

24.14 PAYMENT FOR SUPPORT SERVICES

Payment for support services is authorized to assist WV WORKS participants in securing or maintaining employment or participating in other activities.

The type and amount of any payment made must be based on need, i.e., without receiving the payment in that amount the client is not able to participate in an activity. Available services must be discussed and needs assessed by the Case Worker and the client during the interview and assessment process and at reviews. The client may also request services as needs arise.

Support services may be issued during any month for which a WV WORKS payment is made. In addition, some former Work-Eligible Individuals in a previous WV WORKS case continue to be eligible for support service payments as long as the conditions in Section 24.16 are met. This Section contains information about support services available to active AG members and non-recipient Work-Eligible Individuals in the household.

NOTE: Although non-recipient Work-Eligible Individuals are not in the AG, they are eligible to receive support services and payments as long as they meet all other eligibility requirements.

A. WHO IS ELIGIBLE

Those who meet all of the following criteria are eligible for payment of support services:

- Work-Eligible Individual in an active WV WORKS case for the month for which the support service payment is intended.
- A non-recipient parent, step-parent, or caretaker relative receiving SSI who has chosen to volunteer to participate in a work activity.
- Participating, or preparing to participate, in a work activity listed in Sections 24.6 – 24.13.
- Not in a 3rd or subsequent sanction for the month for which the support service payment is intended. Those who are in a 1st or 2nd sanction period are eligible for support services. There is no corresponding reduction in the amount of the support service payment due to either the 1st or 2nd sanction.
- Has not received and is not expected to receive, a DCA payment which covers the month for which the support service is requested.

Benefit Issuance screens for Work Programs are used to request (BIRQ), stop payment (BIWS) and to replace (BIPL) support service payments. Inquiry screens related to support service payments are IQWH, IQWD and IQVN.

B. GENERAL REQUIREMENTS

The following general information applies to all support services payments, whether provided to an active recipient or to a former recipient eligible for continued support services according to Section 24.16.

NOTE: If a case must be reopened in order to process Support Service payments, Supervisory approval is required to reopen the case.

- 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 each time a payment is made, explaining the need for the payment and the reason for the amount issued. This comment must include the calculations used to determine the correct payment. For transportation, recordings must include the daily rate and the number of days for which the 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 and relocation payments.

WV WORKS Activities and Requirements

- 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.

When using vendor payments, the Worker must 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.

In situations where a payment must be made directly to the WV WORKS participant, the individual's PIN is the vendor number. In these situations, the Worker must also document why the payment must be made to the WV WORKS recipient.

- 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.

- The BA-67 form must be used when guaranteeing or promising payment for support services such as clothing, payment of rent for relocation, etc. The procedures outlined by the BCF Office of Finance and Administration for issuing and tracking the BA-67 must be followed.
- 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. The action must be recorded in CMIC.

EXAMPLE: The client is assigned to a worksite under a JOIN contract. He comes into the office to turn in his timesheet and requests a transportation payment. Since he is receiving a \$1 per hour travel stipend, he is ineligible for transportation payments. The Worker uses the DFA-WVW-NL-2 to notify the client that he is ineligible for the payment. The Worker must include the following statement in the letter: "Our records indicate that under the Joint Opportunities for Independence (JOIN) contract that you signed for your placement, you receive a travel payment for each hour that you work. Due to receiving this payment, you are ineligible to receive support payments for your transportation."

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.

- All support service payments, except transportation, must be approved by a Family Support Supervisor or a person designated to complete supervisory functions in RAPIDS (back-up Supervisor) using screen BIAP in RAPIDS. Supervisors and back-up Supervisors cannot approve support payments which they have entered into the system themselves. A back-up Supervisor may not approve payments entered by a Supervisor. Payments entered by a Supervisor must be approved by another Supervisor. Each Supervisor, back-up Supervisor, or Worker may cancel their own payment requests on RAPIDS screen BICQ. If a Family Support Supervisor must cancel a support payment for a Worker, other than his own, he must use BIAP.

Support Service payments may be cancelled prior to the close of business on the last business day of the week in which it was requested. More detailed instructions on the procedures for approving and canceling payments may be found in the RAPIDS Work Programs Desk Guides.

Work-Eligible Individuals 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.

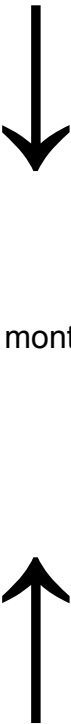
NOTE: Collateral payments are not issued for ongoing household expenses such as rent, deposits, utilities, property taxes, etc.

Collateral payments may be made for items such as grooming expenses, testing fees, CIB checks 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.



Payment may be made for **collateral expenses** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	 \$250/12 month period
EIP	EI	
Other Agency's OJTs	OJ	
Job Search and Job Readiness	JR	
Other Work Experience Programs	WE	
CWEP	CW	
JOIN	JN	
Community Service Programs	CS	
Vocational Educational Training	VT	
Providing Child Care for Community Service Participant	CC	
Job Skills Training Related to Employment	JT	
Education Related to Employment	ED	
Satisfactory Attendance at Secondary School or GED Program	HS, AB	
College	CL	
Continued Support Services/Job Retention	PL	

2. Clothing

Clothing may be authorized for a verified offer of employment, or to attend short-term training that is expected to lead directly to employment. This expense includes uniforms or work clothing, including shoes or boots, but may include dress clothing when the client accepts a job that requires it. Payments may be made incrementally, as long as the maximum amount is not exceeded. Lay-away payments for clothing must not be made under any circumstances.

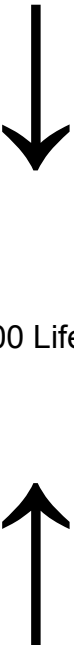
Payment may be made for **clothing** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	
EIP	EI	
Other Agency's OJTs	OJ	
Job Search and Job Readiness	JR	
Other Work Experience Programs	WE	\$1,000/Lifetime
CWEP	CW	
JOIN	JN	
Community Service Programs	CS	
Vocational Educational Training	VT	Payment limited to approved training, when uniforms or special clothing are required or clothing appropriate for a job interview.
Job Skills Training Related to Employment	JT	
College	CL	
Continued Support Services/Job Retention	PL	
		

3. Tools And/Or Equipment



Tools and equipment may be purchased when there is a verified offer of employment, the need for the tools has been verified by the employer and the employer does not furnish them. The purchase of tools may also be authorized for specialized training activities. Verification of the cost must be provided.

Payment may be made for ***tools and equipment*** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	 \$1,000 Lifetime
EIP	EI	
Other Agency's OJTs	OJ	
Vocational Educational Training	VT	
Job Skills Training Related to Employment	JT	
College	CL	
Continued Support Services/Job Retention	PL	



4. Drivers/Chauffeurs License

Payment may be made for a ***drivers and/or chauffeurs license*** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	 \$60/Lifetime Payment for WV drivers license and/or chauffeurs license. Payment must not be made from this category for the test required due to traffic violations or for classes required for DUI convictions.
EIP	EI	
Other Agency's OJTs	OJ	
Job Search and Job Readiness	JR	
Other Work Experience Programs	WE	
CWEP	CW	
JOIN	JN	
Community Service Programs	CS	
Vocational Educational Training	VT	
Providing Child Care for Community Service Participant	CC	
Job Skills Training Related to Employment	JT	
Education Related to Employment	ED	
Satisfactory Attendance at Secondary School or GED Program	HS, AB	
College	CL	
Continued Support Services/Job Retention	PL	

5. Commercial Drivers License (CDL)



Payment may be made for a **CDL** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	 \$200/Lifetime Payment must not be made for the test required due to traffic violations or for classes required for DUI convictions. See Item 11 below for DUI- related expenses. 
EIP	EI	
Other Agency's OJTs	OJ	
Vocational Educational Training	VT	
Job Skills Training Related to Employment	JT	
Continued Support Services/Job Retention	PL	

6. Professional License

A professional license may be paid for when required to work in a specific occupation. The client must have a job offer, or the Worker must be reasonably certain that the client can obtain employment after obtaining the license.

Payment may be made for a ***professional license*** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	 \$500/Lifetime Payment limited to the cost of the license when not included in the cost of the course and obtaining the license is part of the course completion. 
EIP	EI	
Other Agency's OJTs	OJ	
JOIN	JN	
Vocational Educational Training	VT	
Job Skills Training Related to Employment	JT	
College	CL	
Continued Support Services/Job Retention	PL	

7. Relocation



A client may be relocated to a different area of the State or to a different state when an offer of unsubsidized employment has been verified. Payment may be made for relocation within the same general vicinity when the move reduces the client's usual commuting time from more than one hour to one hour or less in normal traffic. The payment may include such items as a rental vehicle, mileage for a personal vehicle, food and lodging for travel and initial living expenses in the new employment area. These expenses must be verified and documented in case comments. For any cost that can not be verified, the Worker must justify why the payment was made and the calculations used to determine the payment.

In addition, payments may be made to relocate victims of domestic violence when the safety of the client and/or the children is compromised. To qualify for payment, the requirements in Section 13.10,B must be met and the current living situation must be unsafe. Funds may not be used to move someone to a shelter, but may be used to move from a shelter to a residence.

The lifetime limit applies, regardless of the reason for the relocation. If the available relocation amount has been used and domestic violence becomes an issue for the family, contact the Family Support Policy Unit regarding approval.

NOTE: When both parents in a 2-parent household have verified offers of employment, the household may receive a payment up to the \$2,500 lifetime limit to meet their moving expenses. The amount paid is divided between the 2 parents and half of the payment is disbursed under each individual's PIN number.

Payment may be made for **relocation** expenses as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU, PU	
College	CL	
Temporary Barrier – Domestic Violence	TV	
Continued Support Services/Job Retention	PL	
		\$2,500/Lifetime per household 



8. Transportation

- Payments are made to a client who is beginning to participate in an activity to assure that transportation is not a barrier. A prepayment for travel requires an estimate of the daily mileage for two weeks.
- Transportation payments may be authorized only if expenses have been incurred or are reasonably expected to be incurred.
- Payments made for private transportation are intended to cover more than the cost of fuel. Daily payments for travel include a portion of the following expenses: fuel, insurance, vehicle maintenance, minor repairs and parking.
- General limitations, in addition to those in item B above, are as follows. Limitations specific to an activity are shown in the chart below.
- Clients who must travel one mile or less to their place of employment or other participation site are not eligible for payment. In making this determination, consideration must be given to the distance traveled to deliver children to day care.
- Those who ride school buses or other conveyances without cost are not eligible for transportation payments for the days such conveyances are used.
- Those who use public transportation are reimbursed for the actual cost of the service.
- When clients share private transportation, only the owner of the vehicle is entitled to a payment. However, if the owner of the vehicle charges the other passengers, the passengers may be reimbursed for their charges. Members of the owner's AG may not be reimbursed when traveling in the same vehicle.
- Those who use a private vehicle are reimbursed as follows:

2 - 20 miles/day	\$12.00/day
21- 40 miles/day	\$15.00/day
41 + miles/day	\$18.00/day

WV WORKS Activities and Requirements

Payments may be made for **transportation** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	 Payments may not exceed \$450/month **One transportation payment for JOIN is made at the time of assignment and is to cover the period only until the first pay period in which the client will receive his \$1 per hour transportation stipend from the JOIN contractor. No additional support service payments for transportation are to be made.
EIP	EI	
Other Agency's OJTs	OJ	
Job Search and Job Readiness	JR	
Other Work Experience Programs	WE	
CWEP	CW	
JOIN**	JN	
Community Service Programs	CS	
Vocational Educational Training	VT	
Providing Child Care for Community Service Participant	CC	
Job Skills Training Related to Employment	JT	
Education Related to Employment	ED	
Satisfactory Attendance at Secondary School or GED Program	HS, AB	
College	CL	
Continued Support Services/Job Retention	PL	
	PD	Payment is limited to those who are required to attend assessment testing and/or WV WORKS Orientation and payment is limited to two days during any calendar month.

9. Vehicle Repair

Payment may be made for **vehicle repair** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	↓
EIP	EI	\$2,000/Lifetime/AG
Other Agency's OJTs	OJ	Funds must not be used to purchase a vehicle.
Job Search and Job Readiness	JR	
Other Work Experience Programs	WE	May be used for state inspection stickers and license plates.
CWEP	CW	
JOIN	JN	The vehicle to be repaired must be titled or leased in the name of a Work-Eligible adult included in the household. The vehicle may be jointly owned as long as a Work-Eligible adult in the household is one of the joint owners.
Community Service Programs	CS	
Vocational Educational Training	VT	
Providing Child Care for Community Service Participant	CC	
College	CL	May be used to pay for driver's education for those without a driver's license.
Job Skills Training Related to Employment	JT	
Continued Support Services/Job Retention	PL	Any support service payment plus other available resources for repairs must make the vehicle roadworthy. Insurance is not paid under this category.
For these components use support payment code CR in RAPIDS.		↑
Employment Assistance Program	EA	Additional \$1,500/Lifetime/AG
For this components use support payment code RC in RAPIDS.		May be paid for participants who choose this post-employment option. All other limitations in this section apply.

10. Vehicle Insurance

The vehicle for which insurance is paid must be titled or leased in the name of a Work-Eligible Individual. The vehicle may be jointly owned as long as a Work-Eligible adult in the household is one of the joint owners.

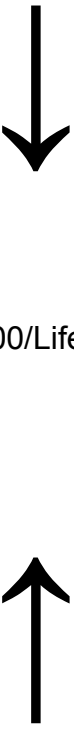
Each insurance payment made on behalf of a client to a vendor or to reimburse a client for a payment that has been made is limited to:

- State minimum liability;
- Uninsured motorist; and
- Underinsured motorist coverage.

Each payment to a vendor is limited to a 3 month coverage increment and must list the State as the payee. Any additional insurance coverage requested by the client must be paid by the client and only reimbursed when there is a lien on the vehicle and the client provides verification that the bank requires additional coverage.

NOTE: Current State minimum liability is 20/40/10. The first number is bodily injury liability maximum for one person injured in an accident. The second number is bodily injury liability maximum for all injuries in one accident. The third number is property damage liability maximum for one accident.


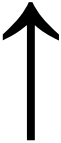
Payment may be made for **vehicle insurance** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	 \$1,000/Lifetime
EIP	EI	
Other Agency's OJTs	OJ	
Job Search and Job Readiness	JR	
Other Work Experience Programs	WE	
CWEP	CW	
JOIN	JN	
Community Service Programs	CS	
Vocational Educational Training	VT	
Providing Child Care for Community Service Participant	CC	
Job Skills Training Related to Employment	JT	
College	CL	
Continued Support Services/Job Retention	PL	

11. DUI Offenses

Payment may be made for costs related to reinstatement of drivers licenses which have been revoked due to substance abuse. Allowable expenses include, but are not limited to: DUI classes, licenses reinstatement fee, new licenses, ignition interlock systems. Expenses that may not be paid are: fines, test for drug/alcohol use, treatment programs, any other medical cost.

Payment may be made for ***DUI-Related expenses*** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FV,FB,PU, PV, PB	
EIP	EI	
Other Agency's OJTs	OJ	\$500/Lifetime
Job Search and Job Readiness	JR	The client must be enrolled in and attending a substance abuse treatment program conducted by a certified treatment specialist. However, treatment cannot be paid.
Other Work Experience Programs	WE	
CWEP	CW	
JOIN	JN	
Community Service Programs	CS	See opening paragraph for the kinds of costs that may and may not be paid.
Vocational Educational Training	VT	
Providing Child Care for Community Service Participant	CC	Payment limited to costs related to 1 offense only. All paid costs must be related to the same offense.
Job Skills Training Related to Employment	JT	
College	CL	Payment for Ignition Interlock is limited to the initial DMV fee and 3 months of service.
Continued Support Services/Job Retention	PL	
		

12. GED or High School Diploma Achievement Bonus

Any Work-Eligible Individual in an active WV WORKS case or PL component who passes the GED examination, graduates from ABE class or obtains his high school diploma is eligible for an achievement bonus.



Payment may be made for the *GED, or High School Diploma Achievement Bonus* as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Applies to any active WV WORKS recipient who obtains a GED or high school diploma.	AB, CC, CS, CW, EA, ED, EI, FB, FU, FV, HS, JN, JR, JT, OJ, PL, PU, PV, PB, VT, WE	<div data-bbox="1252 667 1300 779" style="text-align: center;">↓</div> <p data-bbox="1179 831 1373 863" style="text-align: center;">\$500/Lifetime</p> <p data-bbox="1062 905 1494 1266">This is a one-time only payment. Payment may be made only to those active recipients without a high school diploma or equivalent, who pass the GED examination or obtains a high school diploma. It is not necessary to wait until the GED diploma is issued.</p> <p data-bbox="1062 1308 1494 1598">Parents who are under age 18 and unemancipated at the time the GED exam is passed or the high school diploma is received are not eligible for this bonus, since they must attend school in order to remain eligible.</p> <p data-bbox="1062 1640 1494 1707">The amount of \$500 must be paid.</p> <div data-bbox="1252 1745 1300 1856" style="text-align: center;">↑</div>

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/Employment Assistance/Job Retention	EA, PL	<div style="text-align: center;">  \$500/Lifetime </div> <p>Paid to each former Work-Eligible Individual 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 averaged over the 6 months. 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> <div style="text-align: center;">  </div>

14. Vocational Educational and Employment Achievement Bonus

Any Work-Eligible Individual in an active WV WORKS case who completes a Vocational Educational Program is eligible for an achievement bonus if he accepts an offer of full- or part-time employment within 90 days of graduation. For receipt of this bonus, part-time employment is defined as a minimum of 20 hours per week.

Payment may be made for the *Vocational Educational Training Achievement Bonus* as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Vocational Educational Training	EA, PL, VT	<div data-bbox="1242 756 1307 924" style="text-align: center;">  </div> <p data-bbox="1177 955 1372 997" style="text-align: center;">\$500/Lifetime</p> <p data-bbox="1063 1039 1485 1501">This is a one-time only payment. Payment may be made only to those active recipients who complete vocational educational training and who accept full- or part-time employment. It is not necessary to wait until the vocational certificate or diploma is issued, however written verification of the employment must be obtained.</p> <p data-bbox="1063 1543 1485 1617">The amount of \$500 must be paid.</p> <div data-bbox="1242 1711 1307 1879" style="text-align: center;">  </div>

D. CORRECTING THE SUPPORT SERVICE CHECK AMOUNT

When the Worker discovers that a support service payment has been requested for less than was intended, an additional payment for the difference is requested on RAPIDS screen BIRQ.

E. SUPPORT SERVICE CHECK RETURNED BY THE CLIENT TO THE LOCAL OFFICE

For any support service check returned to the local office, the Worker must complete an ES-14, attach the check and mail both to the Accounts Receivable, Office of Accounting. The Unit disposes of the check according to the instructions on the ES-14.

F. SUPPORT SERVICE CHECK REPLACEMENT PROCEDURES

See Section 21.3 for instructions.

G. RECOUPMENT OF SUPPORT SERVICE PAYMENTS

Recoupment of support service overpayments is accomplished by adjusting subsequent support service payments. When adjusting subsequent payments is not possible, the Worker must contact the client to request repayment. If the payment is returned, it is sent to the Accounts Receivable, Office of Accounting with an ES-14. The Worker must identify the returned payments by indicating "WT" in the upper right corner. Do not include an account number for deposit of the funds.

When a Worker discovers a client has received an improper cash refund of support service monies instead of goods or services, the amount of the refund will be considered an overpayment of support services and must be recouped.

RESERVED FOR FUTURE USE

Information on page 84 has been deleted.