

21.3 WV WORKS PROGRAM

The information contained in items A - E below describes the circumstances under which a WV WORKS 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 CHECK IS REPLACED

The WV WORKS check will be 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 CHECK IS NOT REPLACED

The WV WORKS check is not replaced when at least one of the conditions in item A above does not exist.

In addition, when the client is issued a replacement check, then finds, cashes and spends 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 replacement.

C. REPLACEMENT PROCEDURES

- Determine that the check was issued by inquiring benefit issuance history, at IQAF, in RAPIDS. The benefit must be in a disposition of issued (IS) and history updated with the actual check number.
- Determine, either by inquiring benefit issuance history or telephone call, that the check has been returned to the Check Control Unit, Accounts Receivable, Office of Financial Services. If returned, determine where the check should be mailed and request it be released for remailing by entering the appropriate information at BIRR in RAPIDS.
- If the check is not received within five (5) mailing days including Saturdays but excluding Sundays and holidays, after the usual check receipt date, prepare original and 4 copies of form DF-36, Lost Check Affidavit. The client's name and the address to which the check was originally mailed must be entered of the DF-36.

- 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.
- Have the client sign the DF-36 in the presence of the Worker. The client's signature must be exactly as shown on the payroll. 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.
- Send the original and two copies of the DF-36 to Check Control Unit, Accounts Receivable. File a copy of the memorandum and DF-36 in the case record. At the option of the CSM, replacement of benefits may be tracked using form ES-AP-8.
- Send one copy to IFM: Attention: Chief Investigator
- Request stop payment of the check through the RAPIDS stop payment function BISP. Refer to RAPIDS User Guide.
- Request a replacement check through the RAPIDS auxiliary function on BICS. Refer to the RAPIDS User Guide.

D. WHEN ORIGINAL CHECK IS LOCATED

1. When Check Has Not Been Cashed

If the client later receives or finds the original check, he must return it to the county office and endorse it to the Department.

2. When Check Has Been Cashed

If the original check is cashed, Accounts Receivable notifies IFM by memorandum and attaches a copy of the cancelled check. IFM must ask the client to view the signature on the check. Based on the client's response, IFM is responsible for any subsequent action.

E. 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.

F. ALTERNATE ISSUANCE

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

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