

NATIONAL DIRECTORY OF NEW HIRES ACTION GUIDE

CBMS | Action Guide | Revised: June 2023

INTERFACE INFORMATION

- Data regarding new hire information (W-4) is posted weekly for adults currently receiving SNAP or CW benefits.
 - **Note:** A background check can trigger a hit through NDNH even though employment never started.
- NDNH should be checked at application, at RRR and any time a change is made on the case.
- NDNH can be accessed through Follow Up activities or the Interfaces Summary in II and can be initiated at any time.

RESEARCHING THE RESULT IF RECORD IS FOUND

If a record is found, take note of the run date and click on the **edit (pencil)** icon to view the new hire details.

Start with the detail of the hit:

- The W-4 From Date and Through Date shows how long the W-4 was active at the employer.
- These dates can help you in your research on how this hit should be addressed and updated
 - **Take note:** Was the applicant on benefits during this time period?
- The Outcome/Disposition should NOT be updated until the research for the hit has been completed and should match the action taken on the case

Look through the Employee section of the hit to make sure that the person is active on the case you are working on:

- Pay attention to the Hire Date
- If they are not active on the case you are working on but are active on another case in CBMS, research and action may need to be taken on the companion case

Note the **Employer** information to reference when researching the case.

RESEARCH THE CASE

At the time of the employer run date and hire date, was the applicant on benefits?

Yes

- Was this information previously reported and entered on the case?
 - No further research is needed - update the NDNH hit accordingly
- Was the hire date prior to receiving benefits?
 - Further research is needed to verify if they are still actively employed or when they left this employment
- Is this information new to the case?
 - Further research and action may be needed

No

No further research is needed - update the NDNH hit accordingly

If they are not active on the case you are working on but are active on another case in CBMS, research and action may need to be taken on the companion case

TAKING ACTION ON THE CASE

1. Attempt to contact the member for self attestation (Medical Assistance) or a Collateral Contact to obtain employment and income information
2. If unsuccessful, return to the NDNH page and trigger the employer Verification Letter by clicking on the enabled blue button at the bottom of the page
 - a. NOTE: The case CANNOT be held up for the return of this letter
3. Once employment verification has been received worker shall update the case by adding the employer information, applicable income and run EDBC to authorize
4. Additional action may be required by the worker if the income affects previous benefits (Claims or Restorations)

CLEARING THE RECORD

The record should be updated **only after** action is taken and should reflect the **correct** reason.

Return to the NDNH page and choose the appropriate choice from the **Outcome/Disposition** drop down menu.

ACCESSIBILITY

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