



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

## FIA INFORMATION MEMO

Control Number: # 09-31

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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](mailto:mlorenzo@dhr.state.md.us), or Gretchen Simpson at 410-767-7937 or [gsimpson@dhr.state.md.us](mailto:gsimpson@dhr.state.md.us). Food Supplement inquiries should be directed to Rick McClendon at 410-767-7307 or [rmcclend@dhr.state.md.us](mailto:rmcclend@dhr.state.md.us). Work Number inquiries may be directed to Dorothy Fazeli at 410-767-7222 or [dfazeli@dhr.state.md.us](mailto:dfazeli@dhr.state.md.us) or Durlyn Sewell at 410-767-7040 or [dsewell@dhr.state.md.us](mailto: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](mailto:gketter@dhr.state.md.us).

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