[CA-217398] Change Pending WtW/REP/Cal-Learn Recovery Accounts to active and send the WTW 11 Using a Staggered Release Schedule.

Team Responsible:		Assignee:	**Sheryl E. Eppler**	SPG Status:	**Select a value**
Fix Version/s:		Designer Contact:		Change Type (SCR):	
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Elisa Miller**	Regulation Reference:		Created:	**06/22/2020 04:07 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):		Migration Impact:		Funding Source ID:	
Committee:	**[Collections, Welfare to Work/ WPR]**	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee Review:

Expedite Approval:

Current Design:

Request: Change the Status all WtW/REP/Cal-Learn Recovery to Active and send the WTW 11 with a staggered release.
State policy:
42-751
.4
(c) Initial Recovery Procedures and Establishing Repayment Agreements
(1) The county shall initiate recovery within 30 calendar days of the date the overpayment is first discovered by notifying the individual in writing that he/she has an overpayment and that he/she must contact the county within ten calendar days of the date the notice is mailed to arrange repayment.

Recommendation: Change Pending WtW/REP/Cal-Learn Recovery Accounts to active and send the WTW 11 Using a Staggered Release Schedule.

Outreach Description:

Migration Impact Description:

Migration Impact Analysis:

Alternative Procedure Description:

Operational Impact:

Estimate: 0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Forms Test :	0	Imaging :	0
IVR/CC :	0	Online :	0	Performance :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	System Test Support :	0	Tech Arch :	0
Tech Ops :	0	Training :	0		

[CA-217846] When a WtW/REP/Cal-Learn Recovery Account is made Active generate the WTW 12 (Repayment Agreement) with the WTW 11 (Overpayment/Underpayment NOA)

Team Responsible:		Assignee:	**Sheryl E. Eppler**	SPG Status:	**Select a value**
Fix Version/s:		Designer Contact:		Change Type (SCR):	
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Elisa Miller**	Regulation Reference:		Created:	**07/09/2020 03:40 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):		Migration Impact:		Funding Source ID:	
Committee:	**[Collections]**	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee Review:

Expedite Approval:

Current Design:

Request:

Issue:

Los Angeles County has been out of compliance with State policy regarding collecting WtW/REP/Cal-Learn overpayments by not informing the participants of their options for repayment.

Recommendation:

Auto send the WTW 12 with the WTW 11 to the responsible party whenever a WtW/REP/Cal-Learn supportive services overpayment is created.

• Reduce Future Supportive Services when a participant fails to return or refuses to completed the WTW 12 within ten (10) days. Reduction shall be based on the Recovery Accounty that will be paid. If the overpayment that created the Recovery Account was customer caused the reduction shall be 10% of the future supportive services. If the overpayment that created the Recovery Account was admin caused the reduction shall be 5% of the future supportive service.

• Only Reduce the CalWORKs grant when a participant signs the WTW 12 requesting that the CalWORKs grant be reduced. The CalWORKs grant cannot be involuntarily reduced due to a WtW/REP/Cal-Learn overpayment.

Case Number – Pull current case number

Case Name – Pull current case name

Worker – Pull current worker name / Closed WtW case – populate with (Customer Service)

Date – Current Date

Addressee – populate with responsible party name and address

Your total overpayment is $ - pull information from the last WTW 11 generated. From the line that reads "NEW TOTAL AMOUNT YOU OWE"

For for transportation or work/training related expenses, education related expenses- pull this information from the last WTW 11generated. From the line that reads "You were overpaid for the following Supportive Service(s) for the month of.

If you have any questions, please call us at – pull current GSW's phone number/ Closed WtW case – populate with (GAIN Customer Service Number), Closed WtW case (MAXIMUS) Populate with (MAXIMUS's Customer Service Number), Cal-Learn case – populate with Current Secondary Worker/Closed Cal-Learn case – populate with (GAIN Customer Service Number), REP case – populate with(GAIN Customer Service Number).

Mail this form and payments to: first line should say "Attention: Cashier" pull from current GSW's location/Closed WtW case – first line should say "Attention: Cashier" pull the last GAIN location assigned to case. MAXIMUS- pull from current CCM's location/Closed WtW case – first line should say "Attention: Cashier" pull the last MAXIMUS location assigned to

case. REP – first line should say "Attention Cashier" Populate with current DPSS Fiscal Cashier's address/ Closed REP case first line should say "Attention Cashier" Populate with current DPSS Fiscal Cashier's address. Cal-Learn – first line should say "Attention Cashier" populate with GAIN Region III's address/ closed Cal-Learn case- first line should say "Attention

Cashier" populate with GAIN Region III's address.

Bring this form and payments "in person" to: first line should say "Attention: Cashier" pull from current GSW's location/Closed WtW case – first line should say "Attention: Cashier" pull the last GAIN location assigned to

case. MAXIMUS- pull from current CCM's location/Closed WtW case – first line should say "Attention: Cashier" pull the last MAXIMUS location assigned to case. REP – first line should say "Attention Cashier" Populate with GAIN Region IV's address/Closed REP case- first line should say "Attention Cashier" Populate with GAIN Region IV's address. Cal-Learn – first line should say "Attention Cashier" populate with GAIN Region III's address/ closed Cal-Learn case- first line should say "Attention Cashier" populate with GAIN Region III's address.

To be completed by the County: for populate with "Department of Public Social Services, Los Angeles" County.

Outreach Description:

Migration Impact Description:

Migration Impact Analysis:

Alternative Procedure Description:

Operational Impact:

Estimate: 0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Forms Test :	0	Imaging :	0
IVR/CC :	0	Online :	0	Performance :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	System Test Support :	0	Tech Arch :	0
Tech Ops :	0	Training :	0		

[CA-217848] When a WtW/REP/Cal-Learn PT has refused to enter into a Repayment Agreement and/or failed to repay as agreed, generate the WTW 13

Team Responsible:		Assignee:	**Sheryl E. Eppler**	SPG Status:	**Select a value**
Fix Version/s:		Designer Contact:		Change Type (SCR):	
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Elisa Miller**	Regulation Reference:		Created:	**07/09/2020 04:28 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):		Migration Impact:		Funding Source ID:	
Committee:	**[Collections]**	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee Review:

Expedite Approval:

Current Design:

Request:

Issue:
Los Angeles County has been out of compliance with State policy regarding collecting WtW/REP/Cal-Learn overpayments by not informing the participants of their options for repayment.

Recommendation:

The participant should know where to send repayments when a WtW/REP/Cal-Learn program is discontinued and they no longer have contact with the worker.
All overpayments the participant accumulates from different programs (WTW/REP/Cal-Learn) has to be added together to be displayed on the WTW 13.
NOTICE DATE: DAY NOTICE WAS GENERATED
CASE NAME: CASE NAME
CASE NUMBER: CASE NUMBER
WORKER'S NAME": WtW program active – Pull current worker/ WtW program closed – Pull last worker assigned to Program
COUNTY OF: LOS ANGELES
ADDRESS: Responsible Party for overpayment and current mailing address.
We told you on: Date of Last WTW 11 was generated (Select which supportive service PT was overpaid on that last WTW 11).
The Amount of your overpayment that you owe is $: Pull the amount from the line on the last WTW 11 that says NEW TOTAL AMONT YOU OWE.
HERE'S WHY:
_ You did not agree to repay. (If WtW/REP/Cal-Learn program closes and PT has not signed a WTW 12)
_ You did not pay as agreed. (When a PT defaults on the WTW 12 Repayment agreement)
_ You are no longer in Welfare to Work/Cal-Learn, and your method of repayment no longer works. (If WtW/REP/Cal-Learn program
closes or PT is sanctioned, and repayment was being made from supportive services or cash)
_ You are no longer getting cash aid, and your method of repayment no longer works. (If CalWORKs/WtW/REP/Cal-Learn program
closes or PT is sanctioned, and repayment was being made from CalWORKs grant)
_ You did not have to repay while you were in Welfare to Work/Cal-Learn. Now you need to repay. (If WtW/REP/Cal-Learn program
closes or PT is sanctioned, and a deferral was in place.)
TOTAL OVERPAID AMOUNT: Pull the amount from the line on the last WTW 11 that says NEW TOTAL AMOUNT YOU OWE.
Address:
Current WtW- when repayment agreement has been defaulted on use the current Regional address. Current REP – when repayment agreement has been defaulted on use the current Fiscal Cashier's address. Current Cal-Learn - when repayment agreement has been defaulted on use current Secondary Worker's location.
Current WtW- when deferral has ended, and PT has not begun to repay or request new deferral use the current Regional address.

Current REP – when deferral has ended, and PT has not begun to repay or request new deferral use the current Fiscal Cashier's address. Current Cal-Learn - when deferral has ended, and PT has not begun to repay or request new deferral use the current Secondary Worker's location.

Discontinued WtW- when WtW Program is discontinued use the last Regional address. Discontinued REP – when REP Program is discontinued use the current Fiscal Cashier address. Discontinued Cal-Learn – When Cal-Learn Program is discontinued use current Secondary Worker's location.

Sanctioned WtW – WtW Program is discontinued due to WtW sanction - use the last Regional address. Sanctioned REP – when REP Program is discontinued due to REP sanction use the current Fiscal Cashier address.

Current WtW – Current GSW's phone number. Current REP – Current Rep CCM's phone number. Current Cal-Lean -Primary Worker's
phone number.

Outreach Description:

Migration Impact Description:

Migration Impact Analysis:

Alternative Procedure Description:

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	0	Forms Test :	0	Imaging :	0
IVR/CC :	0	Online :	0	Performance :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	System Test Support :	0	Tech Arch :	0
Tech Ops :	0	Training :	0		