

## 2.17 WV WORKS

### A. SOURCES OF INFORMATION

In addition to the sources in Section 2.1, case maintenance action may also originate from the following sources:

- Division of Children and Adult Services: This includes, but is not limited to, Child Care, CPS and Foster Care.
- Bureau for Child Support Enforcement (BCSE): This may include the return of the absent parent or the receipt of child support in excess of the WV WORKS check. The OSCAR System is used by BCSE. Workers can inquire into this system to determine the child support an AG is receiving each month. Information is used to determine unearned income and whether or not the AG is eligible for the Child Support Incentive Payment.
- WV WORKS/SNAP E&T and **WorkForce West Virginia**: This may include a change in work registration status, a request for application of a penalty or sanction or a report of new income or a change in income.
- DFA-FS-2: Although this form is used by the client to report changes in his SNAP benefits, the information may affect the WV WORKS benefit.
- Periodic Reporting Form: Although this is a mail-in redetermination for Medicaid, the information may affect the WV WORKS benefits.
- RAPIDS System Alerts: These alerts notify the Worker that changes have occurred or are expected to occur and the information must be reviewed and appropriate action taken. All actions must be recorded in case comments. The following alerts directly effect WV WORKS eligibility but a chart of all alerts can be found in Appendix H of the RAPIDS User Guide:
  - Social Security Information
    - 124 – Incorrect SSN
    - 126 – SDX need to evaluate (Social Security has confirmed benefits)
    - 501 – SDX need to open (Social Security has approved SSI)
    - 511 – Name mismatch with Social Security
    - 513 – Social Security number provided not on file
  - Household Composition
    - 035 – Absent Parent moves into household
    - 038 – Child custody changed

The Case Maintenance Process

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104 – Youngest Child turns 6  
094 – 19 year old graduating from high school  
095 – 18 year old graduating from high school  
169 – Pregnancy Due this month.  
110 – Pregnancy Past Due  
100 – Child turning 1

- Income

503 – Check **Data Exchange** for new hire information  
129 – Direct Child Support reported  
242 – CSI initiated  
241 – CSI ended  
240 – Evaluate for CSI auxiliary

- Miscellaneous WV WORKS Program Information

078 – Expected change set by worker on **Expected Household Change screen**  
067 – Check “CO” on APGI  
066 – Check “Other” as reason on APGI  
243 – 30 Day employment follow-up  
244 – 60 day employment follow-up  
096 – Last work component completed  
233 – Work hours due  
216 – Enter hours completed  
018 – PRC sanction ending  
074 – Run eligibility confirmation  
076 – Requested verification due  
214 – WP client completing component

- **Data Exchange:** Information regarding the use of RAPIDS Data Exchange can be found in the RAPIDS User Guide. This system provides information about Social Security, Medicare, and unemployment information. The Worker uses a pin number or Social Security Number to check this information when a system alert is received. More detailed information regarding what the Worker finds in the Data Exchange may be found by checking the SOLQ system.
- State On-line Query (SOLQ): This system includes verified information for Social Security programs RSDI and SSI, Medicare, and Alien Status. Access to this system is granted through the same process as RAPIDS. The information includes individuals known to RAPIDS within the last 5 years. Inquiries in the system are monitored and restricted to the primary Case Worker and his immediate Supervisor.

- MOBIUS Reports: All reports regarding the WV WORKS Program are accessed through the RAPIDS TPX Menu or Document Direct.
- MACC System: This is used by WorkForce West Virginia/One-Stop staff for enrolling individuals, providing case management services, and training and employment placement. All Workers/Supervisors have access to this system to track client activity/progress. Supervisors must contact the Family Support Policy Unit to request access for staff. User guides may be obtained from the Family Support Policy Unit.
- UC Benefit System (ESABPS): This system is accessed from the TPX Menu and shows dates and amounts of Unemployment Compensation (UC) benefits received by individuals. Access is available only to Supervisors. Requests and instructions for access must go to the Family Support Policy Unit.

## B. REPORTING REQUIREMENTS

### 1. What Must Be Reported

All changes in income, assets, household composition and other circumstances must be reported.

When the client receives his WV WORKS benefit by direct deposit, he must report changes in bank account information to the Auditor's Office.

When the WV WORKS client reports income from the same source is decreasing, the Worker will pend the case without making the change. Appropriate comments must be made. If the client does not verify the decrease in income, the WV WORKS benefit will stay the same.

When the WV WORKS client reports income from the same source is increasing and the increase will close WV WORKS, the change must be verified to determine eligibility for post-employment options.

When the WV WORKS client reports income from the same source is increasing and the increase will not close WV WORKS, the change is made based on the client's statement.

Refer to each program section in this chapter for action needed on reported changes when verification is not received.