



[CA-203018] DCR "Lomeli" Conversion Cleanup: "End Date" CalFresh Overpayment Admin Caused with Collections over 36 months

- Resolved: 09/26/2020 09:06 PM

Team Responsible:	Fiscal	Assignee:	Darion Toney	SPG Status:	Approved
Fix Version/s:	[20.11]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	88
Reporter:	Christine Cheung	Regulation Reference:	Lomeli v. Saenz ACIN I-09-00 - ACL 00-59	Created:	06/07/2018 03:47 PM
Status:	In Production	Impact Analysis:	[Data Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Gloria Williams	Training Impacted:	[Job Aid]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:	No	Funding Source ID:	
Committee:	[Collections]	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:		Consortium Review Approval Date:			
Non-Committee Review:					
Los Angeles / Region 6 approval - Jennifer Casillas - 05/08/2020					
Expedite Approval:					
Current Design:					
LRS does not have end dates for recovery accounts that were created in the LEADER System with the cause: "CalFresh admin caused."					
Request:					
As required by "Lomeli v. Saenz" ACIN I-09-00 – ACL 00-59, recovery accounts that have cause: "CalFresh Admin Caused" and has been more than 36 months since the end of the benefit month or transaction date (whichever is later) of the first 'Benefit Reduction' transaction type need to have their status changed to "Terminated" and status reason as "Compromise (Lomeli)".					
Example:					
CF Recovery Account with Cause Code 'CalFresh - Admin Error (after 03/2000)'. First Transaction of type 'Benefit Reduction' posted on 05/20/2012 for Benefit Month 06/2012. Lomeli Termination date would be set as 06/30/2015.					
Recommendation:					
<ol style="list-style-type: none"> 1. Identify the Recovery Accounts based on the following criteria: <ol style="list-style-type: none"> a. The accounts are converted from LEADER system to the LRS system. b. Cause Code is either 'CalFresh - Admin Caused (prior to 3/2000)' or 'CalFresh - Admin Caused (after 3/2000)'. c. It has been more than 36 months since the end of the benefit month or transaction date (whichever is later) of the first 'Benefit Reduction' transaction type. <ol style="list-style-type: none"> i. This cut off is calculated by subtracting the end of the benefit month or transaction date (whichever is later) of the first 'Benefit Reduction' transaction type from the system date when the DCR would be applied in production. ii. Please see "Section 1.2 Requests" for an example. d. The Current Balance is greater than ZERO. e. The current status of the Recovery Account is either 'Active', 'Suspended', 'Pending', 'Pending Approval' or 'Pending Agreement'. f. The Account Type is Regular. 2. Once the Accounts are Identified, post a transaction with a Transaction Type of 'Terminated' with a negative amount equal to the outstanding balance on the recovery account. 3. After the transaction is posted as defined in the step above, update the recovery account status to 'Terminated' and status reason to 'Compromised (Lomeli)'. 4. Create a Journal Entry for the recovery accounts identified. The Journal Entry will say – "Recovery Account ##### converted from LEADER to LRS has been Terminated to meet the requirements for Lomeli v. Saenz". 5. Provide a list to Los Angeles County for the impacted recovery accounts after the SCR is applied in production. The layout is attached in the Section 6 for reference. 					
Outreach Description:					
This is for LRS data change request and will not have migration impact on any others counties.					
Migration Impact Description:					

Migration Impact

Analysis:

Alternative Procedure Description: N/a

Operational Impact:

Estimate: 88

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	55	Forms Test :	0	Imaging :	0
IVR/CC :	0	Online :	0	Performance :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	23
Tech Arch :	0	Tech Ops :	0	Training :	0



[CA-204762] Do not Create an Offset Transaction for Overpayment/Overissuances Adjustments

Team Responsible:	Fiscal	Assignee:	Kapil Santosh	SPG Status:	Approved
Fix Version/s:	[TBD]	Designer Contact:	Kapil Santosh	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	400
Reporter:	Christine Cheung	Regulation Reference:	Food Stamp Regulations Corrective Action Section 63-801.313 (Manual Letter No. FS-04-07 Dated 7/1/2004 - Page 445.1)	Created:	09/18/2018 10:44 AM
Status:	New	Impact Analysis:	[Business Process]	Outreach Required:	
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	LRS M&E
Project Phase (SCR):	Production	Migration Impact:		Funding Source ID:	
Committee:	[Collections, State/ Fiscal Reports]	Approved by Committee:		Other Agency Cross Reference:	CIV-102098
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee

Review:

Expedite Approval:

Current Design:

Current Design:

"Offset" transaction type is for:

1. Collections similar as benefit reductions.
2. Recovery Account balance reduction adjustments which do not have any collection activities.

Issue:

The "Offset" transaction type is being reported as "Collection" on the State reports which include the recovery account reduction adjustments, non-collection offsets type. The non-collection offsets have been inflated the actual collections that we have been reported on the State reports.

This SCR is to request to:

Create a Recovery Account Transaction of 'RA Reduction Adjustment' to use for non-monetary recovery account balance adjustment, which is currently being named as "Offset".

Stop using the "Offset" transaction type for non-monetary recovery account adjustments.

Use the "RA Reduction Adjustment" transaction type for non-recovery account balance adjustment transactions.

Request:

This SCR is to recommend to:

Create a Recovery Account Transaction of 'RA Reduction Adjustment' to use for non-monetary recovery account balance adjustment, which is currently being named as "Offset".

Stop using the "Offset" transaction type for non-monetary recovery account adjustments.

Use the "RA Reduction Adjustment" transaction type for non-recovery account balance adjustment transactions.

To separate the current "Offset" term between monetary (collections) and non-monetary (RA adjustments).

To include the "RA Reduction Adjustment" on State FNS-209, CA-812, and SOC-808 as an recovery account adjustments.

Use "Benefit Reduction" instead of "Offset" for a current month benefit reduction (a percentage of MAP, deducted from a current benefit month).

Identify "non-monetary" offset transactions and rename these transactions as "RA Reduction Adjustment" (do not change transaction posted date). Add a comment on the transaction detail page.

Identify "Benefit Reduction" offset transactions and rename these transactions as "Benefit Reduction" (do not change transaction posted date). Add a comment on the transaction detail page.

Provide a list of recovery account transactions that are impacted by this SCR.

Recommendation:

This SCR is to recommend to:

Create a Recovery Account Transaction of 'RA Reduction Adjustment' to use for non-monetary recovery account balance adjustment, which is currently being named as "Offset".

Stop using the "Offset" transaction type for non-monetary recovery account adjustments.

Use the "RA Reduction Adjustment" transaction type for non-recovery account balance adjustment transactions.

To separate the current "Offset" term between monetary (collections) and non-monetary (RA adjustments).

To include the "RA Reduction Adjustment" on State FNS-209, CA-812, and SOC-808 as an recovery account adjustments.

Use "Benefit Reduction" instead of "Offset" for a current month benefit reduction (a percentage of MAP, deducted from a current benefit month).

Identify "non-monetary" offset transactions and rename these transactions as "RA Reduction Adjustment" (do not change transaction posted date). Add a comment on the transaction detail page.

Identify "Benefit Reduction" offset transactions and rename these transactions as "Benefit Reduction" (do not change transaction posted date). Add a comment on the transaction detail page.

Provide a list of recovery account transactions that are impacted by this SCR.

Outreach

Description:

Migration Impact

Description:

Migration Impact

Analysis:

Alternative

Procedure

Description:

Operational Impact:

Estimate: 400

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	200	Forms Test :	0	Imaging :	0
IVR/CC :	0	Online :	0	Performance :	0
Release Communication Support :	0	Reports :	200	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0



[CA-205649] Update Expungement Detail page to allow linking CalFresh Expungements to Recovery Accounts (37548)

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	Select a value
Fix Version/s:	[TBD]	Designer Contact:		Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	
Reporter:	Christine Cheung	Regulation Reference:		Created:	11/16/2018 03:02 PM
Status:	New	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	Gloria Williams	Training Impacted:		Funding Source:	
Project Phase (SCR):	Production	Migration Impact:		Funding Source ID:	
Committee:	[Collections]	Approved by Committee:		Other Agency Cross Reference:	C-IV 174
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee

Review:

Expedite Approval:

Current Design:

When a CalFresh expungement occurs that has a Recovery Account, the system will post the full amount of that expungement on the Recovery Account if the Recovery Account is in an 'Active' or 'Suspended' status.

NOTE: Explore the potential for applying GA expungements to Recovery Accounts also.

If there is not an 'Active' or 'Suspended' Recovery Account for that case the system will not post the Expungement to any Recovery Account, but will instead display the Expungement information on the Expungement Detail page.

In the situation where an Expungement occurs for the same Benefit Month as an Overpayment - but the Recovery Account that has that same overissuance month is not in 'Active' or 'Suspended' status at the time the Expungement occurs - the Expungement will require user intervention to manually post an Expungement Transaction to the Recovery Account.

Request:

The Expungement Detail page does not reflect that a user has utilized the CalFreshExpungement to offset the amount of the Recovery Account. This can lead to errors where the Expungement is credited multiple times to the customers' Recovery Accounts, or the County could receive audit errors if the FNS Auditor does not see that the Expungement was correctly applied to a Recovery Account.

NOTE: Explore the potential for applying GA expungements to Recovery Accounts also.

Recommendation:

- 1) Update the Expungement Detail page (for CalFresh - Potentially GA Expungements) to allow the selection of Recovery Account(s) to post (in part or in full) Expungement to.
- 2) Upon save, the C-IV System will update the Expungement record with the information that it was applied (in part or in full) to which Recovery Account(s), and will post the corresponding transaction(s) to the appropriate Recovery Accounts.

If an Expungement Transaction on the Recovery Account is backed out - reverse the information on the Expungement Detail page and allow the Expungement to be reposted to another Recovery Account.

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	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0



[CA-212173] ACL 19-102 Update Fraud determination when suspending CalWORKs Recovery Accounts

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	Select a value
Fix Version/s:	[TBD]	Designer Contact:		Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	
Reporter:	Sheryl E. Eppler	Regulation Reference:	ACL 19-102	Created:	12/03/2019 03:02 PM
Status:	New	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	
Project Phase (SCR):	Production	Migration Impact:		Funding Source ID:	
Committee:	[Collections]	Approved by Committee:		Other Agency Cross Reference:	CIV-105779
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee

Review:
Expedite Approval:
Current Design: SCRs CA-205172 & CIV-102502 set the Fraud determination when looking at suspending CalWORKs Recovery Accounts as the Investigations Indicator is set to 'None' or 'No Fraud'.

Request: ACL 19-102 clarifies that CWDs must suspend collection on overpayment claims under the \$250 CalWORKs collection threshold when an Intentional Program Violation (IPV) is not imposed.

Recommendation: Update the CalWORKs Uncollectible Recovery Account Batch no longer look at the Investigations Indicator. The batch will be updated to find CalWORKs/RCA Admin Error or Client Error Recovery Accounts with an outstanding balance between \$0 and \$249 that are in 'Active' or 'Suspended' status and status reason is not 'Policy Threshold Limit', where the following conditions are true:
 a. There is no active CalWORKs/RCA program (including TCVAP) in the System for a Responsible individual of the recovery account.
 b. The Cause Code is not 'Cash - IPV (Waiver)', 'Cash - IPV (ADH)', or 'Cash - IPV (Court)'.
 c. Recovery Account was established on or after December 1, 1996.

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	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech Ops :	0	Training :	0
Tech Arch :	0				

 **[CA-212174] ACL 19-41 Expanding SSI Cash-Out Nutritional Benefits**

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[21.07]	Designer Contact:	Eric Wu	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	
Reporter:	Sheryl E. Eppler	Regulation Reference:	ACL 19-41	Created:	12/03/2019 03:32 PM
Status:	New	Impact Analysis:		Outreach Required:	
Policy/Design	Sheryl E. Eppler	Training Impacted:		Funding Source:	
Consortium Contact:		Migration Impact:		Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	CIV-105783
Committee:	[Collections]	Committee:		Reference:	
Consortium Review		Consortium Review			
Approval:		Approval Date:			

Non-Committee

Review:

Expedite Approval:

Current Design:

With the implementation of SCRs CA-203103, CIV-101471 a Recovery Account with the program 'Nutritional Benefit' can not be made 'Active'.

Request:

ACL 19-41 states:

Question 8: Can the CWD refer SNB Program or TNB Program cases for investigation when fraud is suspected?
 Answer 8: Yes. Recipients of SNB Program benefits and TNB Program benefits are subject to W&IC 10980. As such, counties may choose to investigate suspected criminal activities relating to those cases.

Recommendation:

Update Recovery Accounts with a program of 'Nutritional Benefits' to be able to made 'Active' status.

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	0	Reports :	0	Reports Test :	0
Support :		Special Project :	0	System Test Support :	0
Security :	0	Tech Ops :	0	Training :	0
Tech Arch :	0				



[CA-212847] Update overpayment adjustment logic to add the mapping between status reasons and Suspended recovery account for recoupments.

Team Responsible:	Fiscal	Assignee:	Sidhant Garg	SPG Status:	Approved
Fix Version/s:	[TBD]	Designer Contact:	Ishrath Khan	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	
Reporter:	Sidhant Garg	Regulation Reference:		Created:	01/13/2020 02:42 PM
Status:	New	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	
Project Phase (SCR):	Production	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:

C-IV Counties currently suggest benefit reductions on 'Suspended' recovery accounts, whereas LA County only suggests on 'Active' recovery accounts.

Request:

Determine what Status Reasons to consider for recoupment when recovery account is in suspended status.

Recommendation:

Update overpayment adjustment logic to add the mapping between status reasons and Suspended recovery account for recoupments.

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	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0

[CA-216211] Update Benefit Reductions to Allow Cents

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[TBD]	Designer Contact:		Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	05/07/2020 02:18 PM
Status:	New	Impact Analysis:		Outreach Required:	
Policy/Design	Sheryl E. Eppler	Training Impacted:		Funding Source:	
Consortium Contact:		Migration Impact:		Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	CIV-107239 &
Committee:	[Collections]	Committee:		Reference:	CA-213197
Consortium Review		Consortium Review			
Approval:		Approval Date:			

Non-Committee

Review:

Expedite Approval:

Current Design:

The Daily Excess Recoupment Report is a fiscal report that provides a listing of all the recovery accounts with negative balances with detailed information on the last transactions for the report date requested. Through the review of this report it was discovered that many Recovery Accounts remain open up to the cent level.

Request:

Modification of the system is necessary to process recoupment accounts that contain cents.

1. Currently the system does not have the functionality to allow the collection of outstanding recovery account balances under a dollar (\$1.00).
2. The system applies the benefit reduction amount greater than the outstanding recovery account balances which in cases with balances that include cents causes excess recoupment in cents. The system does not allow users to refund excess recoupments under a dollar (\$1.00).

Recommendation:

Enhance the system to fully allow the processing of recovery account collections and refunds of excess recoupment amounts under a dollar (\$1.00) within the Fiscal subsystem. It is recommended that the system be enhanced and allow the processing of these Fiscal Recovery Accounts to the cent level for all programs. Currently only General Relief has the functionality to process recoupment amounts under a dollar. This functionality can be leveraged and possibly be used as a baseline for the other remaining programs.

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	0	Reports :	0	Reports Test :	0
Support :					
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0



[CA-218977] Create and send WTW 11 and WTW 12 for WtW/REP/Cal-Learn Recovery Account

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	
Fix Version/s:	[TBD]	Designer Contact:		Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:		Estimate:	
Reporter:	Sheryl E. Eppler	Regulation Reference:	42-751.4 (c) (1)	Created:	08/23/2020 04:09 PM
Status:	New	Impact Analysis:		Outreach Required:	
Policy/Design	Sheryl E. Eppler	Training Impacted:		Funding Source:	
Consortium Contact:		Migration Impact:		Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	CA-217398;
Committee:	[Collections, Welfare to Work/ WPR]	Committee:		Reference:	CA-217846
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee

Review:
Expedite Approval:
Current Design:

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.

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:

- (1) Change Pending WtW/REP/Cal-Learn Recovery Accounts to active and send the WTW 11 Using a Staggered Release Schedule.
 - (2) 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 Account 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 11 generated. 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	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0



[CA-218978] Create and send WTW 13 for WtW/REP/Cal-Learn Recovery Accounts

Team Responsible:	Fiscal	Assignee:	Unassigned	SPG Status:	Select a value
Fix Version/s:	[TBD]	Designer Contact:		Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	08/23/2020 04:12 PM
Status:	New	Impact Analysis:		Outreach Required:	
Policy/Design	Sheryl E. Eppler	Training Impacted:		Funding Source:	
Consortium Contact:		Migration Impact:		Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	CA-217848
Committee:	[Collections, Welfare to Work/ WPR]	Committee:		Reference:	
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee

Review:

Expedite Approval:

Current Design:

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.

Request:

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

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 AMOUNT 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-Learn -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	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0