

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.
- 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

- 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.

The Case Maintenance Process

- 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.

The Case Maintenance Process

2. Timely Reporting

For WV WORKS case, all changes in a client's circumstances must be reported immediately. In addition, new earned income must be reported within 10 days of the date new employment begins to avoid certain penalties. See Chapter 10.

When a dependent child, included in a WV WORKS payment, will be absent from the home for a period of 30 consecutive calendar days or more, the parent or other caretaker must notify the Department by the end of the 5th calendar day after the date it becomes clear to the parent/caretaker that the child will be absent for at least 30 days.

C. AGENCY TIME LIMITS

The agency must act on reported changes to be effective with the next month's benefit, when advance notice requirements permit. Benefits must be restored to the client or repaid to the agency when changes cannot be made in a timely manner. See Chapter 20.

D. TYPES OF CHANGES

1. Change In Case Name

The case name may be changed from one individual to another at the request of the individuals involved or when a change in circumstances requires it. In the case of a minor parent, the payee will be the major parent or other responsible adult.

A new DFA-2 must be completed and signed by the individual now being designated as payee, unless his signature is on the most recent DFA-2. However, if the case is in a protective payment status due to a request from Division of Children and Adult Services, a substitute payee is not required to sign the DFA-2.

When the Worker changes the primary person, the existing EBT card is deactivated and a new card is issued. Once the card is received the cardholder must call the EBT hotline to create a PIN and activate the card. This includes a change from one type of primary cardholder to another. The EBT benefits can not be accessed until the new card is received and activated. This occurs even if the primary person is changed back to the original primary person on the same day. Any changes in spelling, middle initial or last name do not deactivate the existing EBT card. If the payee requests a new card to reflect the name change, it is requested on AIRQ the same date the RAPIDS change is entered or by contacting the EBT Helpline.

The Case Maintenance Process

The Worker must adhere to advance notice requirements when the name change involves an adverse action. The inaccessibility of EBT benefits due to a name change does not constitute an adverse action.

In addition, if the client reports non-receipt of the newly-issued card and the Worker issues another, the newly-issued card is deactivated and cannot be used if or when the client receives it. Cards are mailed from the vendor only on week days, federal holidays not included.

Workers must inform all clients at the time of a change of primary person that the current card will be deactivated and funds are inaccessible during this time. The Worker may delay the entry of the change to give the client time to access enough benefits to provide for the AG until the new card is received.

NOTE: For EBT, changes in the payee, address and authorized cardholder can be made immediately since files are sent to the vendor overnight and changes are not restricted to RAPIDS deadline.

2. Change Of Address

A change of address is made in the data system as soon as the client reports it. Any other changes which the client reports, in addition to the address change, are also acted on at the same time, when notice requirements permit. A change made prior to the deadline date is effective the following month.

When the address change is made after the deadline date, the change is effective 2 months after the change is made. See item E for instructions for returned benefits.

A change of address after deadline does not affect receipt of WV WORKS benefits in an EBT account. When the client requests a replacement EBT card and his address has changed, the address change must be made before the new card is issued to insure the card is sent to the correct address.

NOTE: For EBT, changes in the payee, address and authorized cardholder can be made immediately since files are sent to the vendor overnight and changes are not restricted to RAPIDS deadline.

3. Change In The AG

Additions: Additions to the AG are effective the month the change occurs, provided the individual is otherwise eligible.

The Case Maintenance Process

An individual who is added to an existing AG is treated as an applicant. No DFA-2 is required. Benefits for the individual are prorated from the date that all eligibility requirements are met, including signing the PRC and attending orientation. Eligibility cannot begin earlier than the date the individual entered the home.

NOTE: If a non-recipient Work-Eligible Individual enters the household, he must complete orientation and a PRC as a condition of eligibility. Although he is not included in the AG, if he fails to cooperate in completing these activities, the AG will be ineligible for WV WORKS.

Deletions: Deletions from the AG are effective the month after the change occurs and the advance notice period expires. Repayment is sought for any overpayment that occurs. When a parent leaves the household, referral procedures to BCSE apply.

4. Continued Benefits After Case Closure

a. Continuation of SNAP Benefits After WV WORKS Closure

If a WV WORKS AG, also certified for SNAP benefits, is closed and there is sufficient information, SNAP must continue uninterrupted.

A new DFA-2 is not required. See Chapter 1 for establishing the redetermination date.

The closure notice sent to the client must state that the AG continues to be eligible for SNAP benefits. If the benefit increases or decreases, appropriate notification must be sent. See Chapter 6.

b. Medicaid Eligibility When a WV WORKS Case is Closed

Because Medicaid eligibility is not linked to receipt of WV WORKS, Medicaid eligibility does not end automatically when WV WORKS eligibility ends. However, the circumstances which led to ineligibility for WV WORKS may have some bearing on Medicaid eligibility, so the Worker must evaluate continuing Medicaid eligibility based on the new circumstances. See Chapter 16 for details about all Medicaid coverage groups.

c. Ineligibility for SNAP

When the WV WORKS recipient is ineligible for SNAP benefits for any reason, such as excess income, the SNAP AG is closed and the WV WORKS AG, if eligible, remains open.

5. Change In The Personal Responsibility Contract And Self-Sufficiency Plan

The Worker is responsible for ensuring, on an ongoing basis, that the participation status of each recipient is consistent with the terms of his Personal Responsibility Contract. Any changes in household circumstances must be evaluated and the PRC and SSP are changed as appropriate.

6. Special Procedures

a. Child Care

When a WV WORKS client requests, or the Worker otherwise recognizes the need, a referral for assistance with child care expenses is made to Division of Children and Adult Services. The referral is made using a DHS-1 which shows the client's name, case number, address, telephone number and the reason child care is needed. The Child Care Worker is responsible for determining eligibility for such assistance and for notifying the client of his status.

b. Protective Payments

NOTE: The client may request a Fair Hearing any time he is placed on protective payments or he questions the substitute payee selected.

Protective Payments are payments which are made to a substitute payee or by vendor payment.

There are two situations which require that the client be placed on protective payments. These are:

(1) Money Mismanagement

A Social Worker, providing protective services to the family, may request the case be placed in protective payment status.

When the Social Worker determines that protective payments are necessary due to money mismanagement, he sends a DHS-1 to the Worker requesting the case be placed on protective payments and indicates the substitute payee and the date protective payments are to begin. The name of the substitute payee is provided by the Social Worker.

The Case Maintenance Process

When the case is placed on protective payments, the bills paid are those chosen by the client or with his participation and consent, to the extent possible.

With the conversion to EBT, any cash benefits which are not directly deposited into a bank account will be deposited into an EBT account. The person named as the protective payee will receive the EBT card and is able to spend the AG's benefits.

Even though other cash benefits and SNAP benefits go into the EBT account, the WV WORKS and CSI benefit can be directly deposited into the local office account so that the check may be written by the Financial Clerk to pay the family's expenses. The client must complete the appropriate direct deposit form and designate the account of the local office. Because only the monthly WV WORKS and CSI benefit is direct deposited, other cash benefits such as DCA or initial or supplemental WV WORKS and supplemental CSI benefits go into the EBT account.

If the direct deposit method is used for the WV WORKS benefit, the Financial Clerk does not have to be designated as the payee in RAPIDS.

In order for the client to access his other cash benefits and SNAP benefits, he must be the payee, unless another individual protective payee is chosen for the EBT benefits.

(2) **Protective Payments at the Client's Request**

When the client requests a substitute payee in writing, the Worker must honor his request and advance notice is not required. The Worker takes the action as soon as possible after the request. The protective payments are discontinued as soon as possible after the client makes a request in writing.

(3) **Choosing the Substitute Payee**

When a substitute payee is used, the selection of a substitute payee is made by the client, or with his participation and consent, to the extent possible. When it is in the best interest of the client for a staff member of a

The Case Maintenance Process

private agency or any other appropriate organization to serve as a substitute payee, the selection is made, preferably, from the staff of an agency or that part of the agency providing protective services.

The substitute payee cannot be an immediate member of the client's family. Immediate family members include parents, grandparents, children, spouse, uncle or aunt, brother or sister. In addition, the substitute payee cannot be living in the same home with the client.

No employee of the Department can be a substitute payee, except when it is in the best interest of the client for a staff member of the Department to serve as such. The substitute payee is selected by Division of Children and Adults Services Protective Service staff. Landlords, grocers or other vendors of goods, services or items who deal directly with the client may not be a substitute payee.

The substitute payee must agree to accept the responsibility, and must be at least age 18.

A review of the way in which a substitute payee's responsibilities are carried out is conducted as frequently as indicated by the client's circumstances, and at least once every 12 months.

See the RAPIDS User Guide.

c. **Special Procedure When a WV WORKS Recipient Becomes Eligible for SSI**

When a WV WORKS recipient is determined eligible for SSI, SSA is required to count his portion of the cash assistance payment as income. When determining the amount of SSI to which the individual is entitled, the SSA must have this information before the SSI claim can be processed.

Although children are not removed from the WV WORKS check, the child's portion must be determined and provided to SSA.

The following method is used to determine the individual's portion of the check:

The Case Maintenance Process

- Step 1: Determine the amount of the check with the individual included in the AG. This includes all applicable incentives, reductions or sanctions.
- Step 2: Determine the amount of the check with the individual not included in the AG. This includes the same applicable incentives or sanctions which were applied in Step 1, even if not including the individual in the payment could eliminate the incentive or sanction.
- Step 3: Subtract the amount in Step 2 from the amount in Step 1. The remainder is the individual's portion of the check.

This amount must be determined for each month for which SSA requests the information.

7. Cost-Of-Living Increases In Federal Benefits

Recipients of federal benefits such as RSDI, SSI, Black Lung or VA Benefits may receive periodic cost-of-living increases (COLA's). RSDI/SSI increases are handled in accordance with instructions in Appendix B of this Chapter. All other federal benefit cost-of-living increases are treated as any other change.

8. EBT Cash Conversion Request

EBT cash benefits are not converted to checks or cash. The EBT card must be used to access cash benefits. The client may elect direct deposit of his regular monthly benefit into his own checking or savings account.

9. Change In EBT Authorized Cardholder

When the client wishes to change the authorized cardholder for EBT, the Worker must delete the current cardholder on RAPIDS screen AIRQ and enter the new cardholder's information, including the benefit(s) to which the cardholder has access. The client may terminate cardholder access immediately by calling the EBT Helpline or DHHR Customer Service Center. Only DHHR Customer Service Center staff and the EBT Helpline CSR can deactivate a card.

The Case Maintenance Process

When the client calls the EBT Helpline first to stop cardholder access, he must still notify the DHHR Customer Service Center or the local office of the cardholder change.

NOTE: For EBT, changes in the payee, address and authorized cardholder are sent to the vendor overnight and not restricted to RAPIDS deadlines.

10. Grant Level Expungement

Grant refers to the procedural process of depositing any SNAP or cash benefits into an EBT cardholder's account. Cash benefits include WV WORKS, WV WORKS solely state funded program, DCA, EAP, child support pass-through, and CSI.

The aging process is based on a first-in, first-out basis, oldest to newest, which means that each grant month deposit has a separate aging cycle. The last activity date will be the parameter which determines the aging of a grant. Once a grant month account has reached 365 days of non-use, that grant month account is expunged. The Worker must check the EBT account and card status when speaking with a client regarding the receipt and/or access to both SNAP and cash benefits. Although an account has an expungement, there may be remaining grant month amounts in the account that will not be available to the cardholder until the account status has been reset to active.

NOTE: Expunged accounts are not automatically reset when a grant is posted to the account. Expungement occurs based upon client initiated activity and the time a monthly grant was posted to the account. Once the Worker resets an expunged account, the grant aging and grant expungement process will continue for remaining grants on an account until the cardholder performs a debit transaction on both SNAP and cash accounts.

a. Inactive – 305 Days on Non-Use

An alert will be sent to IFM. This will give IFM an opportunity to act on an open claim for the case.

b. Dormant – 335 Days of Non-Use

An alert will be sent to the Worker and a letter will be sent to the client advising they have not used benefits from the account during the past 335 days. The notice advises if they do not take action within 13 days and a claim is present, the benefit from this benefit month will be applied to the claim.

The Case Maintenance Process

Even if a claim is not present a portion of the benefits must be used to prevent removal of that benefit month.

c. Expungement - 365 Days of Non-Use

An alert will be sent to the Worker and a notice will be sent to the client advising the benefits have been expunged and are no longer available. The notice will also advise they may have other grant months remaining and must contact a Worker to have the account reset in order to access those benefits. The clients are also encouraged to make monthly transactions on remaining grants.

d. **EXAMPLES:** On a daily basis, for every account identified in the control file, all grants associated with that account are reviewed individually. Individual grants which have been available for 365 days are expunged.

EXAMPLE:

If an account reaches 365 days of non-use and the account balance is comprised of 2 grants as follows:

Grant A has been available for 365 days; Grant B has been available for 335 days. Grant A will be expunged immediately and Grant B will be expunged 30 days later. The grant expungement process will continue until the cardholder performs a debit transaction. Aging will continue to move the account toward expungement even on a manually re-opened account, until the cardholder performs a debit transaction.

Grant	Grant Month	Days Aged	Balance Before Expungement	Amount Expunged	Balance After Expungement
A	July	365	\$200	- \$200	\$0
B	August	335	\$100	\$0	\$100

EXAMPLE:

For manually reopened accounts where a cardholder has 3 cash grants with a combined balance of \$800: if the cardholder initiates a debit transaction for \$400, Grant A will be debited \$200 and expire; Grant B will be debited for \$200 with a remaining balance of \$100; and the expungement counter will be reset on Grant B. Grant C will remain unaffected.

The Case Maintenance Process

Grant	Grant Month	Days Aged	Balance Before Debit	Draw Down Amount	Balance After Debit	Affect on Aging Clock
A	July	160	\$200	-\$200	\$0	Expired
B	August	120	\$300	-\$200	\$100	Reset
C	September	100	\$300		\$300	Unaffected
Total			\$800	\$400		

Once the cardholder performs a debit transaction the aging counter resets; the individual grants continue to age; the grant(s) based on age and drawdown priority which is affected by the debit transaction will have its aging activity reset. All other non-zero grants on the account will remain unaffected and continue to age. The examples are applicable for SNAP and cash benefits.

E. CORRECTIVE PROCEDURES

1. Correcting The Benefit Amount

Prior to issuing a corrective payment, the Worker must determine if the AG owes an overpayment. If so, the corrective payment must be offset by the amount of the overpayment. See Section 20.3, items D,4 and E,3.

NOTE: DCA payments must not be used to offset an overpayment.

a. Underpayments

A corrective payment is made to the client when he did not receive a benefit for which he was eligible, or the amount he received was less than that to which he was entitled.

The amount of the corrective payment is the difference between the benefit the client received and the amount he was entitled to receive, over the period involved, as determined using RAPIDS procedures. See the RAPIDS User Guide.

For current recipients, or persons who would have been recipients, had the error causing the underpayment not occurred, the corrective payment is made when it is discovered. It does not matter when the error occurred or who was at fault. For inactive

The Case Maintenance Process

clients, the corrective payment is made when it is discovered, no matter who was at fault, provided the underpayment occurred on or after June 1, 1988.

NOTE: A corrective payment for an addition to the AG is made only for the time the new AG member was eligible to be included, but was not.

Corrective payments are made to active and inactive recipients in RAPIDS. See the RAPIDS User Guide.

NOTE: When a corrective payment is used to offset an overpayment, due to fraud or an intentional client error, the amount offset is counted as SNAP income, if the corrective payment would normally have been counted. See Chapter 10 to determine when corrective payments are counted as SNAP income.

NOTE: Only the monthly WV WORKS, CSI, and pass-through benefits may be received by direct deposit.

b. **Retroactive Payments**

A retroactive payment is made when, at any time during the appeal process, it is found that, due to a Department error, the client did not receive a payment for which he was eligible, or that the payment he received was less than that to which he was entitled. The appeal process begins when the client requests a formal appeal. The retroactive payment covers the period over which the error occurred and is computed in the same manner as a corrective payment. Payment is made using the RAPIDS system. See the RAPIDS User Guide.

Retroactive payments are also made when eligibility is determined in a month(s) following the month of application and the client is eligible for benefits in the prior month(s).

When a retroactive or auxiliary benefit is requested the Worker must check ANLD the following month to ensure the month was tracked. ANLD provides further details on the payment month and the type of assistance received. ANLM must be adjusted when the month of retroactive benefits was not automatically added.

NOTE: Only the monthly WV WORKS, CSI, and pass-through benefits may be received by direct deposit.

Any WV WORKS cash benefit which is not directly deposited into a bank account is deposited into an EBT account.

2. Correcting The Address

When a WV WORKS support service check is returned to Accounts Receivable, Office of Accounting, the return is entered into RAPIDS and the Worker receives an alert.

When the Worker receives the alert, he must determine the correct disposition of the check and enter the appropriate information in RAPIDS. See the RAPIDS User Guide. The new address must be entered into RAPIDS as soon as possible to insure that the check is mailed to the correct address when released by Accounts Receivable.

The Worker receives an alert when the returned benefit is released.

With the conversion to EBT, cash benefits are not returned due to an incorrect address.

EBT cards which are sent to an incorrect address are returned to the card vendor and destroyed. When the client reports non-receipt of a card, the Worker must correct the address and indicate that a new card is required. A new card is then issued to the correct address. The Worker can check EBT card issuance on the administrative terminal.

3. Correcting The Payee

Effective May 2003, all WV WORKS benefits are issued by EBT or direct deposit. If the new payee wishes to use direct deposit, he must enroll for himself. Otherwise he will receive an EBT card in his name to access benefits in the EBT account. See item D,1 above for correcting the payee for EBT benefits.

NOTE: For EBT, changes in the payee, address and authorized cardholder are sent to the vendor overnight and are not restricted to RAPIDS deadlines.

4. Canceling The Benefit

When the benefit issued by direct deposit is returned, the Worker receives an alert in RAPIDS. If the client does not report a new address after an attempt to contact him, the AG is closed. The benefit must be cancelled. The Worker uses appropriate RAPIDS procedures. See the RAPIDS User Guide.

The Case Maintenance Process

When cancellation is requested, data system action to close the AG must be taken. If the benefit issued by direct deposit is returned and cancelled, it is not counted toward the 60-month time limit.

When a WV WORKS AG is closed, EBT benefits remain in the account until the AG uses the benefits or until there is no account activity for 365 days, i.e., no withdrawal or use of benefits. See item 7 below for benefits voluntarily returned from an EBT account.

5. Holding The Benefit

The benefit, either direct deposit or EBT, cannot be held under any circumstances.

6. Reissuing A Returned Direct Deposit

The Accounts Receivable Office receives a list of direct deposits which cannot be completed and updates RAPIDS benefit issuance history and cancels the benefit. The Worker receives an alert in RAPIDS, and after contact with the client, must use the appropriate RAPIDS procedure to issue the benefit by EBT.

See the RAPIDS User Guide. Under no circumstances is a direct deposit reissued by an additional direct deposit. If the client cannot be contacted and information obtained to issue a check, the benefit is cancelled. See item 4 above.

7. Returned EBT Benefits

A client may not return benefits unless he was ineligible for the cash benefits received in the EBT account and wishes to return them. The client is referred to the RI, when such staff is available in the local office. The RI completes a claim and removes the benefits from the EBT account, using the administrative terminal, and credits the benefits as a repayment on the claim. The client must sign form IFM-EBT-1. The RI completes the bottom of the form to indicate the benefits were removed.

If the RI staff is not available in the local office, a Supervisor in the local office completes the IFM-EBT-1, removes the benefits from the EBT account, using the administrative terminal. The Supervisor completes a referral through RAPIDS to IFM for the claim and forwards the original IFM-EBT-1 to the RI.