



LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

TITLE: Employment and Salary Verification Requests

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ISSUER: Linda Del Cueto
Chief Human Resources Officer
Human Resources Division

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ROUTING
All Employees
All Locations

PURPOSE: The purpose of this Reference Guide is to provide schools, offices, and all employees with guidelines for the release of employee salary verification information and for the use of The Work Number.

MAJOR CHANGES: This Reference Guide replaces Human Resources Policy Bulletin BUL-6268.1 of the same subject issued September 11, 2017. Changes reflect updated employment and salary verification request procedures.

INSTRUCTIONS: Employment verification services for current and former employees are provided by Employee Relations in Human Resources Division. The Los Angeles Unified School District has established a contract with “The Work Number (Equifax Workforce Solutions)” to manage most types of employment verifications. For more information, please visit the following website:
<https://achieve.lausd.net/Page/3640>.

I. Employment Verification through The Work Number:

Most employment verifications can be quickly obtained by calling The Work Number. The Work Number is an automated service that allows third parties (e.g., mortgage companies, prospective landlords, and social service agencies, etc.) to obtain verification of employment and income for employees. The Work Number is widely known to mortgage lenders, banks, apartment complexes, and social service agencies. The Work Number is available 24 hours a day, 7 days a week. Employees must obtain a salary key number to authorize third parties access to their employee information. LAUSD cannot provide the salary key number; it must be obtained through the Work Number by the employee. To obtain a salary key number, please follow these 2 steps:



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Step 1:

Access The Work Number at www.theworknumber.com

(Important: Be prepared to write down the Salary Key Number)

- (800) 367-2884 (employees)
- (800) 367-5690 (lenders)
- (800) 660-3399 (social services)
- (800) 996-7566 (customer service)

Step 2:

Log-in by entering the following information to obtain a Salary Key number:

- LAUSD Company Code 10721
- Employee Number (include leading zeros for a total of 8 digits)
- PIN (last 4 digits of Social Security Number and last 4 digits of your employee number)

Please note that agencies must register to use The Work Number service. Housing Authorities and Child and Family Services may qualify for a fee waiver.

If there are discrepancies in the employment verification provided by The Work Number, contact Employee Relations in Human Resources Division via email at employeverify@lausd.net or by fax: (213) 241-8404. To expedite processing, please include a copy of the verification report from The Work Number, along with your email or fax request.

II. Employment Verification Services:

Employment Verification services for current and former employees are managed by Human Resources Division of the Los Angeles Unified School District. Most Employment Verifications are performed by using “The Work Number (Equifax Workforce Solutions)” under a contract with LAUSD. A few types of verification (teaching experience, Immigration and Naturalization requests and adoption agency applications) can be requested directly from Employee Relations in Human Resources Division.

Other Types of Employment Verification:

Verifications of teaching experience, Immigration and Naturalization (INS) requests and adoption agency applications can be emailed to employeverify@lausd.net. Please be sure to include your name, **employee**



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number or last 4 digits of your social security number (very important to include), and the purpose of the request.

To request employment verification for INS and/or teaching experience, use the LAUSD Employment Verification Request Form (Attachment A) and be certain to fill out all pertinent areas of the form. All requests must be submitted in writing with the employee's signature authorizing the release of employment information. The completed forms along with any third-party form should be submitted by fax, email or U.S. mail to:

[LAUSD Employment Verification Request Form](#) (Attachment A)

FAX: (213) 241-8404
Email: employeverify@lausd.net
Mail: Employee Relations
333 South Beaudry Avenue, 14th Floor
Los Angeles, CA. 90017

III. Employee Information:

The following types of requests for employee information can be requested and fulfilled by a department within LAUSD and by another entity outside of LAUSD.

1. LAUSD Services:

Employee Relations (<https://achieve.lausd.net/employeerelations>):

- Copies of Performance Evaluations

Payroll Services: (<https://achieve.lausd.net/Page/440>)

Current employees with an active LAUSD email account can access, update, and download the personal information, by going to LAUSD Employee Self Service and logging in using the Single Sign-on or by contacting the Employee Service Center at (213) 241-6670 for the following services:

- Change of address and phone number
- Copies of paystubs or W2 Forms
- Change of Tax Withholdings
- Time Statements



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Inquiries regarding the following matters may be made by contacting the Employee Service Center at (213) 241-6670:

- Garnishments
- Payroll Issues
- Private Insurance Disability Forms
- Salary History
- Transfer of Sick Leave

Risk Management (<https://achieve.lausd.net/Page/4141>)

- Tax Shelter Annuity Forms
- Worker's Compensation Forms
- Health Benefits Information

2. Outside of LAUSD Services:

STRS (www.calstrs.com)

- Service Credit Breakdown for Certificated Employees

PERS (<http://www.calpers.ca.gov/>)

- Service Credit Breakdown for Classified Employees

RELATED RESOURCES:

Attachment A – LAUSD Employment Verification Request Form, Human Resources Division website at <https://achieve.lausd.net/Page/1532>

Attachment B – Frequently Asked Questions (FAQs)

ASSISTANCE:

For assistance or further information please contact Employee Relations at (213) 241-6591. Information may also be found at <https://achieve.lausd.net/employeerelations>.



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ATTACHMENT A

EMPLOYMENT VERIFICATION REQUEST FORM

Please submit a completed, signed form to Human Resources Division, Employee Relations, 333 S. Beaudry Ave., 14th floor, Los Angeles, CA 90017. If you have questions concerning the completion or submission of this request, please call Employee Relations at (213) 241-6550. Incomplete request forms will not be processed

NOTE: If you are requesting a verification for a mortgage or personal loan, the Los Angeles Unified School District now utilizes **The Work Number** as the employment verification service to fulfill that type of request. You can contact The Work Number via the internet (www.theworknumber.com) or telephone (1-800-367-2884) to submit your request. You will need the LAUSD employer code to complete your request, and that number is: **10721**.

Section 1: Employee Information			
This section must be completed so that we may access the employee's records.			
Employee's Name (Last, First, Middle Initial):		Most Recent Job Title:	
Employee #:		Last 4 Digits of Social Security #: XXX-XX-	
Home Address:		City:	State:
Email Address:		Phone #:	Fax #:
Other names used while employed with LAUSD:			
Request for Verification on Formal Letter (<i>check one</i>):			
<input type="checkbox"/> Standard Verification – i.e., current job and classification information			
<input type="checkbox"/> Teacher Experience – i.e., recent teaching history (commonly used for CTC, APLE, TLF, and NBC forms)			
<input type="checkbox"/> INS Letter – i.e., letter for immigration sponsorship			
<input type="checkbox"/> Other (please explain):			
What is the reason for your request?			
Check <u>only one</u> box to indicate how you or the third party would like to receive this information:			
Email <input type="checkbox"/> Fax <input type="checkbox"/> Mail <input type="checkbox"/> Hold for Pick-up <input type="checkbox"/> Loans-Student/Forgiveness Mail <input type="checkbox"/> Hold for Pickup <input type="checkbox"/>			
Section 2: Third-Party Information			
This section should be completed only if a third-party is to receive the verification. Write "N/A" if not applicable.			
Third-Party Contact Name:		Company or Institution:	
Email Address:		Phone #:	Fax #:
Address:	Suite #:	City:	State:
Section 3: Employee Signature			
The employee must provide a signature in order to authorize the release of employment information.			
Employee's Signature:			Date:





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ATTACHMENT B

FREQUENTLY ASKED QUESTIONS (FAQ)

Q: How long does it take to process an employment verification request?

A: If your employment verification is processed through The Work Number, you will receive your response in a matter of minutes. Please visit The Work Number website at www.theworknumber.com or call them at (800) 367-2884.

Other types of employment verification are processed in the order in which they are received.

Q: If I am a current employee, where can I get a copy of my paystub or W2?

A: Please visit LAUSD Employee Self Service <https://selfservice.lausd.net/irj/portal> and log-in using your Single Sign-On, to access copies of your paystub and W2 forms.

If you do not have an active LAUSD email account or are a former employee, contact Employee Service Center at (213) 241-6670 or visit the Payroll Services website.

Q: Where do I go to change/update my address?

A: Visit LAUSD Employee Self Service <https://selfservice.lausd.net/irj/portal> and log-in using your Single Sign-On.

If you do not have an active LAUSD account, contact Employee Service Center at (213) 241-6670 or visit the Payroll Services website. Completed Change of Address forms can be downloaded and mailed/faxed to Employee Service Center at the Beaudry building on the 1st Floor. The fax number for Employee Service Center is (866) 761-7413.

Q: Where do I go to change my name?

A: Download a [Change of Name Request Form](#) from the Employee Relations website and follow the instructions on the form to submit your request.

Q: How can I check on the status of my employment verification request?

A: For any questions regarding your employment verification, please send an email to employeverify@lausd.net or call us at (213) 241-6591.

Q: Who do I contact if there is a discrepancy in the Work Number (TALX) verification?

A: Contact Employee Relations via email at employeverify@lausd.net, fax (213) 241-8404 or call (213) 241-6550. To expedite processing, please email or fax the verification report from The Work Number, along with your request.

Q: How do I submit feedback?

A: Submit comments, suggestions or any questions to Employee Relations email at: employeverify@lausd.net.