

## F. WHO MUST SIGN

The individual(s) who is interviewed must sign the DFA-2. If the child(ren) lives with both parents or a parent and a stepparent, both must sign, even if separate interviews are conducted.

## G. CONTENT OF THE INTERVIEW

In addition to the requirements outlined in Section 1.2, the following specific requirements apply.

- BCSE - Explain redirection requirements, good cause, penalties for failure to cooperate without good cause, possible referral to BCSE for signature of paternity acknowledgment, and obtain the signature on the DFA-AP-1 of the relative with whom the child lives.
- Non-recipient Work-Eligible Individuals - Explain that non-recipient Work-Eligible Individuals living in the household with an eligible child must complete the PRC, SSP, orientation, and be enrolled in a work activity and meet all other program requirements or the AG is ineligible for WV WORKS.
- Work Requirements - Explain the purpose of WV WORKS; DCA payments, if appropriate; TM, child care assistance and job placement.
- Explain that participation in a work activity is an eligibility requirement.
- Personal Responsibility Contract (PRC) - Explanation and completion of the PRC is not required to be part of the intake interview, but it may be done at the same time. See **Personal Responsibility Contract (PRC)** below for details about the PRC requirements.
- Self-Sufficiency Plan (SSP) – Lists the goals of each participant and the tasks necessary to accomplish those goals. See **Self-Sufficiency Plan (SSP)** below for details about the SSP requirements.
- Repayments - Discuss any outstanding repayments. See **Repayment and Penalties** below.
- Eligibility - Explain beginning date of eligibility and the importance of establishing eligibility as soon as possible.
- WV WORKS post-employment options – Discuss the 2 types of employment support payments:
  - Option 1 - Up to a 12-month period during which the former WV WORKS participant may be eligible for continued support payments and services; or

## H. DUE DATE OF ADDITIONAL INFORMATION

The client and the Worker agree on the date by which additional verification must be obtained.

## I. AGENCY TIME LIMITS

By the 10th working day following the date of the initial contact when a client expresses an interest in applying for WV WORKS, the Worker must have completed all of the following duties. The initial contact by the client may be in person or by telephone to start the 10-day period.

- Acceptance of the application or DFA-RFA-1. This must be completed prior to orientation and prior to completion of the PRC; and
- The client's orientation, when it appears the AG will be eligible; and
- The initial SSP negotiation, when it appears the AG will be eligible.

Data system action must be taken to approve, deny or withdraw the application within 30 days of the same date. **When the application must be denied because the client has not responded to a DFA-6 or verification checklist, the Worker must wait until after the 10<sup>th</sup> day but no later than the 31<sup>st</sup> day to deny the application.**

**EXCEPTION:** When the delay is a result of factors outside the control of the Department and the applicant, or when the client requests a delay, any of the above actions may be postponed. When action is postponed due to the client's request, his request must be recorded on CMCC.

**EXAMPLE:** An applicant telephones the office on June 26th to find out how to apply for WV WORKS. At that time, an appointment is scheduled for him to meet with a Worker on July 5th. The next group orientation after the application is completed is July 12th, which is past the 10-day time limit. Therefore, the Worker must complete an individual orientation session for this applicant, preferably at the intake interview on July 5th.

**EXAMPLE:** An applicant contacts the office by telephone on September 10th to find out how to apply for WV WORKS. At that time an appointment is scheduled for him to meet with a Worker on September 13th and to attend group orientation on Sept. 19th. The applicant is caring for his mother until she can be placed in a nursing home. Placement is expected on September 25th, so he requests that his appointments be rescheduled for later that same week. He is then scheduled to meet with the Worker on September 26th and to attend group orientation later that same day. Although the application process is completed outside the time limit, it is due to the client's request which is recorded on CMCC.

#### J. AGENCY DELAYS

If an application has not been acted on within the required time limit due to agency error, corrective action must be taken immediately.

#### K. PAYEE

The payee is the individual in whose name the WV WORKS benefit is issued. The payee must use his legal name whenever possible, unless there is some circumstance that justifies the use of another name. If so, the decision to allow use of another name is made by the Policy Unit based on information submitted by the local office. See below for the EBT payee.

The parent with whom the child is residing is the payee. When the child lives with 2 parents who are included in the benefit, the parents choose the payee. When a child lives with a parent and a non-recipient Work-Eligible Parent, the payee should be the recipient parent. When the child lives with a parent and a stepparent, the parent is the payee. When the child lives with one relative other than a parent, the specified relative is the payee. When a child lives with two specified relatives other than a parent, they must choose who will be the payee.

For EBT purposes, certain information about RAPIDS primary person is automatically sent to the EBT vendor in what is called a demographic record. This information is used to set up the EBT account, mail the EBT card and to identify the payee and authorized cardholders for security purpose when a call is made to the IVRU. See Chapter 21 for card replacement procedures. The card is sent to the payee, regardless of whether or not he is the primary person. A primary person who is not a payee is issued an EBT card as an authorized cardholder. See **Personal Responsibility Contract (PRC) below.**

**NOTE:** Payments are not issued to unemancipated minor parents. Instead, the parent or other responsible adult with whom the minor parent lives, or who supervises the minor parent's living arrangement, is the payee. The minor parent is not a cardholder for EBT benefits.

When a substitute payee is appropriate at application, see Chapter 2.

## L. REPAYMENT AND PENALTIES

Before the case is approved, the Worker must determine if there is a WV WORKS, AFDC, or AFDC-Related Medicaid claim outstanding against any member of the AG or the non-recipient Work-Eligible Individual. If so, the Worker must initiate appropriate repayment procedures prior to approval.

If the client has been making voluntary payments, he must be informed that repayment must be made, when possible, from his monthly benefit, i.e., recoupment.

When the AG has been sanctioned for failure to cooperate with WV WORKS, the case is subsequently closed and a reapplication made, that AG remains sanctioned until the sanction period ends.

## M. BEGINNING DATE OF ELIGIBILITY

Once eligibility is established, i.e., the date all eligibility requirements are met, the application is approved. If the first benefits must be prorated, they are prorated from the date of application. See **Date of Application** above. There are other circumstances which also affect the beginning date of eligibility.

- When a parent, non-recipient Work-Eligible Individual, or other caretaker relative included in the payment quits or refuses employment or training for employment, without good cause, in the 30-day period prior to the date of application, the AG is ineligible until 45 days after the employment or training is no longer available. Benefits may not be issued for any part of the 45-day waiting period. See Chapter 13 for the determination of good cause.

**NOTE:** This applies to full-time or part-time employment.

**NOTE:** The 45-day waiting period applies only to AG members and non-recipient Work-Eligible Individuals at application.

**EXAMPLE:** A WV WORKS adult recipient marries an individual who quit a job in the 30-day period prior to the request to add him to the AG. There is no 45-day waiting period in adding him and no sanction is applied.

AG's which meet all of the following criteria are not subject to the 45-day ineligibility period. Instead, the AG or non-recipient Work-Eligible Individual is reopened and a sanction subsequently applied.

- The AG was closed due to earnings of a parent, a non-recipient Work-Eligible Individual, or a non-parent caretaker included in the payment; and

### 3. Completion Of The Redetermination

If the client continues to be eligible, the Worker must take data system action to indicate changes in the client's circumstances or to indicate that the redetermination was completed. If the client is no longer eligible, the case is closed after proper notification.

### 4. Overdue Redeterminations

For AG's which do not close automatically, RAPIDS issues an alert when the redetermination has not been completed. Upon receipt of the alert the Worker must redetermine eligibility immediately. A case is overdue if changes are not transmitted by the last day of the month in which the redetermination was due, regardless of the effective date.

## S. THE BENEFIT

The following explains about the WV WORKS benefit and how it is issued. The WV WORKS benefit is issued by EBT, described in **Benefits** below, unless the client chooses direct deposit. If the client chooses direct deposit, his monthly WV WORKS benefit is deposited into his own bank account. The direct deposit process is described in **Direct Deposit** below.

### 1. The WV WORKS Benefit

**NOTE:** Any WV WORKS benefit issued by a check prior to 5/03 is indicated in RAPIDS on screen IQAF with a warrant number which begins with a 3. Screen IQAD shows a P in the issuance method field.

#### a. Direct Deposit

The client may choose direct deposit, even though EBT is available. When he chooses direct deposit, the monthly WV WORKS and CSI benefits are deposited in the client's own checking or savings account. The account must be in the name of the payee for the WV WORKS benefit.

#### (1) Enrollment in Direct Deposit and Effective Date

The client must complete an enrollment form, attach any other appropriate information requested on the form and mail it directly to the State Auditor's Office. If he returns the form to the local office, the Worker forwards the form to the Auditor's Office. Questions about the direct deposit process or the individual's effective date, after submission of the enrollment form, must be directed to the Auditor's Office at the toll-free number, 1-800-500-4079 or at 304-558-2251.

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Application/Redetermination Process

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Enrollment forms must be ordered directly from the Auditor's Office by the local staff.

Direct deposit is generally effective the month following the month in which the form is submitted, when all account information is valid. Until direct deposit is effective, the client receives an EBT deposit. See **Benefits** below.

(2) Receipt of the Direct Deposit Benefit

The benefit is deposited into the account and available to the client on the last State work day of the month which is prior to the month for which the benefit is due. Workers will use RAPIDS Table TBIC to determine the last State work day. No check stub or deposit information is mailed to the client. Questions regarding deposit of the benefit must be directed to the individual's bank or the Auditor's Office.

Direct deposit of the WV WORKS benefit is indicated in RAPIDS on screen IQAF with a warrant number which begins with a 5. Screen IQAD shows an F in the issuance method field.

When the direct deposit transaction cannot be completed, the Auditor's Office does the following:

- Removes the client's name from the direct deposit data base; and
- Supplies the Accounts Receivable Office with a list of direct deposit transactions which cannot be completed.

Based on the error report list generated by the Auditor's Office, the Accounts Receivable Office updates the benefit issuance history in RAPIDS to indicate that direct deposit was not completed, i.e, returned. The returned benefit is cancelled. The Worker receives an alert from RAPIDS. The Worker must contact the client to resolve the issue of the returned benefit. After contact with the client, and if appropriate, the Worker reissues the benefit to the client, using appropriate RAPIDS procedures. See the RAPIDS User Guide.

Any time that a direct deposit transaction cannot be completed, the client is removed from direct deposit and he must re-enroll to receive his benefit in this manner. Until such time as he re-enrolls, he will receive an EBT deposit.