



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA INFORMATION MEMO

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TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT AND
CHILD SUPPORT
FAMILY INVESTMENT AND CHILD SUPPORT SUPERVISORS AND
CASE MANAGERS

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA
JOSEPH A. JACKINS, EXECUTIVE DIRECTOR, CSEA

RE: THE WORK NUMBER

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY:

This memorandum advises all staff using the Work Number employment verification service of the contractual agreement between FIA/CSEA and the vendor, TALX Corporation, regarding the Vermont Fair Credit Reporting Contract Certification.

According to the certification, all users of the Work Number must comply with the Vermont Fair Credit Reporting Statute, 9 V.S.A § 2480e (1999), as amended (the "VFCRA"), and the federal Fair Credit Reporting Act, 15, U.S.C. 1681 et. Seq., as amended (the "FCRA"), and its other state law counterparts. This requirement demands that any staff member with access to the verification system must receive consent from the customer prior to ordering data relating to Vermont residents.

The verification system and our contract with TALX Corporation are designed for staff to obtain **employment and earnings verification only**. Staff may not request any credit reporting history or data as there may be legal ramifications.

INQUIRIES

Direct TCA policy questions to Marilyn Lorenzo at 410-767-7333 or mlorenzo@dhr.state.md.us, or Gretchen Simpson at 410-767-7937 or gsimpson@dhr.state.md.us. Food Supplement inquiries should be directed to Rick McClendon at 410-767-7307 or rmcclend@dhr.state.md.us. Work Number inquiries may be directed to Dorothy Fazeli at 410-767-7222 or dfazeli@dhr.state.md.us or Durlyn Sewell at 410-767-7040 or dsewell@dhr.state.md.us. Work Number inquiries for Child Support should be directed to Geraline Ketter at 410-767-0553 or gketter@dhr.state.md.us.

cc: DHR Executive Staff
FIA Management Staff
Child Support Enforcement Administration Management Staff
Constituent Services
Help Desk