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	Chapter No./Name		00. Miscellaneous Issuances Manual		
	Part No./Name		E. Executive Bulletins		
	Section No./Name		E-2300 Executive Bulletins		
	Document No./Name		E-2342-01 The Work Number		
	Dates	Issue	October 22, 2007	Effective	October 22, 2007

This Executive Bulletin is being reissued as a correction to policy and clarification of procedures. With issuance of this Executive Bulletin, DOCNO:E-2342-00 issued July 24, 2007, is declared obsolete and is being moved to history.

The internet website The Work Number is a source for verification of earned income and employment information. Because the Office of Family Support (OFS) pays for this service provided by the TALX Corporation, it is not appropriate to use The Work Number in all case processing situations.

The Work Number website has two functions:


- The free *SSN Look-Up* is a search function that can be used to look for employment of applicants and recipients by larger companies that represent 28% of the employment in the United States. Note that there are two weaknesses in the *SSN Look-Up*: (1) the list of employers is not dated and can include information from the 1980's and 1990's and (2) it is limited to those companies who have a contractual relationship with TALX Corporation to supply the information. However, in accordance with [Chapter 4 B-630](#), an *SSN Look-Up* is required for all household members who are 16 years of age or older at each application, Semi-Annual Report, and redetermination.
- The second function is the *Verification* of employment and income of either "active" employment from the *SSN Look-Up* or a known employer of the applicant/recipient. OFS is charged a fee, whether this function is accessed from the *SSN Look-Up* search or from directly entering an SSN and company number known to the user.

The Work Number should **not** be used:

- More than once per office interview, telephone interview, or receipt of form OFS 4SR, unless the verified information indicates variable income **and** one or more pay periods have passed.
- To check "inactive," "terminated," and other similar types of employment status, unless the user needs to document a claim or review of a past period.

The procedure for using The Work Number is as follows:


- The Work Number may be accessed from your web browser by entering www.theworknumber.com/SocialServices/. (This web address may be set as one of your "Favorites.")
- Enter The Work Number authorized FAX number from the attached list on the initial Social Services screen of The Work Number website and click "GO."

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- Enter the State Member ID and the Authorized User Number on the next screen and "continue." These codes may also be found on the attached list.
- Select the first Permissible Purpose or other appropriate purpose and "continue."
- On this screen, click *SSN Search* "GO."
- Enter SSN on the next screen and "continue."
- The following screen will give all employers of the client since The Work Number first began servicing each employer. Screen-print this information to verify that you have checked for all **active** employment. If no active employment is listed, stop here.
- Check only *Active Employment Status* by clicking "GO." You will be returned to the "Request a Social Service Verification" screen with the Company Code of the Employer entered. Enter the client's SSN and "continue."
- The Employment and Income Verification screen will give the information for the requested SSN with the requested employer. Screen-print the returned employment information for the case record. OFS will be billed for each employer searched (active or otherwise).
- If **verification for known employment** is needed, enter the company code from The Work Number's "Search employers" and the client's SSN and "continue." Screen-print the returned employment information for the case record. OFS will be billed for one verification for each employer searched.


All current FAX numbers, State Member IDs and Authorized User Numbers remain the same and are attached. The FAX numbers on this list may not correspond with present working fax machine telephone numbers but the appropriate parish number should be used nonetheless. You will not receive a FAX response to your online query.

Questions regarding The Work Number procedures should be referred to the SIEVS Manager, Melvin Unkraut, at (225) 342-2518 or munkraut@dss.state.la.us.


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List of Fax Numbers, State Member ID Numbers and Authorized User Numbers

PARISH	FAX NUMBER	STATE MEMBER ID	AUTHORIZED USER NUMBER
Acadia	3377887609	28001001	001
Allen	3376392964	28002001	002
Ascension	2256479013	28003001	003
Assumption	9853697779	28004001	004
Avoyelles	3182530058	28005001	005
Beauregard	3374638634	28006001	006
Bienville	3182639469	28007001	007
Bossier	3187417329	28008001	008
Caddo	3186767317	28009001	009
Calcasieu	3374912261	28010001	010
Caldwell	3186490267	28011001	011
Cameron	3374912261	28012001	012
Catahoula	3183396779	28013001	013
Claiborne	3189275496	28014001	014
Concordia	3187577606	28015001	015
DeSoto	3188724718	28016001	016
East Baton Rouge North	2259257288	28017001	017
East Baton Rouge South	2252191580	28070001	070
East Carroll	3185593146	28018001	018
East Feliciana	2256835088	28019001	019
Evangeline	3373630324	28020001	020
Franklin	3184352135	28021001	021
Grant	3186273597	28022001	022
Iberia	3373730111	28023001	023
Iberville	2256878978	28024001	024
Jackson	3182591099	28025001	025
Jefferson (Eastbank)	5048385355	28065001	065
Jefferson (Westbank)	5043616196	28026001	026
Jefferson Davis	3378248197	28027001	027
Lafayette	3372625988	28028001	028
Lafourche	9854470898	28029001	029
LaSalle	3189925317	28030001	030
Lincoln	3182514179	28031001	031
Livingston	2256867037	28032001	032
Madison	3185744046	28033001	033
Morehouse	3182830808	28034001	034

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PARISH	FAX NUMBER	STATE MEMBER ID	AUTHORIZED USER NUMBER
Natchitoches	3183573117	28035001	035
Orleans (Algiers)	5043616420	28066001	066
Orleans (Midtown)	5045991814	28067001	067
Orleans (Midtown)	5045991749	28067001	067
Orleans (Midtown)	5045991708	28067001	067
Ouachita	3183623220	28037001	037
Plaquemines	5043935643	28038001	038
Pointe Coupee	2256386266	28039001	039
Rapides	3184875107	28040001	040
Red River	3189323977	28041001	041
Richland	3187282124	28042001	042
Sabine	3182564142	28043001	043
St. Bernard	5042787480	28044001	044
St. Charles	9857587349	28045001	045
St. Helena	2252224894	28046001	046
St. James	2258694990	28047001	047
St. John	9855364735	28048001	048
St. Landry	3379480370	28049001	049
St. Martin	3373941817	28050001	050
St. Mary	3378280859	28051001	051
St. Tammany	9858936298	28052001	052
Tangipahoa	9857482061	28053001	053
Tensas	3187669242	28054001	054
Terrebonne	9858573757	28055001	055
Union	3183687771	28056001	056
Vermilion	3378939115	28057001	057
Vernon	3372386464	28058001	058
Washington	9857326609	28059001	059
Webster	3183713071	28060001	060
West Baton Rouge	2253426977	28061001	061
West Carroll	3184289071	28062001	062
West Feliciana	2256835088	28063001	063
Winn	3186281995	28064001	064
Alexandria Regional	3184875230	28906001	906
Baton Rouge Regional	2259254543	28902001	902
Lafayette QC & F&R	3772625295	28904001	904
Lake Charles Regional	3374912197	28905001	905

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PARISH	FAX NUMBER	STATE MEMBER ID	AUTHORIZED USER NUMBER
Monroe Regional	3182623358	28908001	908
New Orleans Regional	5042437672	28909001	909
Shreveport Regional	3186767086	28907001	907
Southeast Regional	5048385642	28901001	901
Thibodaux Regional	9854470886	28903001	903
New Orleans F&R	5042437711	28910001	910
State Office F&R	2253422047	28911001	911
Baton Rouge QC	2259256791	28912001	912
Monroe QC	3183623371	28913001	913
New Orleans QC	5048262003	28914001	914
SIEVS	2253424171	28915001	915