

The **DFA** Worker determines the amount of corrective benefit due the household and initiates issuance in RAPIDS.

The auxiliary code used by the **DFA** Worker causes RAPIDS to search for outstanding **SNAP** claims and offset the claim, if appropriate.

b. Treasury Offset Program (TOP)

All IPV and client UPV claims are subject to collection through the Treasury Offset Program (TOP). Claims which have a payment balance of at least \$25, are delinquent, are subject to referral for collection of the claim by offset of the client's federal income tax refund and any federal benefits/payments. Agency caused UPV claims, established on or after 11/1/96, are eligible for Treasury Offset Program collection under the condition described above.

Outstanding claims may be combined to reach the \$25 threshold when evaluating for Treasury Offset Program (TOP) targeting.

F. DETERMINING THE REPAYMENT AMOUNT

The minimum amount of repayment is determined as follows.

1. UPV Client And Agency Errors

(a) Current Recipients

The current coupon entitlement is reduced by 10% or \$10, whichever is greater.

(b) Former Recipients

Form ES-REPAY-1 offers the liable debtor the following options for repayment.

(1) Lump Sum Payment

One payment is made to pay the claim in its entirety.

(2) Installment Payments

When the AG is financially unable to pay the claim in one lump sum, regular monthly installment payments are accepted.

Benefit Repayment

The minimum amount of the monthly payment is \$50. If the CI/RI determines that the AG cannot afford the minimum payment, the payment amount is negotiated on a case-by-case basis.

Lump sum or installment payments may be made by money order, cashier's check, and certified check. Personal checks are accepted until one is returned for insufficient funds. Payments in cash, **SNAP benefits** or EBT benefits are acceptable; checks and money orders are made payable to the West Virginia Department of Health and Human Resources and are mailed or brought to the local office. If a client wishes to pay with cash, he should be discouraged from sending them through the mail. If he does so, however, it is accepted. All such payments are forwarded to the Financial Clerk.

The Financial Clerk is responsible for collecting all repayments in cash. If payments are received by mail, they are forwarded to the Financial Clerk, who is responsible for the record keeping and forwarding the payment to the State Office. Upon notification from the Financial Clerk by the DF-25 form, the Repayment Officer posts the payments to RAPIDS.

With the implementation of EBT, benefits in an EBT account may be used to repay a **SNAP** claim. When the client wishes to repay in this manner, he is referred to a Supervisor or RI who accomplishes the repayment by use of the EBT administrative function.

(3) Use of Dormant EBT **SNAP** Account Benefits

When a **SNAP** EBT account becomes dormant, i.e., inactive, after 180 days of no benefit use, the following occurs:

- RAPIDS generates a letter to the client that he must respond within 13 days or his EBT **SNAP** benefits will be used to repay any outstanding **SNAP** claims.
- When a claim exists, as indicated on RAPIDS screen BVCL, the RI receives an alert that the EBT **SNAP** account is inactive.