

Manage Payments screens for Work Programs are used to **inquire, request a payment**, stop a payment and to replace support service payments.

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 CWP 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 in RAPIDS 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.

- 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 in RAPIDS **Manage Payment screens**.
- 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 **Work Programs comments**.

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 **in Work Programs comments**.

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). 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 in RAPIDS. If a Family Support Supervisor must cancel a support payment for a Worker, other than his own, he must use **Manage Payments screens**.

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.

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 in RAPIDS.

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, **Building 3, Room 413**, with an ES-14. The Worker must identify the returned payments by indicating “**Work Support**” 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

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