

Department of Health Services  
Division of Health Care Access and Accountability  
1 West Wilson Street  
PO Box 7851  
Madison WI 53701-7851

Telephone: 608-266-0036  
Fax: 608-266-2713  
TTY: 711 or 800-947-3529



STATE OF WISCONSIN

Date: June 23, 2015

DHCAA Operations Memo 15-J7

To: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Training Staff  
Child Care Coordinators

<input checked="" type="checkbox"/> FS	<input type="checkbox"/> MA	<input type="checkbox"/> BC+	<input type="checkbox"/> SC
<input type="checkbox"/> CTS	<input checked="" type="checkbox"/> CC	<input checked="" type="checkbox"/> W-2	<input type="checkbox"/> FSET
<input type="checkbox"/> CF	<input type="checkbox"/> EA	<input type="checkbox"/> JAL	<input type="checkbox"/> JC
<input type="checkbox"/> RAP	<input type="checkbox"/> WIA	<input type="checkbox"/> Other EP	

From: Shawn Tessmann, Bureau Director  
Bureau of Enrollment Policy and Systems  
Division of Health Care Access and Accountability  
Department of Health Services

Katherine McGurk, Bureau Director  
Bureau of Early Learning and Policy  
Division of Early Care and Education  
Department of Children and Families

Margaret McMahan, Bureau Director  
Bureau of Working Families  
Division of Family and Economic Security  
Department of Children and Families

**National Directory of New Hire Match Required by the 2014 Farm Bill for FoodShare and New Worker Alert**

**CROSS REFERENCE**      PTS Learning Center [Data Exchange for W-2 Workers](#) and [Alerts Desk Aid for W-2 Workers](#)

**EFFECTIVE DATE**      JUNE 8, 2015

**PURPOSE**

The purpose of this memo is to communicate the new FoodShare (FS) Cares Worker Web (CWW) National New Hire data match. Implementation of the National New Hire data match at application and renewal, as well as the creation of a new national hire alert, is required as part of the 2014 Farm Bill.

►**Note:** The data match and alert creation process described in this memo applies to individuals who have requested FS, which may include Child Care (CC) and Wisconsin Works (W-2) assistance groups.

## **BACKGROUND**

As part of the FS application and renewal process, the 2014 Farm Bill requires states to conduct a data match with the National Directory of New Hires (NDNH) for New Hire information (W-4). An interface has been established to provide out-of-state new hire information to comply with the United States Department of Agriculture Food and Nutrition Service requirements, and to improve payment accuracy and program integrity.

## **POLICY**

There are no changes to FS or W-2 policy regarding the processing or handling of the information obtained from alerts and matches. Remember that FS benefit allotments, ABAWD status, CC allowable activities, and the W-2 placement may be impacted by information obtained from the NDNH data match. Update the case accordingly.

## **CARES**

### *NATIONAL NEW HIRE DATA MATCH AND UPDATES TO THE EMPLOYMENT QUERIES PAGE:*

This match will be run every month to ensure all individuals are sent through the data exchange at both application and renewal. On the second Saturday of each month, CARES will request New Hire information for all individuals 18 and over with a verified (C, V or W) Social Security Number requesting FS. Individuals selected will be those who have applied for FS on or after the 2<sup>nd</sup> Saturday of the previous month and those who are open for FS or closed for less than a calendar month and have a renewal due by the end of the following month.

New Hire updates will be processed the 2<sup>nd</sup> Saturday of the month after the request is sent to the NDNH. CARES will not create a New Hire match if the same New Hire match has already been created in the last 12 months.

Example: On July 11, requests are sent for every FS individual who applied on or after June 13 or who has a renewal due by the end of August. New Hire matches received for individuals will be updated in CARES on August 8.

Because of the timing, it is likely that most applicants' New Hire information will be received after the application is entered or processed in CARES.

Example: John applies on April 22, which is after the match request has already been sent for April. His New Hire information will be requested in May and updated the 2<sup>nd</sup> Saturday in June.

New Hire Match information will be displayed on the **Employment Queries** page in the **Federal Data Matches** section of CWW. The employer name, match date, new hire date, and address will be displayed.

CARES Worker Web SYSTEMS User ID: XCTX29 User Name: [REDACTED] Quick Select: CASE/RFA Go Help Logout

Primary Person: [REDACTED] 40M PP Case: [REDACTED] Status: Pending Mode: Intake 3.5 04/30/2015

Action Items (9) Documents (0) Discrepancies (0) Work Items (1)

**Navigation Menu**

- Search
- ▾ CARES Home
- ▾ Search
- ▾ Inbox Search
- ▾ Unlinked Documents
- RFA / Case
- ▾ Client Registration ( 0 )
- ▾ Case Summary
- ▾ Case Comments
- ▾ Expected Changes
- ▾ Application Entry ( 2 )
- ▾ Case Information
- ▾ Individual Demographics
- ▾ Benefits/School
- ▾ Individual Non Financial
- ▾ Other Health Care Programs
- ▾ Asset Information
- ▾ Employment Queries
- ▾ Summary
- ▾ FDSH Wage Match
- ▾ Employment
- ▾ Unearned Income
- ▾ BC+ Tax Deductions
- ▾ Expenses
- ▾ Medical
- ▾ Tax Filing Information
- ▾ Yearly Income
- ▾ W-2/Child-Care
- ▾ FoodShare
- ▾ Generate Summary

**Employment Queries**

**State Data Matches**

**New Hire**

Name	Hire Date	Employer Name	Work Location Address
[REDACTED] 40M PP	No Match Found		
[REDACTED] 12F DAU	Request Not Allowed		
[REDACTED] 35M BTR	No Match Found		

**SWICA Wage Match**

Name	File Date	Wage Amount	Year	Quarter	Employer Number
[REDACTED] 40M PP	No Match Found				
[REDACTED] 12F DAU	Request Not Allowed				
[REDACTED] 35M BTR	No Match Found				

**Federal Data Matches**

**National Directory of New Hires [W-4]**

Name	Match Date	Hire Date	Employer Name	Work Location Address
[REDACTED] 40M PP	05/02/2015	03/26/2014	LABOR READY NORTHEAST INC	1015 A ST TACOMA WA 98402
[REDACTED] 35M BTR	05/02/2015	03/26/2014	LABOR READY NORTHEAST INC	1015 A ST TACOMA WA 98402

**FDSH Wage Match**

Name	Match Date	Employer Name	Employer FEIN	Recent Pay Date	Gross Amount
[REDACTED] 40M PP	Request Not Allowed				
[REDACTED] 12F DAU	Request Not Allowed				
[REDACTED] 35M BTR	Request Not Allowed				

Add Case Comment

Send Request Previous Next

The screenshot shows the CARES Worker Web interface. At the top, the user is identified as XCTX29 with a name redacted. The quick select is set to CASE/RFA. The primary person is 40M PP, and the case status is Pending. The mode is Intake, and the date is 04/30/2015. The navigation menu on the left lists various options like Search, Client Registration, Case Summary, and Application Entry. The main content area is titled 'National New Hire Details' and includes sections for Match Date (05/02/2015), Employee Information (Name: TEST, SSN: [redacted], Birth Date: [redacted]), and Match Information. The Match Information table lists a hire date of 03/26/2014, employee address at 3350 BRENTPARK RD EDgewater MD 21037, FEIN 223606734, employer LABOR READY NORTHEAST INC, work location 1015 A ST TACOMA WA 98402, and hire state WA. Below this is a search bar for 'Individual' with a match date filter and a 'Go' button. At the bottom, there are buttons for 'Add Case Comment', 'Previous', 'Next', and 'Next'.

**ALERTS:**

Workers will receive one new alert (the alert will also be an action item) for each member per requested program, regardless of the number of employers found during the match process.

Separate alerts (displayed in the **Action Items** drop-down) will be created for Income Maintenance (IM) workers, W-2 Financial and Employment Planners (FEPs), and CC eligibility workers (if the CC worker listed on the **Child Care Activity Status** page is different from the IM worker).

*Alert 514 - IM National New Hire:* is assigned to the IM (primary) worker.

*Alert 515 - Child Care National New Hire:* is assigned to the CC worker (if that worker is different from the primary worker of the case).

*Alert 516 - W-2 National New Hire:* is assigned to the FEP.

**WORKER ACTION:**

The instructions in this section and its subsection below apply to IM workers only. FEPs must follow the data exchange and alerts case processing instructions provided in the [Data Exchange for W-2 Workers](#) and [Alerts Desk Aid for W-2 Workers](#) trainings available on the [PTS Learning Center](#).

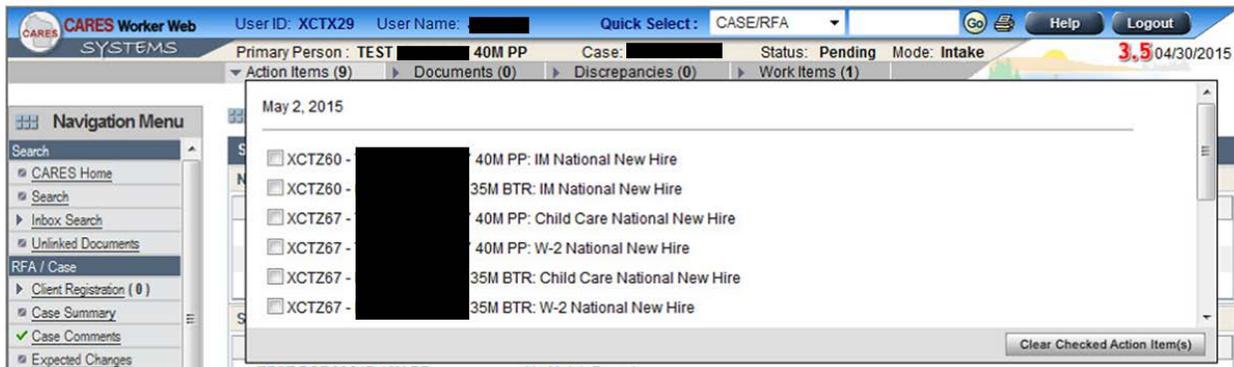
An alert received prior to the completion of the interview for applications or renewals will need to be reviewed with the household at the time of the interview. The worker must click on the magnifying glass next to an existing record in the NDNH W-4 match to see the details of this employer record. If the

member(s) are employed by any of the employers matched, update the employment page and request the appropriate verification. If the member states they are no longer employed with this employer, and end of employment verification is unavailable, use the member’s statement as “best available” information. Document the member’s statement and the date employment ended if possible. If the member was never employed by any of the employers listed, document in case comments. Delete the action item/alert once all appropriate actions have been taken.

If a new hire alert has been received after the interview (at application or renewal) has been completed, the worker should treat the match as a reported change. Review the details of the NDHN query page. Contact the member to determine if they are employed by this employer or not. If they are currently employed, update the employment page and send a request for income verification, if not, document in case comments.

If two attempts for a verbal contact have been made and were unsuccessful, the worker must document each attempt in case comments, request verification and follow the normal processing procedures.

When a new hire alert is received after a FS application is denied, workers should query any new hire information received if re-opening FS within 60 days of the filing date when late verification is provided.



### Different “Employee Reported Address” listed in the match details

At the time of FS application, it is reasonable that the reported address on a new hire match for an employee may be different than what is listed in CWW if the applicant had recently moved to Wisconsin. In these instances, the “Employee Reported Address” in the details section of the match may be disregarded. However, if there is no indication that the applicant had recently moved to Wisconsin, the worker should contact the applicant to resolve the address discrepancy as needed. The difference in address at application is not sufficient in and of itself to pend a case. However, if the case is pended for another reason, or if there is an indication of possible fraud, the worker should pend for clarification of the address or residency. Document all worker actions in case comments.

At the time of FS renewal, if a new hire match displays a different employee reported address than what is on file, the worker will need to follow-up with the member. A new hire match with an out-of-state employer and employee address may be an indicator of a move and/or possible fraud if the member is attempting to continue to receive benefits in Wisconsin. The worker will need to specifically question the member about the address listed in the match during the interview or a subsequent contact. If a

verbal contact is not made with the member, it is appropriate to pend the case for loss of contact due to a discrepancy in the address information, and request verifications. Follow normal verification processes.

Match Information					
Hire Date	Employee Reported Address	FEIN	Employer Name	Work Location	Hire State
03/26/2014	3350 BRENTPARK RD EDGEWATER MD 21037	223606734	LABOR READY NORTHEAST INC	1015 A ST TACOMA WA 98402	WA

Individual Match Date On or Before  
TEST PCR69647 40M | MM / DD / YYYY Go

## CONTACTS

BEPS CARES Information & Problem Resolution Center

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – SeniorCare, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/LT/JZ

DCF/DFES/BWF/GS