

## F National Directory of New Hires (NDNH)



The National Directory of New Hire (NDNH) report is a computerized matching program which compares FAA's NA and CA participant information with new employment information.

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### Policy

The NDNH helps to establish a participant's eligibility for NA and CA, may reduce payment errors, and maintains program integrity.

When an employer match is made between the NDNH report and an active NA or CA participant, FAA completes **all** of the following:

- Reviews the employment information against the current case information
- Sends a notice to the participant requesting employment information from the NDNH report

When the participant provides verification of the earned income, FAA redetermines NA or CA benefits based on the income verification provided and all other eligibility factors. A determination notice is sent to the participant.

When the participant does not respond to the original request, or fails to resolve disputed discrepancies, FAA completes **all** of the following:

- Denies or closes the case allowing for NOAA
- Sends a notice

When the participant states that someone else is using their Social Security Number (SSN), see [Participant Disagrees with Wage Information](#)

FAA is required to provide an annual report to the Food and Nutrition Service (FNS) of the outcome of cases included on the NDNH Report.

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### Procedures

The NDNH report is received monthly and is considered [unclear\(g\)](#) information. Workers in a specialized unit review each entry from the NDNH report to the information in the case file. This process is completed daily.

When a discrepancy is found between the report and the case file, the specialized workers complete **all** of the following:

- Sends the Employment Discrepancy NDNH Only (C038) notice to the participant to verify the information from the NDNH report  
NOTE A C038 must be sent for each new employer and terminated income.
- Sets the ND ACTS Alert code setting the due date to one day after the verification due date

- Updates the NDNH report spreadsheet
- Documents the case file identifying the discrepancies and all actions taken

When the requested verification is returned, the specialized workers complete **all** of the following:

- Takes the necessary actions to redetermine benefits
- Sends the appropriate Change notice or Denial Closure notice allowing for NOAA
- Closes the ND ACTS Alert code
- Updates the NDNH report spreadsheet
- Documents the case file with all actions taken

When the requested verification is not returned, the specialized workers complete **all** of the following:

- Takes the appropriate actions to deny or close the case
- Sends the appropriate Denial Closure notice allowing for NOAA
- Closes the ND ACTS Alert code
- Updates the NDNH report spreadsheet
- Documents the case file of the missing verification and all actions taken

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## Verification

System interface and the [case file\(g\)](#) must be reviewed before verification is requested. No additional verification is needed when AZTECS interface or HEAplus hubs have verified the information.

The participant has the primary responsibility for providing verification. (See [Participant Responsibilities – Providing Verification](#) for additional policy.)

Verification includes **any** of the following:

- The C038 notice completed by the employer
- Pay stubs
- A written letter from the employer
- Screen shots of the pay received with employer's name
- Collateral Contact with the employer

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## AZTECS Keying Procedures

When denying or stopping benefits for refusal or failure to provide employment information, complete **all** of the following:

- Key the VI Denial Closure Reason Code on FSED for NA and AFED for CA
- On NORE, send **one or both** of the following notices:

For NA, send the NA Denial/Closure (F200) notice

For CA, send the Cash Assistance Deny/Close (A200) notice

When the requested information is provided after denial or closure, see **one** of the following to determine whether the application can be reverted to open:

- For new applications, when a participant provides information after a denial, see [NA Participant Complies in the Second 30-day Period](#)
- For renewal applications, when a participant provides information after a denial, see [Compliance with NA Renewal Requirements After the Approval Period Ends](#)
- When the participant provides information after benefits have stopped, see [NA Compliance After Closure](#)

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### Legal Authorities

7 CFR 272.16

42 U.S.C. §653(j)(3)

42 U.S.C. §653(j)(10)

### [Prior Policy](#)

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