP, etc.	9/21/2020 1:25 PM
12	When more information is needed than TWN supplies, it is sometimes difficult to obtain the additional information from the employer.	9/21/2020 10:32 AM
13	Employers using the TWN point us in that direction, and we are not able to get the information from TWN currently.	9/21/2020 8:49 AM
14	Refer us to TWN	9/18/2020 4:29 PM

**Summary:** Above are some examples of employer resistance.