Department of Human Resources **311 West Saratoga Street** **Baltimore MD 21201**	**FIA ACTION TRANSMITTAL**
Control Number # 07-20	**Effective Date: Immediately**
	Issuance Date: March 27, 2007

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

FROM: **KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR**

RE: **NATIONAL DIRECTORY OF NEW HIRES (NDNH)**

PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE AND FOOD STAMPS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

       The State New Hires process does not include information on federal government employees, people who have jobs in other states or people who work in Maryland for employers with home offices in other states. In Federal Fiscal Year 2005, states participated in a match against the National Directory of New Hires (NDNH). Recently, the United States Department of Health and Human Services, Administration for Children and Families (DHHS, ACF) enhanced the NDNH. Now included are: W-4 (new employment), Quarterly Wage (QW), and Unemployment Insurance (UI). Use of NDNH information helps local departments reduce the number of incorrect payments caused by unreported income and provides information that may help increase work participation rates.

       On December 23, 2006, we completed a CARES system migration for the NDNH and NDNH was added to CARES effective January 1, 2007. A NDNH match tells CARES to send the customer a notice, along with employment verification and child care forms. CARES sends new alert 992 to the case manager for all NDNH matches. The alert displays NDNH employment information including the Federal ID number and any current employment as recorded in CARES from the ERN1 screen. You can access management reports through Datawatch.

       Case managers must follow local department procedures for establishing potential overpayments and Intentional Program Violations (IPVs).

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Example 1: Dawn Johnson receives TCA for herself and her children. Dawn lives in Hagerstown in Washington County. A New Hires match shows that Dawn is employed at Wal-Mart in Martinsburg, W. VA. She has never reported the employment. The Family Investment CARES team reviews the NDNH matches and sends a manual letter to Dawn, requesting verification of the employment and explaining she has 10 days to submit the verification to the case manager. Dawn does not return the requested information. The case manager sends Dawn an adverse action notice and then closes Dawn's TCA case when the 10-day adverse action period expires and the information was not submitted.

Example 2: Mary Smith receives TCA and FS for herself and her children. An NDNH report shows Mary has been receiving unemployment benefits from Delaware. The case manager contacts Mary and asks her about the information. Mary states she didn't think the case manager would find out. The case manager takes action on the unreported income for both the TCA and the FS programs including overpayments and a possible Intentional Program Violation (IPV).

NOTE: The NDNH processes unemployment benefit matches on a quarterly basis.

When the customer submits the necessary verification (pay stubs, employer statement, wage form, child care statement), the case manager must review the employment information and determine whether an overpayment exists for unreported or under-reported income. The case manager sends a 10-day adverse action notice for a reduction or termination of benefits.

Do not close the TCA or FS case because the customer did not verify child care. Do not allow the child care deduction for the period of time it was not verified.

REMINDER TO CASE MANAGERS:

Take the necessary steps to obtain verification from the customer or if the customer is uncooperative or unable to provide the information, obtain the information from a secondary source such as the employer or day care provider.

Case managers should use all resources available to attempt to obtain the verification. Use the Maryland Automated Benefits System (MABS) and the **Work Number** to attempt to verify employment. Follow normal MABS procedures to obtain information through MABS.

Use either the website address or phone number to obtain employment information from the **WORK NUMBER**. **The website is www.theworknumber.com.** The telephone number is **1-800-660-3399.** The Work Number is free, but your agency must have a registered fax number to use it.

When you use **The Work Number website**:

1) From the site's home page, click on "Enter Social Services Section"

2) From next screen, select "Social Services Login"

3) The next screen that appears is "Permissible Purpose". Click on the first option, where it states, "we are a governmental agency using the site to determine employee's eligibility" Click on Submit.

4) The next screen is where you enter Employer, SSN, etc.

> **NOTE**: Do not allow TCA Customers who have unreported earned income the earned income deduction **for the portion of the income that is unreported**. Do not allow the earned income deduction in the income calculation from the time it should have been reported to the time it was reported. Do not allow the dependent care deduction for any period of time dependent care was unreported.

When a NDNH match indicates federal employment, case managers should forward the information to the:

Office of Inspector General
Program Fraud Unit
100 South Charles Street
Baltimore Maryland 21201

Example 2: Terry Thompson lives in Prince George's County. She receives TCA and FS. The NDNH indicates that Terry works in Washington D.C. for a federal agency. The case manager must refer the information to the Office of the Inspector General (OIG) Fraud Unit.

CARES Procedures

When underline employment and child care verification is received the case manager must follow these steps:

1. Access the CARES **AMEN** screen from option **"R".** Type in the **Client ID** and press enter.

2. Fast path to the **ERN1** screen. Enter employment information not already on the **ERN1** and **ERN 2** screens. **SEE SCREEN A**

3. Enter the employment information exactly as it appears on the customer's pay stubs, W2 form, or wage verification form. Enter the address of the employer and the employer's Federal ID number, if it is available.

4. Complete the **CARE** screen when the customer provides dependent care information.

5. On the **MISC** screen enter a **"Y"** in the **Calculate Eligibility** field to confirm eligibility. **SEE SCREEN B**

6. The new benefit amount will show on the **CAFI** or **FSFI** screen. **SEE SCREEN C**

7. Go back and complete any overpayments because of the unreported income.

     If the customer does not return requested earned income information, follow the same procedures used for the State New Hires.

CARES New Hires Alert Disposition Codes

     All New Hire disposition codes are numeric in CARES. Case managers must not disposition alerts before taking action on the case. The codes are:

     1-No change due to New Hire employment-already reported
     2-Case closed /denied as a result of New Hire information
     3-Case closed /denied for reason other than New Hire
     4-Benefits decreased as a result of New Hire information
     5-Benefits increased as a result of New Hire information
     6-No change as a result of new Hire information-Income excluded
     7-Incorrect match

Screen A

```
CHANGE                      EARNED INCOME 1 - ERN1                      ERN1  01
Month 11 05
                                 _
Client Name                                           Client ID
 Up Total Earnings for 24 Months

Employer Name OMNI RESOURCE INC                    Federal ID 521995727
Address Line 1 2444 SOLOMONS ISL RD      Line 2 SUITE 218
City ANNAPOLIS          ST MD    Zip 21401          Phone


Type      Begin         End        $30+1/3     $30+1/3      $30        JTPA     Student
          Date          Date       Ind Cntr    End Date    End Date   Ind Cntr Ind Cntr
                                                (MM YY)     (MM YY)
          08 18 05


Employer  Vol  Quit Date  Wages/Hrs      Hrs Per    Vol Quit     Late      Num of
Ins Avail Quit (MM DD YY)                Month      Good Cause   Report    Boarders
   Y                                                             N
                                                                      More Jobs
Message

              15-lett
```

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Screen B

```
 SESSION1 - EXTRA! for NetWare
File  Edit  View  Tools  Session  Options  Help

   CHANGE                 AU NON-FINANCIAL MISCELLANEOUS - MISC           MISC     A
   Month


   HOH Name                                           Client ID
   AU ID            Prog

    MR/QR      MR/QR      MR/QR        Calc Elig  Trial Elig   FS      --Expedited---
     Recd   Complete Good Cause          Ind       HH Increm  Intvw   Serv Disc Date



    Redet    Auto Reassign SLAM   Lump Sum   Presump -----Redet------ Dly Days QMB
   Complete     Override      Ind   Remain       Elig   Method  Send EDD Rsn ODue Ovrd
                                                   F            Y


    PPI Service Ref     Rsn    Date              QA Error Ind  QC      SR      AR
    Are there any unpaid medical bills?         MA Ext
   Sched Interview                       Unit Number          Client ID
   Del     Inquiry Date 03 01 07                EW ID REP023
           Appt Date    08 11 06                Appt Type RDT
           Appt Begin Time (HH:MM) 09 : 30      Appt End Time (HH:MM) 10 : 00
           L Name/Appt Remarks REDET AUTO SCHEDULED ON 07/12/06
   Message


    13-note 14-schs 15-lett                                            23-alau

Connected to host hisc2 [137.1.0.162]                                  NUM    11:43 AM
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Screen C

File Edit View Tools Session Options Help

```
  CHANGE              CASH/MA FINANCIAL ELIGIBILITY - CAFI            CAFI    A
  Month
  AU ID               Prog        Prog Type     Med Cvrg Grp      HH Size
  Assets                          Gross Earned Income
   Asset Limit                    Incentive Disregard
   Total Assets                   Other Deductions
  Gross Income Test               Net Earned Income
   Gross Income Limit             Net Unearned Income
   Gross Unearned Income          Deemed Income
   Gross Earned Income            Net Income
   Child Supp From IV-D           Payment Standard
   Deemed Income                  Grant Amount
   Gross Income                   AFDC Disallowances
  Net Income Test                 Special Benefits
   Net Income Limit               Recoupment Amount
   Basic Need                     OTO Medical Amount
                                  Benefit Amount
                                  Previous Benefit
  Bnft Eff Date       Bnft Confirm     Reasons          Budgeting Method
  Notice Type     Waive Advr Act Period     Notice Override    Vendor N
  Redet Begin Date       Redet End Date 09 07   MR Stat    MR Class    Strat
  Message

    13-note
```

Connected to host hisc2 [137.1.0.162]   NUM   11:43 AM

start   Novell GroupWise - M...   Mail From: Marilyn Lo...   SESSION1 - EXTRA! f...   New Hires 2-2-07_1 -...   Type to search   11:43 AM

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Transitional Food Stamps

TCA customers are entitled to Transitional Food Stamps (TFS) when the TCA closes for any reason except:

♦ Failure to cooperate with a Quality Control (QC) review;
♦ Non-cooperation with a TCA work requirement;
♦ Non-cooperation with a Child Support requirement;
♦ A FS Intentional Program Violation (IPV);
♦ The customer is included in another FS household; or the
♦ Customer moved out of State.

When the customer fails to respond to a request for information, close the TCA on **CARES** by entering **code 500- BECAME EMPLOYED AND DID NOT PURSUE APPLICATION** on the **STAT** screen or by entering **NO** for verification on the **CARES ERN2 for the wage earner.** Using either of these CARES procedures permits the food stamps to go into TFS.

CARES Reports

Eight Management Reports have been added to Datawatch. They are as follows:

- **Active clients with New Possible Employment**
- **Clients with Unreported Employment**
- **Head of Households whose cases close with codes other than 301**
- **SSN Exceptions**
- **Quarterly Wage match (QW) (This match is done quarterly)**
- **Unemployment Insurance match (UI) (This match is done quarterly)**
- **National Directory of New Hires Disposition Report**
- **National Directory of New Hires Outstanding Alerts Report**

Work Programs

Review NDNH reported employment history and update WORKS with any previously undiscovered work participation information. Follow local department procedures for data entering information in the system. Enter work history information following procedures listed in the WORKS USERS' Manual. If you do not have a WORKS Users Manual, please call Jackie Knight at 410-767-7343.

INQUIRIES:

Please direct TCA questions to Marilyn Lorenzo at 410-767-7333, or Gretchen Simpson at 410-767-7937. Direct Food Stamp questions to Kay Finegan at 410-767-7939 or Rick McClendon at 410- 767-7307; and CARES questions to Kim Butler at 410-767-7950.

cc: FIA Management Staff   Constituent Services   Help Desk