

## 24.17 SPECIAL PAYMENT PROCEDURES

### A. WORK PROGRAMS CORRECTIVE PAYMENTS

Corrective payments in Work Programs may be requested by WV WORKS Supervisors for the following:

- Support Services for which a client is eligible.
- Training contracts approved by the Division of Family Assistance, Family Support Unit exceeding \$600.

The individual for whom the payment is being requested must be enrolled in Work Programs at the time the payment is requested. The individual must have been enrolled at some time in the component associated with the request.

### B. CORRECTIVE PAYMENT PROCEDURE

The procedure for requesting corrective payments by the WV WORKS Supervisor is as follows:

- An **e-mail** must be sent to the Division of Family Assistance, Family Support Unit with the following information:
  - Name of client
  - PIN number
  - Type of corrective payment - training contract or Support Service payment type
  - Payment amount requested
  - Reason for request/explanation of circumstances

Local WV WORKS staff must make a full recording regarding the circumstances surrounding the request for a corrective payment.

- Required paper documentation must be filed in the client's case record. The Family Support Unit may request copies of these documents prior to approval of a corrective payment.

**EXAMPLE:** A copy of the bill or receipt for payment, copy of training contract.

- Completion of RAPIDS Work Program screens **for Managing Payments**. See the RAPIDS intranet website for Work Programs Desk Guide containing instructions for requesting corrective payments.

#### C. REASONS FOR CORRECTIVE PAYMENTS

Corrective payments for Support Services and training contracts may be made only under the following circumstances:

- Payment made to incorrect vendor and vendor will not return the payment to DHHR.
- Local office has been billed for transportation payments for multiple months by the vendor exceeding the current month maximum of \$200.
- Payment due to Fair Hearing decision.
- Transportation payment is owed to client for a previous month or months and will exceed the current month maximum of \$200.
- Payment made to but never received by client and maximum has been or will be reached \* (IFM fraud investigation related only).
- State Office approved Vocational Training Contract exceeds \$600.
- Other reason approved by State office.

For any additional situations not listed above, please contact the Division of Family Assistance, Family Support Unit.

\*Replacement of Support Services checks to clients must not be made by Supervisors or Workers under any circumstances. The procedure that is listed in Chapter 24.14, G. for replacement of undelivered, lost, stolen, or destroyed checks must be followed.

#### D. DISPOSITION OF CORRECTIVE PAYMENT

The Family Support Unit will notify the WV WORKS Supervisor, via **e-mail**, regarding the approval or denial of the corrective payment.