
WORK FIRST
Automated Inquiry and
Match Procedures

Change # 06-2008

August 1, 2008

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I. GENERAL INFORMATION

North Carolina uses the social security number (SSN) for all individuals applying for assistance to determine initial and ongoing eligibility for program benefits. The State matches with the following agencies and computer databases:

- Employment Security Commission (ESC, UIB)
- Social Security Administration (BENDEX, SDX, TPQY, SOLQ, BEER)
- Internal Revenue Service (FRR)
- Other State agencies (DOT, DOC, ACTS,)
- National Directory of New Hire (NDNH)

A. Income and Eligibility Verification System (IEVS)

Federal regulations require the State to maintain and use an Income and Eligibility Verification System (IEVS). Information gained through the IEVS process is used to:

1. Verify eligibility;
2. Determine the amount of benefits due to eligible households.
3. Investigate a potential overpayment of Work First benefits; **and**
4. Obtain information that is used in conducting criminal or civil prosecutions based on the receipt of Work First benefits to which they were not entitled by participating households.

B. In addition to using the State-produced paper matches, counties are required to conduct on-line matches to verify eligibility and reduce the incidence of fraud.

C. Complete appropriate action on ESC, BENDEX, SDX, BEER, FRR, OLV and NDNH paper matches within 30 calendar days of the date on the paper match unless adverse action is required. If adverse action is required, issue the notice no later than the 30th calendar day.

D. Refer to the Work First User Manual for instructions regarding access to on-line inquiries for ESC, BENDEX, SDX, TPQY, SOLQ and OLV.

II. EMPLOYMENT SECURITY COMMISSION (ESC)

Access to ESC files is available through on-line inquiry and paper match listings. Use on-line inquiry information as part of the eligibility determination process at application, reapplication, and review. Information gained through the ESC match is used to discover leads of possible wages, previous work history, and potential eligibility for Unemployment Benefits (UIB), and to verify current UIB income.

A. On-line Inquiries

1. Refer to the Work First User Manual, ESC Inquiry, for instructions regarding access to the ESC on-line inquiry.
2. Complete the checklist in the application/ review workbook, or document the record. Use SSN's of individuals applying for assistance. Obtain a screen print of each recipient's wage and UIB data. A positive match is considered a "hit" and requires a screen print to be filed in the case file. A negative match is considered a "no hit." Screen prints are not required for a negative match.
3. Applications and Reapplications
 - a. Complete an on-line ESC inquiry at application and reapplication for each individual to be included on the case.
 - b. If the inquiry shows the individual has wages or UIB, compare the place and period of employment and quarterly earnings or the amount of UIB shown by ESC to the information provided by the individual. Document the findings in the case file.
 - c. Follow up on all leads by discussing them with the individual. Document the individual's response on the application. When a discrepancy between the match and the information provided by the individual is discovered, obtain verification to determine eligibility.
4. Review
 - a. At each review, complete an on-line ESC inquiry for all adult recipients to discover leads of possible wages, previous work history, and potential eligibility for UIB.

- b. If the inquiry shows that a recipient has wages or UIB, compare the place, period of employment, and the amount of quarterly earnings or the UIB amount shown by ESC to the information contained in the case file.
- c. If either wages or UIB has been verified and the verification is consistent with the inquiry information, document in the case file.
- d. If either wages or UIB was not reported or is incorrect, contact the household to determine continuing eligibility and to resolve the discrepancy.
- e. If appropriate, follow procedures in [Section 263](#), for over issuance and [Section 207](#), for suspected Intentional Program Violation (IPV).

III. **BENEFICIARY DATA EXCHANGE (BENDEX)**

The BENDEX System is a computer match by SSN between the public assistance case files and social security records. BENDEX files are available through on-line inquiry and individual information sheets. Use on-line inquiry as part of the eligibility determination process at applications, reapplications, and reviews.

A. On-line Inquiry

- 1. Complete an on-line inquiry at application, reapplication, and at each review on each recipient included on the case, using SSN's of individuals included in the WFFA case. Obtain a screen print of each match that shows an amount in the "current payment amount" field or the "Monthly Net Benefit" field on the OLV "individual Results" Screen. Refer to Work First User Manual for instructions regarding BENDEX on-line access.
- 2. If a match is found, take the following actions, and document in the case record. Document "no hit" when a match is not found.
 - a. Verify the payment amount. Document the verification in the application/review workbook or by the screen print.
 - b. Complete the State On-line Inquiry (SOLQ) or the Third Party Query (TPQY) request to resolve a discrepancy between the household's statement and the information shown in the BENDEX System. Refer to instructions in Work First User Manual.

- c. If the information was not reported or is incorrect, contact the household to determine continuing eligibility.
- d. If appropriate, follow procedures in [Section 263](#) for over issuance and in [Section 207](#), for suspected fraud.
3. File the screen print of each positive match in the case file.
4. Check the BENDEX record for other information that may affect eligibility. If information is found that differs from that reported by the household, give the household an opportunity to verify the information from another source.

B. BENDEX Information Sheets

BENDEX information sheets (See the Work First [User Manual](#)) are mailed to the county in any of the following situations.

1. First receipt of social security benefits;
2. Increase or decrease in benefits;
3. Hospital benefits change;
4. A recipient becomes entitled to Supplemental Medicare B insurance; **or**
5. There is any other change in the Social Security Administration's Master Beneficiary Requirements.

C. County Action Requirements

Take the appropriate timely action as specified in I., C. above on BENDEX information sheets.

1. Pull the case file. Compare the information on the BENDEX information sheet with the information in the case file.
2. If the case file indicates the information on the BENDEX information sheet was previously verified and the verification is consistent with the BENDEX information sheet, document the case file that the BENDEX System was checked. No further action is necessary.

3. If the information was not reported or is incorrect, contact the household to determine continuing eligibility.
4. If appropriate, follow procedures in [Section 263](#) for over issuance and [Section 207](#), for suspected fraud.

D. Retention

Retain the BENDEX information sheet for three years from the date on the sheet. Refer to IX, B. for information on destruction of data.

IV. STATE DATA EXCHANGE (SDX)

The SDX provides detailed information about Supplemental Security Income (SSI) benefits. Access to SDX information is available through on-line inquiry and paper listings. The on-line information is updated daily.

Use on-line inquiry at application, reapplication, and review to verify benefit amount and to check for potential receipt of benefits.

A. On-line Inquiry

The on-line inquiry reflects the most current information regarding SSI and is updated daily.

Refer to the Work First Users Manual, for instructions to access SDX information.

1. Perform an on-line inquiry at application, reapplication, and at each review for each recipient who is a potential SSI recipient. A potentially eligible recipient is anyone age 65 or over or disabled (including a child). A potentially eligible recipient is also anyone that receives a social security disability check that is less than the maximum SSI benefit.

NOTE: A check on all recipients to be included on the case may be conducted at the county's option. However, do not exceed normal processing standards.

2. Obtain a screen print of each positive match. File the screen print in the case file. A screen print for negative matches is not required.

3. County Action Requirements
 - a. Verify the SSI amount for information that has been reported. Document the application/review workbook.
 - b. Complete the SOLQ or TPQY request to resolve a discrepancy between the household's statement and the information shown on the SDX. See the Work First User Manual.
 - c. Contact the household when the information is not reported or is incorrect.
 - d. Follow procedures in [Section 263](#) for over issuance and [Section 207](#), for suspected fraud when appropriate.
 - e. Check the SDX record for other information that may affect eligibility. When information is discovered that differs from what has been reported by the household, give the household an opportunity to verify the information from another source.

B. SDX Data Sheets

SDX Data Sheets (See the Work First User Manual) provide information regarding accretions, deletions, changes of address, and other changes in situation. Take appropriate timely action as specified in I., C. above.

If a recipient is identified as receiving SSI, take appropriate action to adjust the payment. Follow instructions in [Section 202](#), Change In Situation, for acting on a change.

V. BENEFICIARY EARNINGS EXCHANGE REPORT (BEER) AND FINANCIAL RESOURCE REPORT (FRR)

The BEER Report is produced monthly and identifies household members who have Self-Employment (SE), Federal Employment (FE), Pension Income (PE), or Military Employment (ME) income reported to the Social Security Administration (SSA). Match information is mailed to the counties. See Work First User Manual for an example of the BEER Report.

The Financial Resource Report (FRR) is an Internal Revenue Service (IRS) match conducted monthly for newly approved households and once yearly for recipient households. Match information is mailed to counties. See the Work First User Manual for an example of the FRR Report and a list of FRR Codes.

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VI. TIME STANDARDS FOR COMPLETING FRR AND BEER REPORTS

Take appropriate timely action as specified in I., C. above on the FRR and BEER Reports.

If the report cannot be completed by the 30th calendar day due to the need for outside verifications, establish a suspense file. Once the verifications are received, take appropriate action within ten calendar days. Notify the designated person that the action is complete.

VII. SECURITY PROCEDURES

There are certain security requirements that are placed on the FRR and BEER Reports under federal law.

A. Responsibilities of the County Director

All agency employees with access to federal tax information must be thoroughly briefed on security procedures and instructions requiring their awareness and compliance. This includes cleaning staff, security staff, mail handlers, and any other individuals with access to this data because of their job responsibilities. Copies of Internal Revenue Code Sections 7213(a), 7213A and 7431 must be given to each employee. Review of these procedures must be conducted annually, and employees are required to sign a Documentation of Annual Security Training. This is the responsibility of the County Director.

Semi-annually, the IEVS Coordinator mails an internal inspection letter to counties to ensure that security training is conducted. This report must be completed by the county and returned to the IEVS Coordinator. The form is used to track security training.

The Director appoints the Security Control Officer and a back-up Security Control Officer. The Director also appoints the FRR/BEER control person and a back-up FRR/BEER control person. The Director ensures security requirements are met for the agency. The IRS requires two barriers to accessing federal tax information secured perimeter/locked container, locked perimeter/secured interior or locked perimeter/security container. The FRR/BEER Reports contain federal tax information; therefore, the agency must meet these IRS security requirements.

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Details of the security requirements are contained in IRS Publication 1075. This publication can be accessed through the Internet. Go to <http://www.irs.gov/pub/irs-pdf/p1075.pdf>. Section 4.0 contains the security information. If your agency does not have access to the Internet, you may contact the IEVS Coordinator with questions or information needed regarding the security requirements.

B. Responsibilities of the FRR/BEER Control Person

The FRR and BEER Reports are mailed to counties in hot pink envelopes and marked "Confidential." These reports must not be opened in the mailroom but must be delivered to the designated FRR/BEER control person. Immediately upon receipt, the control person must distribute the worker's copies to the appropriate income maintenance staff for follow-up. To ensure that only individuals who are allowed access to this information handle these reports, the control person must keep a log indicating to whom the reports are given, the date signed out, and the date the information is returned. This log must be maintained for five years before it is destroyed.

The control person must also ensure:

1. The reports remain under lock and key when a caseworker is not using them;
2. The reports are acted on within the time frames allowed for the specific program;
3. All caseworker copies of the report are returned and filed with the control copy; **and**
4. FRR/BEER Reports are not destroyed until all copies of the report are returned.

C. Responsibilities of the Security Control Officer

The Security Control Officer is responsible for conducting internal inspections and semi-annual reviews of county DSS staff to determine if the safeguards are being met.

If the Security Control Officer and the FRR/BEER Control Officer are the same, another member of the management staff should complete the Internal Inspection and semi-annual review.

Please refer to the NC Division of Social Services- Information Security Manual issued July 1, 2007, for other duties of the Security Control Officer.

D. Caseworker Responsibilities

The caseworker must safeguard the FRR and BEER Reports while in his possession. If the caseworker leaves the office prior to completing the report, the report must be locked in a file cabinet or drawer or in a locked office. If the caseworker does not have a lock available, the report must be returned to the control person when the office is vacant. If the caseworker's supervisor has a locking file cabinet or drawer, the caseworker may give the report to the supervisor to safeguard until he is ready to return.

VIII. COUNTY ACTION REQUIREMENTS

- A. Once the caseworker determines that there are resources or income reported on the FRR or BEER Reports, the caseworker must independently verify these resources or income. Follow the steps outlined below when working the FRR or BEER Reports.

EXCEPTION: When the IRS is the payer of income reported on the 1099-INT, consider the information verified. **Do not** contact the IRS for additional verification. Refer to the Work First User Manual for a list of Financial Resource Report Codes.

1. Check the case file to see if the resource or income has been previously reported. If the resource or income has not been previously reported, attempt to obtain the information from the client. Send a [DSS-8146A](#), Notice of Information Needed, to the client requesting the name of the financial institution and the account number. Allow the household ten calendar days to provide the requested information.

- a. If the household provides the name of the institution and the account number, document the case file that the information has been provided. **The source of the information is no longer the FRR or BEER.** Attempt to obtain a signed Request for Financial Information, [DSS-3431](#).

NOTE: Do not ask the client to sign a blank [DSS-3431](#), Request for Financial Information, prior to the receipt of a FRR or BEER Report.

- (1) If the client signs a [DSS-3431](#), send the request for verification of the income or resources to the institution.
- (a) The copy of the verification letter may remain in the case file.
- (b) Once the verification letter is returned, file the verification letter in the case file.
- (2) If the client refuses to sign the [DSS-3431](#), issue a [DSS-8110](#) to propose termination of the case.
- (3) Document the results of the match on the FRR and return it to the control person.

- b. If the client does not respond to the request or refuses to provide the name of the institution from which he receives the income or resource, fill in the financial institution and account number on a [DSS-3431](#) and attempt to obtain the client's signature.
- (1) If the household signs the [DSS-3431](#), send the request for verification of the income or resource to the appropriate financial institution.
- (a) The copy of the verification letter must be filed with the FRR or BEER Reports.

- (b) When the verification letter is returned, file the verification letter with the FRR or BEER Report. Destroy the copy using procedures in Section I. below.
 - (c) Document in the case file the appropriate resource or income, the amount of the resource or income, and that verification is filed with the FRR or BEER dated MM/DD/CCYY. Do not document the name of the institution or account number in the record as this information is considered IRS data.
 - If the client refuses to sign the [DSS-3431](#), send a [DSS-8110](#) to propose termination of the case
 - Document the results of the match on the FRR and return it to the control person.
2. If the income or resource is documented in the case file and was previously verified and,
- a. It was verified as terminated. No further verification is required. Document the FRR that the information matched the case file and return the report to the control person.
 - b. The resource or income is active and,
 - (1) The record indicates that this resource or income was previously reported by the client, document on the FRR that the information matched the information that is in the case file. There is no need to reverify this information.
 - (2). The case file indicates that this resource or income was originally obtained from the FRR or BEER, document on FRR that the information matched the information in the case file. There is no need to reverify this information.

- (3) Document the case file that the verification is filed with the FRR or BEER dated MM/DD/CCYY.

NOTE: If the case file indicates the information was originally obtained from the FRR or BEER, the source of this information never changes. All subsequent verifications of this information must be filed with the FRR or BEER.

- B. The caseworker may disclose the information printed on the FRR and may disclose that the information was obtained from the IRS **to the individual who has resources reported on the FRR or the individual's protective payee.**
- C. If the household is ineligible based on verification obtained as a result of information on the FRR or BEER Report, terminate the case.
- D. Other Disclosure Rules
1. If the case is prosecuted for fraud, verification received from the FRR or BEER Reports may be used; however, it may not be stated that this information was obtained from the IRS to the individuals (other than the client) involved in the case. The caseworker may only state the information was verified through the source (the financial institution).
 2. If there is a hearing or appeal, the information obtained from the FRR may be presented as evidence, if necessary.
- E. Retention of the FRR and BEER Reports

The FRR and BEER must be maintained in the county for three years, unless there is a current fraud case. The FRR and BEER related to that case should be flagged for retention.

IX. DESTRUCTION

- A. The FRR, BEER, and information obtained from these reports may be destroyed after three years by one of the following methods.
1. Incineration
- Ensure that all pages are consumed.

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2. Shredding

In order to make reconstruction difficult, the paper should be inserted so that lines are perpendicular to the cutting line. The paper should be shredded into strips that are no wider than 5/16 inch.

3. Microfilmed data must be incinerated or melted or shredded to a 1/35 inch by 3/8 inch strip.

B. SSA data (SDX, BENDEX, TPQY, and SOLQ and OLV) may be destroyed after three years or after all audits have cleared by one of the following methods.

1. Shredding;

2. Incineration;

3. Sealing the material in cardboard boxes and burying at a landfill under management supervision; **or**

4. Microfilmed data must be incinerated or melted or shredded to a 1/35 inch by 3/8 inch strip.

X. OTHER SECURITY MEASURES

A. Treat microfilmed or imaged case information data with the same security measures as case files.

B. Store screen prints of ESC, BENDEX, SDX, TPQY, SOLQ and OLV sheets in an area that is physically safe from access by unauthorized individuals during normal business hours, as well as non-business hours.

C. If screen prints are routed to a shared printer in a common area, retrieve screen prints immediately. This is especially important if the printer is located in a hallway through which visitors pass.

XI. DEPARTMENT OF TRANSPORTATION (DOT) INQUIRY

Check the DOT inquiry for each recipient age 16 and over prior to initial certification and at each full review (not to exceed once every six months). Use the information obtained as a lead to determine household ownership of countable resources. Refer to Section 115, Resources.

Refer to the Work First User Manual for instructions to access DOT inquiry.

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XII. ONLINE VERIFICATION (OLV)

OLV provides a single resource for verifying data (ESC, BENDEX, SLOQ, DOC, SDX, DOT, DMV, First Stop and ACTS) gathered during the application, reapplication and review process. OLV allows the caseworker to search for required information from the appropriate State and Federal systems.

The website address for the Online Verification System User Manual is: http://www.ncdhhs.gov/ncfast/manuals/OLV_User_Manual.pdf Screen prints from the OLV website are equivalent to screen prints from the mainframe systems as verification of data to be used for eligibility determination.

XIII. DEPARTMENT OF CORRECTION (DOC) INQUIRY

Use the DOC inquiry to check for receipt of work release when the household reports an absent parent is in prison.

If the inquiry indicates there is work-release income, verify the information through the North Carolina Department of Correction, Work Release Accounting, 2020 Yonkers Rd., Mail Service Center 4220, and Raleigh, NC 27699-4220. Document the information in the case file.

Refer to the [Work First User Manual](#) for instructions to access the DOC inquiry.

XIV. CHILD SUPPORT ENFORCEMENT'S AUTOMATED COLLECTION AND TRACKING SYSTEM (ACTS) NEW HIRE SCREEN

Use the ACTS New Hire Inquiry screen to check for possible employment for all applicants and recipients at each application, reapplication, and review. Information gained through the ACTS New Hire inquiry is used to discover leads of possible wages and previous work history.

Check each reported SSN, of those included on the case, and use any hits of possible new employment as leads in determining the household's income. Follow up on all leads by discussing them with the household and documenting the response in the case record. If a discrepancy between the match and the information provided by the household is discovered, obtain verification to determine eligibility.

If appropriate, follow procedures in [Section 263](#) for over issuance and [Section 207](#), for suspected Intentional Program Violations.

Refer to the ACTS on-line manual for instructions to access the New Hire Inquiry.

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XV. NATIONAL DIRECTORY OF NEW HIRE (NDNH)

The National Directory of New Hire (NDNH) is a national database of employment information, managed by the Federal Office of Child Support Enforcement (OCSE) and the Administration for Children and Families (ACF). The NDNH provides employment information on all employers, including multi-state employers, out of state employers, the Federal government and the military. This monthly computer check will assist in:

- Proper case processing
- Fraud detection and prevention and
- in increasing the work participation rate

The NDNH match will only be run on Adult WFFA recipients, not applicants. This match will occur **in addition** to the State Directory of New Hires (ACTS New Hire) match, which is available through On Line Verification (OLV).

Each month a file containing the active Adult WFFA population will be submitted for matching purposes by the Division of Information and Resource Management (DIRM) to the Federal Office of Child Support Enforcement. The file to be matched will be for active cases for the prior month. For example, the caseload will be matched on March 31 for cases active in the month of February. The data received as a result of the NDNH match contains leads on employment. The information requires independent verification prior to any case action. The NDNH match results are stored in the Client Services Data Warehouse (CSDW), where it is available for access by designated Work First staff.

A. Security Procedures

Information contained within the National Directory of New Hire is considered Personally Identifiable Information (PII) and is therefore protected by the Federal Privacy Act. As a result, the information is subject to specific procedures to ensure the administrative, technical and physical security of the data matched and the results of the matching program.

1. Each County Director must ensure the physical, technical and administrative safeguarding of the TANF-NDNH data match results on behalf of the agency. The county agency is responsible for designating one person in the Work First program as the control person for the retrieval, printing and distribution of individual match results from the TANF-NDNH (figure 1).

Each local department of social services will provide initial security awareness training to all users with access to the TANF-NDNH data prior to access to the data. This should include all staff and any other

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individuals with access to this data because of their job responsibilities. A review of the security procedures must be conducted annually, and employees are required to sign an Agreement to Safeguard Confidential Data (figure 2) at both the initial training and the annual refresher training.

Work First staff with access to the individual match results must safeguard the data while it is in his/her office. This includes keeping the data in a locked location when not in use. If screen prints of the data are routed to a shared printer in a common area, retrieve screen prints immediately. The information must be protected from unauthorized disclosure at all times.

2. The staff designated as the NDNH Control Person must ensure that:
 - a. The reports remain under lock and key when a caseworker is not using them;
 - b. The reports are acted on within the time frames allowed;
 - c. All caseworker copies of the report are returned and filed with the control copy; **and**
 - d. TANF NDNH match results are not destroyed until all copies of the report are returned.

To ensure only individuals who are allowed access to the individual match results handle this information, a log must be maintained by the designated control person. The log must indicate who receives copies of the individual match results, the date of receipt and date of return for all hard copies. Once the match results have been reviewed and the Work First worker has taken appropriate action, all copies of the match results must be returned to the designated control person and is destroyed (figure 3).

B. County Action Requirements

Only one (1) person per county may have access to the NDNH match data in CSDW. The local county department of social services Security Officer is responsible for requesting access to the data on behalf of the county designated staff. The Information Resource Access Authorization Form (IRAAF) must be used for all access requests. The designated user's supervisor and the Security Officer, who will maintain a record of the form, must sign the IRAAF. The Security Officer will fax a signed copy to 919-334-1265. Also, the local Security Officer is responsible for ensuring all users participate in security training and maintaining proof of participation in training and the non-disclosure oaths.

Once access has been authorized, the NDNH match results are available through CSDW / Corporate Documents in a folder entitled "State Sanctioned NDNH Queries".

The data load schedule and the latest data available can be viewed by accessing the following links:

TANF-NDNH Match Schedule:

<http://www.csdw.status.dhhs.state.nc.us/csdwstatus/CSDWLoadSchedule.asp>

Operations Page - under TANF Header:

<http://www.csdw.status.dhhs.state.nc.us/etlreport/operationalstatus.asp>

C. Time Standards for Completing TANF-NDNH Match Results

Complete appropriate action on the TANF-NDNH match results within 30 calendar days from the run date on the CSDW query. If outside verification is needed, appropriate action may occur outside of the 30-day time standard. Once the verifications are received, take appropriate action within ten calendar days.

D. Work First Caseworker Responsibilities

The caseworker must safeguard the data while in his /her office. This includes keeping the data in a locked location when not in use. The caseworker can only have access to data that apply to their specific work assignment. The information obtained from the NDNH match is considered employment leads and must be independently verified by the caseworker.

The caseworker must review the information to determine the recipient's current employment status (i.e. no longer employed, never employed, or currently employed) and/or Unemployment Benefit status. The NDNH Tracking sheet (figure 4) may be used to document all case action relating to the match results. **Take action based on the verified results, not the TANF-NDNH match results.**

Follow the steps outlined below to process individual match results.

1. If the Work First participant has employment and/or UIB benefits reported on the TANF-NDNH individual match results, the caseworker must **independently** verify the information.

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- A. Check the case file to see if the employment and/or UIB benefits have been previously reported. If the information has been previously reported and documented, no further action is required. If the information has not been previously reported, verify the change according to verification procedures in the Work First Manual.
1. Once the information is received, document in the case file that the information has been provided and take appropriate action. **The source of the information is no longer the TANF-NDNH.** At this point, the verified information should be shared with other program areas within the agency (such as Medicaid, FNS, etc.).
2. If the client refuses to provide the information, issue a DSS-8110 to propose termination of the case.

Refer to Section 114- Income and Budgeting and Section 202- Changes in Situation for additional information.

- B. If appropriate, follow procedures in Section 263 – Financial Responsibility for over issuance and in Section 207, Fraud and Intentional Program Violations, for suspected fraud.

Note: Do not place copies of the TANF-NDNH match results in the family's case record.

2. Disclosure

The returned match results are considered leads and cannot to be shared with other programs until the information has been verified.

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- A. The caseworker may disclose the information from the TANF-NDNH individual match results to the individual reported on the match or the individual's protective payee.
- B. If the case is prosecuted for fraud, verifications received as a result of the TANF-NDNH match may be used. However, information may not be disclosed to any legal counsel in the case of fraud claims. It may not be stated the information was obtained from the TANF-NDNH to individuals other than the client involved in the case. The caseworker may only state the information was verified through the source (i.e. employer).
- C. If there is a hearing or appeal, the information obtained from the TANF-NDNH may be presented as evidence, if necessary.
- D. The TANF-NDNH individual match information cannot be shared with other programs. However, once the results of the TANF-

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NDNH data match are **independently verified**, the verified information must be shared with other programs.

Example: You receive a New Hire employment match and confirm that the person is employed by contacting the employer. The verified information can be shared with other programs and the wage data used to modify all types of benefits s/he receives.

The only actions that can be taken from having access to TANF-NDNH are **POST verification**. Any actions related to the verifications are allowable for TANF, Food and Nutrition Services, etc. that is an appropriate action within the rules of the program (adjusting for work participation rate changes, closing cases for earnings, re-budgeting, evaluating for Job Bonus and supportive services such as childcare, etc).

3. Retention and Destruction of NDNH Match Data

Once all case files have been reviewed and appropriate actions taken the caseworker must return the hard copy of the NDNH match results to the designated control person. The control person is responsible for ensuring all hard copies are destroyed immediately . The designated control person must document the destruction of the match results using the Log for Destruction of Match Results (figure 3). The NDNH Worker Activity Log (figure 4), the Log for Destruction of NDNH Match Results (figure 3) and the Control Log for Distribution of Match Results (figure1) must be retained for audit and monitoring purposes.

The NDNH hard copies may be destroyed by one of the following methods.

1. Incineration - Ensure all pages are consumed.
2. Shredding - In order to make reconstruction difficult, the paper should be inserted so that lines are perpendicular to the cutting line. The paper should be shredded into strips that are no wider than 5/16 inch.
3. All electronic extracts of NDNH match results must be erased within 30 days of receipt of match data.

NDNH match results are retained in Client Services Data Warehouse for a period of two 2 years.