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DEPARTMENT OF HUMAN SERVICES  
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**HUMAN SERVICES CIRCULAR LETTER NO. 27Z-233-EA/MS**

ISSUED BY: Division of Economic Assistance and Division of Medical Services

SUBJECT: TALX

**Summary**

TALX is a company that contracts with other companies to provide income and employment verification for those companies to other entities, such as banks, loan companies and state and federal human service agencies. TALX is also known as The Work Number and The Work Number for Everyone.

A company that contracts with TALX to provide income and employment verification generally will not respond to any request from an outside agency seeking this information.

The purpose of this letter is to inform DHS offices that they can obtain information from TALX electronically. Each DHS office must complete an agreement with TALX. This agreement is available on the TALX website at <http://www.theworknumber.com/PublicAssistance/register.htm>.

When registration is complete, you can obtain verification by:

- ◆ Calling TALX at 1-800-660-3399 and providing your office fax number, the social security number of the client, and the company code for the client's current or previous employer.
- ◆ Entering your request on the TALX website. You will be given a user name and pass code when you register.

TALX will fax the information to you within nine business days. TALX will no longer provide this information in response to a written request received by mail or faxed to their office.

There are two services available to DHS:

- ◆ Basic PA: Information is provided at no cost and is delivered within nine business days.
- ◆ PA eXpress: Information is provided for a fee and is delivered immediately.

Both services are available as described above; i.e., you call the company to place your request and they provide the verification by fax.

The DHS Business Partners and Regional Administrators have made the decision that DHS offices are not to enter into the PA eXpress agreement, requiring a fee (neither as part of the DHS regional budget nor as part of the local administrative expense).

Please remember that before requesting any income or employment verification from TALX, you must:

- ◆ Have a signed release of information from the client, just as with any other request for information from an employer.
- ◆ Have a “secure” fax line. This means that only DHS staff have access to the information received over the fax machine you will be using. If you share a fax machine with another non-DHS office, you must have the information you request sent to another machine that is a DHS-secured fax.

**Effective Date**

Upon receipt.

**Material Superseded**

None

**Additional Information**

If you need additional information, please contact your regional benefit payment administrator.