

### 21.3 WV WORKS PROGRAM

**NOTE:** All monthly and pick-up WV WORKS cash assistance benefits are issued by Direct Deposit or EBT.

The information contained in items A - E below describes the circumstances under which a Support Service check is replaced and the procedures for replacement. If the client cashes the check and the money is stolen, lost or destroyed, the money must not be replaced.

#### A. WHEN THE SUPPORT SERVICE CHECK IS REPLACED

The Support Service check is replaced when one of the following conditions is met:

- The check is not received by the client and has not been returned to the Department.
- The check is received by the client, but is stolen, lost or accidentally destroyed before being cashed.

#### B. WHEN THE SUPPORT SERVICE CHECK IS NOT REPLACED

Unless one of the criteria in item A is met, the check is not replaced.

When a replacement check is issued and the client subsequently finds and cashes the original check, he must reimburse the amount of the replacement check. Until the amount is repaid in full, the client is ineligible for any future replacements.

**NOTE:** Cash benefits deposited into an EBT account are not replaced. If the benefit file is successfully transmitted by RAPIDS, the EBT vendor must insure that the benefit goes into the account. Contact the EBT Unit when the benefit does not go into the account.

See item H below for direct deposits.

#### C. PROCEDURES FOR REMAILING SUPPORT SERVICE CHECK

The following steps are followed for re-mailing a Support Service check.

- Determine that the check was issued by inquiring benefit issuance history in RAPIDS on IQWH for Support Services. The benefit must be in a disposition of issued (IS) and history updated with the actual check number.

**Benefit Replacement**

- Determine, either by inquiring benefit issuance history or telephone call, that the check has been returned to the Accounts Receivable, Office of Accounting.
- If returned, determine the address to which the check should be mailed and request the release by entering the appropriate information in RAPIDS at BIRM. The local office Worker must enter "R" for Release only.

**D. SUPPORT SERVICE CHECK REPLACEMENT PROCEDURES**

The following steps are used for Support Service check replacement. Support Service replacement checks are not issued by the Worker.

- Determine that the check was issued by inquiring benefit issuance history in RAPIDS on IQWH. The benefits must be in a disposition of issued (IS) and history updated with the actual check number.
- If the Support Service check is not received within ten (10) work days, excluding Sundays and holidays, after the expected check receipt date, the Worker prepares an original and 4 copies of form DF-36, Lost Check Affidavit. When completing the name and address on the DF-36, the information must match the original information in RAPIDS on the check.
- Have the client read or read to him the DF-36, and explain that he must return the original check if later received or found.
- The client signs the DF-36 in the presence of the Worker. The client's name must be exactly as shown in RAPIDS. Two witnesses are required if the client signs with an X. Signatures on all copies must be original. The Worker must complete the state, county and date sections of the DF-36.
- The Worker sends the original and two copies of the DF-36 to Accounts Receivable, Office of Accounting. File a copy of the memorandum and DF-36 in the case record.
- The Worker requests stop payment of the check through RAPIDS stop payment function BIWS. Refer to the RAPIDS User Guide.
- When the Office of Accounting determines the check has not been cashed, they will issue a replacement check.

## Benefit Replacement

## E. WHEN THE ORIGINAL SUPPORT SERVICE CHECK IS LOCATED

If the client later receives or finds the original check, he must return it to the local office and endorse it to the Department. The Financial Clerk or designee accepts the check and issues a receipt.

## F. TIME LIMITS ON REPLACEMENTS

There is no specific time frame in which a client must request a replacement. There is no limit on the number of times a client may have a check replaced.

## G. ALTERNATE ISSUANCE

When the client repeatedly loses a Support Service check or reports non-receipt of a check, the Worker must consider the following options:

- If the client appears mentally incapable, consider a referral to Division of Children and Adult Services for appointment of a committee or protective payment.
- Suggest that the client rent a post office box.

## H. DIRECT DEPOSIT REPLACEMENT PROCEDURES

**NOTE:** Only monthly WV WORKS and CSI benefits are direct deposited.

The State Auditor's Office makes every attempt to resolve problems with unsuccessful direct deposit transactions. When a client reports that a direct deposit is not received in his account by the last State work day of the month, he must be referred to the Auditor's Office immediately so that the deposit can be traced and the problem resolved as soon as possible.

However, when a direct deposit return is not indicated in RAPIDS, but is not credited in the client's specified account within 5 State work days of the usual direct deposit date, the following procedure is used.

The client must obtain documentation from his financial institution that the deposit has not been credited to his account. The documentation must be in writing and contain his account number. In addition, the client must sign the Non-Receipt of Direct Deposit Affidavit. An original and 2 copies are sent to Accounts Receivable and a copy is placed in the case record. The benefit is replaced using appropriate RAPIDS procedures and reason code 917.

## Benefit Replacement

The benefit is replaced by EBT. Under no circumstances is the benefit replaced by an additional direct deposit. If the deposit is not returned from the Auditor's Office, the Office of Accounting refers the case to IFM. The IFM referral is only for the purpose of seeking repayment.

#### I. LOST, STOLEN, DAMAGED OR DESTROYED EBT CARDS

The client may request a new card by contacting the EBT ARU, DHHR Customer Service Center, or the local office. All replacement cards are sent in active status, unless never previously activated. The following details the processes used when each is contacted. The processes for the DHHR Customer Service Center and the local offices differ because the DHHR Customer Service Center staff has the capability to inactivate a card.

##### 1. EBT ARU

When the client requests a new card through the EBT ARU, the old card is inactivated, and, if the current address is in the EBT Administrative System, a new card is mailed to the client. When the client's current address is not in the EBT Administrative System, the card is inactivated, but a replacement card is not mailed. The client is instructed by the ARU to contact his Worker to change his address. The client must contact the EBT ARU the day following the address change to request a new card.

##### 2. DHHR Customer Service Center

When the client requests a new card through the DHHR Customer Service Center, the old card is inactivated in the EBT Administrative System and, if the current address is in the EBT Administrative System, a new card is mailed to the client.

When an address change is required, the card is inactivated in the EBT Administrative System, but a new card is not issued. The Worker must complete an address change in RAPIDS and request a replacement card on RAPIDS screen AIRQ.

**NOTE:** Inactivation of the card in the EBT Administrative System must take place immediately to prevent unauthorized use. Inactivation of the EBT Card is effective immediately.

## Benefit Replacement

## 3. Local Office

When a client reports a lost, stolen or damaged card to the local office, he is referred to the EBT ARU. When a client reports an address change and requests a replacement EBT card, the address change is completed in RAPIDS and the client is referred to the ARU to immediately inactivate the card. The client must contact the ARU the following day to request a new card.

**NOTE:** Address changes in RAPIDS are received by the EBT vendor the following day. If a client's card has been already been inactivated or is not in danger of unauthorized use, i.e., damaged, the Worker may request a new card on RAPIDS screen AIRQ after the address change is made in RAPIDS.

If the client requests a replacement card at application or redetermination, the Worker must complete screen AIRQ to request a new card. This method is only used if the client's old card is not in danger of unauthorized use.

## J. EBT PIN Changes

The payee or authorized cardholder may request a PIN change at any time. Replacement cards are issued with the same PIN, unless the individual requests a new one. A PIN-only change request must be made to the vendor's ARU.

## K. WHEN THE BA-67 IS REPLACED

The BA-67 is replaced when one of the following conditions is met:

- The BA-67 is not received by the client and has not been returned to the Department.
- The BA-67 is received by the client, but is stolen, lost, or accidentally destroyed before being redeemed.

When a replacement BA-67 is issued and the client subsequently finds and redeems the original BA-67, he must reimburse the amount of the replacement BA-67. Until the amount is repaid in full, the client is ineligible for any future replacements.

## L. WHEN THE BA-67 IS NOT REPLACED

Unless one of the criteria in item K is met, the BA-67 is not replaced.

## Benefit Replacement

## M. BA-67 REPLACEMENT PROCEDURES

- If the BA-67 is not received within ten (10) work days, excluding Sundays and holidays, after the expected receipt date, the Worker prepares original and 2 copies of form DF-36, Lost Check Affidavit. When completing the name and address on the DF-36, the information must match the original information on the BA-67.
- Have the client read or read to him the DF-36, and explain that he must return the original BA-67 if later received or found.
- The client signs the DF-36 in the presence of the Worker. The client's name must be exactly as shown on the BA-67. Two witnesses are required if the client signs with an X. Signatures on all copies must be original. The Worker must complete the state, county and date sections of the DF-36.
- The Worker or Supervisor logs into the BA-67 system to request a VOID. The request is automatically electronically sent to the Financial Clerk to void the voucher.
- 1 copy of the DF-36 is kept in the Work Programs portion of the case record, 1 copy is given to the Financial Clerk, and 1 copy is given to the customer.