



Case Study:

## City of Phoenix



### Client

In 1914 the City of Phoenix became one of the first cities to adopt a council-manager form of government which is commonly viewed as a more progressive form of government. The city has won many major awards, including the Carl Bertelsmann Prize, a prestigious international competition that recognizes the best-run city government in the world. The City of Phoenix employs over 16,000 people with approximately 1,000 new hires/rehires each year.

### Challenge

The City of Phoenix was using a paper-based, manual I-9 verification method that had become increasingly cumbersome, time-consuming, and inefficient. Because of the laborious amount of time it took to verify information, and to process the necessary paperwork, the City of Phoenix initially decided to proactively pursue a paperless, electronic I-9 solution. Soon after this decision, it was discovered that the State of Arizona was talking about passing a law requiring all Arizona employers to use E-Verify, the federal government's electronic system to verify work eligibility. Now, in addition to wanting an electronic, paperless I-9 solution, the City of Phoenix was faced with looming compliance laws set to go into effect January, 2008. Already a client of The Work Number, the TALX employment verification service, opening communications regarding the I-9 electronic solution became the obvious choice, as the TALX I-9 solution was both paperless and integrated with E-Verify.

### Solution

In September 2007 the implementation of the TALX electronic I-9 service began, with the goal of being

compliant with state law by the beginning of the year. As part of the implementation process, TALX conducted a train the trainer session online with key City of Phoenix personnel in order to educate those that would be using the new system. The compliance deadline was met as the City of Phoenix went live on the system a full pay period before the law went into effect. The role of their HR staff regarding I-9 verification went from being a two step process of operational staff completing the initial verification of the form, applicable documentation and a second review by the Personnel Department, to a single process of entering information online through the TALX I-9 service.

### Results

As a result of the I-9 implementation, the City of Phoenix was able to become compliant with state regulations, reduce labor hours spent processing, become paperless, and eliminate fraudulent Social Security numbers. An additional benefit seen by the City of Phoenix was the compliance reporting feature. Because they are a client of The Work Number, the I-9 service knows and can alert them when an I-9 needs to be reverified, when an old I-9 for a terminated employee can be purged after satisfying the federal retention requirements, and if any I-9s are missing. The City of Phoenix estimates that, compared to the paper process, the city now saves approximately \$15-20 per I-9 form and over \$100 on complicated and/or fraudulent I-9s by using the TALX I-9 service.

For more information, contact TALX at 800-888-8277 or e-mail [moreinfo@talx.com](mailto:moreinfo@talx.com).