

- The amount of the payment is based on the need, but may not exceed the maximum amounts.
- When the client participates in more than one activity, payment may be made for each activity. However, the total may not exceed the maximum payment for each type of expense.

EXAMPLE: The lifetime limit for clothing is \$1,000. During an earlier eligibility period the client received \$400 in support payments for clothing. He reapplies for WV WORKS and during the next 12 months, he receives \$100 for clothing during a CWEP placement and then a \$200 payment for clothes during Job Search. He finds employment and has only \$300 available for clothing because the maximum payment can not exceed \$1,000. $(400+100+200+300=1,000)$

- The need for a payment must be verified when possible. See Chapter 4 for verification requirements.
- A recording must be made on RAPIDS screen CMIC for each payment, explaining the need for the payment and the reason for the amount issued. The only exception is for recurring transportation costs after the initial payment. The initial recurring transportation cost must be recorded along with the daily rate and the number of days for which payment is made.
- Support service maximum time limits and amount limits are usually based on each individual recipient, not on each family. Therefore, if 2 parents are participating, each is eligible for a maximum payment amount in the time-limited period, except for vehicle repairs.
- Payments must be made by vendor payment when possible. A vendor may be a private individual or a licensed business. Each vendor must be assigned a number to allow payment to be made through

RAPIDS. Self employed clients who render services to other clients are also assigned a vendor number to be paid for those services.

In using vendor payments, the Worker must be careful to protect the client's confidentiality. No referral form to a vendor may specify that the client is a recipient or how the goods or services obtained with the vendor payment are used. Agreements with some employers or other activity providers may require that this information be included and the terms of that agreement must be followed. However, it is expected that vendor payments and referrals for goods or services not associated with employers or activity providers will protect the client's confidentiality.

If a client receives the payment directly, the individual's PIN is the vendor number.

- All payments are requested on RAPIDS screen BIRQ.
- Any payment made to a vendor requires an itemized invoice or written estimate of the charges. The invoice must be on the vendor's invoice form, or on his business letterhead. The invoice is filed in the case record.
- When payment is made to a vendor, the invoice or estimate must not include sales tax. When payment is made to reimburse the client, sales tax is included.
- Support service payments are not counted as income in determining eligibility for any **DFA** program.
- Recoupment of overpayments is made by reducing subsequent support service payments regardless of the category of payment, until the amount of the overpayment has been repaid. The amount withheld and the reason must be documented in the case record.
- Misdirected, lost or stolen checks are handled according items D, E and F below.
- Multiple payments may be issued for the same category of support services as long as the maximum amount is not exceeded.
- Support service payments cannot be made by direct deposit.
- Support service payments may not be made for ongoing living expenses, such as rent/mortgage and utilities. This includes the cost of installing new utilities and telephone hook-ups.

EXCEPTION: Pre-paid phone cards may only be purchased to enable the client to make activity-related calls when the client has no home telephone.

- When a request for a support service payment has been made, but no payment is issued, the Worker must notify the client of the denial using form **DFA-WVW-NL-2**. The Worker must provide a narrative explanation of the reason the payment is denied in terms that are easily understood by the client.

EXAMPLE: A former recipient last received a WV WORKS check in January and applies for payment for vehicle repairs in August.

The Worker includes the following statement in the letter: Your last WV WORKS check was for January. Payments may be made to former WV WORKS recipients for only 6 months after the last check. Since you applied for the payment in August, you are not eligible to receive this payment. Your eligibility for these payments ended July 31st.

EXAMPLE: A former recipient last received a WV WORKS check 4 months ago. Five months ago his youngest child had his 19th birthday.

The Worker includes the following statement in the letter: Our records show that Andrew is your youngest child and that he turned 19 on _____. Since he is now an adult, you do not meet the requirement of having a dependent child in your home.

Under no circumstances is it correct to give or mail a **DFA-WVW-NL-2** to a client without a Worker-composed explanation of the reason for the denial.

The **DFA-WVW-NL-2** offers the client the right to a Fair Hearing on this denial and must be mailed or given to the client with a Hearing request form.

C. ALLOWABLE SUPPORT SERVICE PAYMENTS

NOTE: The Worker must determine whether or not a need for support services exists. When a need is identified by the Worker, it is the Worker's responsibility to inform the customer regarding what support services are available and to follow through to ensure that the need is met when possible. Under no circumstances must the client be required to identify the specific support service he needs as a condition of receipt. All actions related to support service payments must be recorded on CMIC.

Additional information about the specific types of support services that are allowed is contained in this item. No other support service payments may be made.

WV WORKS recipients may be participating in more than one activity simultaneously and entered as such in RAPIDS.

The following chart shows the categories of support service payments available and lists the WV WORKS activities and RAPIDS components for which such payments may be made.

1. Collateral Expenses

NOTE: Payments for collateral expenses must not be used to pay for medical treatment or items such as eyeglasses, dentures, physical examinations, doctor visits, prescriptions, etc.

NOTE: Under no circumstances may a collateral payment be made to assist a client with **traffic fines**.

NOTE: Collateral payments are not issued for ongoing household expenses such as rent, deposits, utilities, property taxes, etc.

Collateral payments may be made for items such as grooming expenses, testing fees, gasoline, or other expenses necessary to obtain employment or to participate in a work activity.

However, when a specific support service, such as transportation, CDL, etc., shows that such payment is not allowed for the client's RAPIDS component, collateral funds must not be used to pay the expense. In addition, payment may not be made from collateral expenses to supplement other allowable support services when the client has reached the maximum amount.

EXAMPLE: Payment for a CDL is not permitted for those in RAPIDS component JN. Therefore, the CDL a client needs must not be paid for from collateral expenses for the JN participant.

13. Six-Month Self-Sufficiency Achievement Bonus

An achievement bonus is paid for retaining employment.

To be eligible for this payment, the client must maintain West Virginia residency during the entire employment period.

Payment may be made for the *Six-Month Self-Sufficiency Achievement Bonus* as follows:

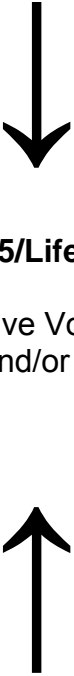
WV WORKS Activity	RAPIDS Component	Limitations
Continued Support Services/Job Retention	PL	<p style="text-align: center;">↓</p> <p style="text-align: center;">\$500/Lifetime</p> <p>Paid to each former recipient who is employed full-time during <u>each of the 6 months</u> following AG closure. Payment is made at the end of the 6th month. The case must have been closed for the entire 6 months.</p> <p>Full-time employment is defined as 100 hours/month or more.</p> <p>Limited to a single one-time only support payment for paid employment. The amount of the payment must be equal to \$500.</p> <p>The person employed is not required to be working for the same employer as when the AG was closed. Any full-time employment qualifies.</p> <p>There is no minimum earnings level to qualify for this bonus.</p> <p style="text-align: center;">↑</p>

14. DRS Vocational Evaluation and Assessment

A special contract arrangement between DHHR and the Division of Rehabilitation Services (DRS) allows for payment of the cost of a DRS vocational evaluation and/or assessment for referred WV WORKS AG adults who indicate they cannot or will not work. These clients must otherwise meet the eligibility requirements to receive DRS services.

Under this special contract arrangement, DRS will bill the local DHHR office for each identified WV WORKS client through the Division of Family Assistance (DFA), DFA will forward these to the local office for payment. Payment is made by the Worker only to DRS at the designated address as established by DFA

Payment may be made to DRS for the ***vocational evaluation and/or assessment*** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Part-time.	FU, FB ,FV ,PB ,PU, PV	 <p>\$1375/Lifetime</p> <p>Comprehensive Vocational Evaluation and/or Assessment</p>
JOIN	JN	
EIP	EI	
Jobs Skills / Vocational Training	VT	
Education (High School, GED, ABE, Literacy, College)	HS, AB, LS, CL	
Community Service	CS, JR	
SPOKES/EXCEL	SP	
ABE Options/Choices	OP	
Job Search	JA, JO	
CWEP	CW	
Continued Support Services/Job Retention	PL	
Temporary Barriers	NB, NJ, NN, NP, NQ, NR, NT, NU, NX, TD, TF, TI, TM, TS, TW, TV	