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William D. O'Leary
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Field Operations Memo 98-43
October 1, 1998

TO: Transitional Assistance Office Staff
FROM: Joyce Sampson, Assistant Commissioner for Field Operations
RE: New Hampshire Division of Motor Vehicles Match - Update

Introduction

The Department continues to match the DTA Recipient Masterfile with the New Hampshire Division of Motor Vehicles database. Since the startup of the match, an issue that involves the confidentiality of recipient information has been raised and addressed and changes have been made to the verification process. The purpose of this memo is to:

- inform staff of the confidentiality issue that has occurred since the startup of the match;
- inform staff of changes to the verification process; and
- introduce a new form, the New Hampshire Division of Motor Vehicles Computer Match Verification Form (Attachment A).

Confidentiality Issue

Upon receipt of the match information the Transitional Assistance Worker must review PACES to determine if the matched recipient is still receiving assistance. Also, the Transitional Assistance Worker must review the case record for supporting match documentation. When reviewing documents within the case record, a determination must be made whether or not the information contained on the computer match print-out matches the information within the case record.

**Confidentiality
Issue (cont.)**

In meeting with the recipient, the Transitional Assistance Worker must inform the recipient of information contained on the printout that matches the information contained in the Department's computer files, for example, name, SSN and date of birth. However, any information which does not match should not be provided to the matched recipient, for example, the New Hampshire address or name, if different. Transitional Assistance Workers should continue to follow the procedures outlined in Field Operations Memo 98-1: New Hampshire Registry Match along with the procedures outlined in the following section.

**Verifying Match
Information**

If the recipient disputes the information contained on the printout, Transitional Assistance Workers must give the matched recipient the New Hampshire Division of Motor Vehicles Computer Match Verification Form and direct the recipient to have the New Hampshire Division of Motor Vehicles invalidate or validate the printout information. This form allows the worker to list the following DTA information: the name of the matched recipient, date of birth, street address, city/town, state and zip code, **as this information appears in the Department's computer files.**

The lower half of the form identifies the make, model and year of the vehicle. A New Hampshire Registry official's signature and validation stamp are required on this form.

Recipients must return this form to their Transitional Assistance Worker within 30 days from the date listed at the top of the form.

If the matched recipient fails to return the form, close the case with action reason 40 for failure to provide required verification.

If the matched recipient returns the form, then continue to follow the procedures outlined in Field Operations Memo 98-1: New Hampshire Registry Match.

Questions

If you have any policy- or procedure-related questions, have your Hotline designee call the Policy Hotline at (617) 348-8478. Systems-related questions should be referred to Systems Customer Service Center at (617) 348-5290.



**New Hampshire Division of Motor Vehicles
Computer Match Verification Form**

TO: New Hampshire Division of Motor Vehicles
FROM: Department of Transitional Assistance
RE: Computer Match Verification
DATE:

Part I

The Department of Transitional Assistance (DTA) has received information from a recent computer match with the New Hampshire Division of Motor Vehicles (NHDMV) that indicates the following individual has a vehicle(s) registered in the state of New Hampshire. This form lists information as it appears in the Department's computer files.

Name Date of Birth

Street Address City/Town State ZIP

Part II

Please verify the following information:

- Our records indicate that the above named individual **does** have a vehicle(s) registered in the state of New Hampshire.
- Our records indicate that the above named individual **does not** have a vehicle(s) registered in the state of New Hampshire.

**VERIFICATION NOT VALID WITHOUT STAMP
OF THE NHDMV IN THIS SPACE.**

Vehicle Make _____

Vehicle Model _____

Vehicle Year _____

Print NHDMV Official Name

NHDMV Official Signature

Title

Telephone Number Date