

**County of San Diego, Health and Human Services Agency (HHSA)  
Eligibility Policy and Procedures Guide**

**New Hire Registry (NHR) Report Processing**

**Page**

1 of 3

**Revision Date:**

06/01/2020

**Background:**

The New Hire Registry (NHR) Match is a report generated from the State's Income and Eligibility Verification System (IEVS) that provides information regarding CalWORKs and CalFresh applicants/recipients who are newly employed, rehired, or who have returned to work. The report is matched on the applicant/recipient social security number only. This policy is being revised because the processing requirements when an NHR is received for CalWORKs and CalFresh has been updated.

**Purpose:**

The purpose of this document is to outline NHR instructions and procedures for CalWORKs and CalFresh recipients for Family Resource Center (FRC) staff.

**Policy:**

FRC staff are required to review all NHR matches to determine if a discrepancy exists. NHRs are required to be processed within 45 days from the date the County receives the NHR match.

**Procedure:**

**NHR Reports**

Additional info regarding NHR reports:

- NHR data is transferred to CalWIN through an IEVS interface.
  - Staff can request an Applicant IEVS report on a recipient customer through the Forced Add process.
- The NHR report will be posted to the Management Reports (SharePoint) site on a monthly basis (currently posted in MR under Monthly Reports "Monthly New Hire Report").
- NHR reports include the following data:
  - Caseload Number
  - Case Name (Last, First)
  - Case Number
  - Employee Name (Last, First)
  - Hire Date
  - Employer Name
  - FRC

**NHR Timeframes**

Federal regulations require that all NHR follow up activities be completed within 45 days from the date the County receives the NHR match.

**NHR Initial Review**

The NHR Initial Review process includes:

- Review current case status (pending, active, denied, discontinued, closed).
- Ensure that the name and social security number on the NHR report matches the case record.
- Determine if the listed employee is the applicant/recipient or other household member whose income and resources are considered in determining eligibility and benefit amount.

**County of San Diego, Health and Human Services Agency (HHSA)  
Eligibility Policy and Procedures Guide**

**New Hire Registry (NHR) Report Processing**

**Page**

2 of 3

Confidentiality of IEVS Information

If information on the NHR report does not appear to pertain to the customer or any other household member, it will be treated as information provided confidentially by a third party and may **not** be released to the customer. Select information from the NHR report may be provided to the customer to allow them to obtain additional verification and clarification regarding the discrepancy. However, confidential information such as the name and Social Security Number of the listed employee will **not** be released to the customer.

NHR Received

Whether or not a discrepancy is found in a CalWORKs or CalFresh case, staff will:

<b>Step</b>	<b>Action</b>
1.	Send the customer a SAWS 30 The SAWS 30: <ul style="list-style-type: none"><li>• Reminds the recipient of their household's/assistance unit's IRT and provides an opportunity for the recipient to report income over IRT.</li><li>• Notifies customers of ways in which to report the income that is over IRT</li><li>• Provides customer with information regarding employment record that was received</li></ul>
2.	Mark the NHR as "Processed Non-discrepant".
3.	Enter case comments in CalWIN outlining the information on the New Hire Report and that the SAWS 30 was sent out.

**Note:** Since the NHR is informational only, no Overpayment or Overissuance can be determined based solely on the NHR.

Case Comments

**Selecting Appropriate Case Comment Type**

To better identify IEVS related activities, select the "type" drop down window of, "IEVS – NHR".

Staff must ensure that they select the appropriate 'Type' selection whenever entering case comments related to IEVS activities.

**Sample Case Comments**

The following sample case comments outline the minimal information that staff need to enter in CalWIN. Additional information needs to be included to provide relevant details regarding NHR related findings and activities.

"New Hire with run date XX/XX/XXXX. (**Name of employer, name of household member, and hire date**). Employer named on this report (has not/has) been reported. SAWS 30 mailed to customer advising of IRT for an assistance unit of XXX in the amount of \$XXX for CalFresh and IRT for an assistance unit of XXX in the amount of \$XXX for CalWORKs."

**County of San Diego, Health and Human Services Agency (HHSA)  
Eligibility Policy and Procedures Guide**

**New Hire Registry (NHR) Report Processing**

**Page**

3 of 3

**Program Regulations**

Staff can refer to the below program guide sections for additional program-specific instructions. For Medi-Cal processes, refer to Medi-Cal Processing Guide 19.

<b>Program</b>	<b>Program Guide Section</b>
CalFresh	CFPG 63-118.9
CalWORKs	CPG 44-100.R
CAPI	CAPI PG 99-113.4
General Relief	GRPG 90-400.2
Medi-Cal	MPG Article 16, Section 2

**Program Impact/s:**

CalWORKs and CalFresh

**References:**

All County Letter (ACL) No. 19-52

**Sunset Date:**

This policy will be reviewed for continuance by 5/31/2023

**Approval for Release**



Rick Wanne, Director  
Eligibility Operations