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

Team Responsible:	**Fiscal**	Assignee:	**Kapil Santosh**	SPG Status:	**Approved**
Fix Version/s:	**[22.01]**	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
Translation :	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
Translation :	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 Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0
Translation :	0				

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

Team Responsible:	**Fiscal**	Assignee:	**Rabia Mukhi**	SPG Status:	**Approved**
Fix Version/s:	**[21.07]**	Designer Contact:	**Eric Wu**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**638**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:	**ACL 19-41**	Created:	**12/03/2019 03:32 PM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:		Funding Source:	**LRS M&E**
Project Phase (SCR):	**Production**	Migration Impact:	**No**	Funding Source ID:	
Committee:	**[Collections]**	Approved by Committee:	**05/05/2021**	Other Agency Cross Reference:	**CIV-105783**
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee Review:

Expedite Approval: Expedited start build approval from Jo Anne Osborn on 5/7/2021

Current Design: SCR CA-203103, CIV-101471 made the following implementations in the system to prevent users from collecting payments for Supplemental Nutrition Benefit (SNB) and Transitional Supplemental Nutrition Benefit (TNB) overissuances/overpayments:
1. Recovery Accounts with the Nutrition Benefit program cannot be made 'Active'.
2. EBT repayments cannot be made with SNB and TNB benefit funds.
3. Receipts cannot be created for Nutrition Benefit program.

Request: ACL 19-41 states that county can investigate SNB Program or TNB Program cases when fraud is suspected, and SNB and TNB benefits are subject to W&IC 10980. This SCR specifies required enhancements in the system to allow collections for any Nutrition Benefit overissuance/overpayment because of fraud.

Recommendation:
1. Update Recovery Account Detail page to allow Nutrition Benefit Recovery Accounts to be active.
2. Update EBT Repayment Detail page to allow Repayments on 'SNB' and 'TNB' benefit types.
3. Update Receipt Detail page to allow Nutrition Benefit program.
4. Update Fiscal batches to not terminate Nutrition Benefit Recovery Accounts that are related to fraud.

Outreach Description:

Migration Impact Description: Joint design has been approved through the Collections Committee. Other 57 Counties will inherit this functionality in CalSAWS.

Migration Impact Analysis: No Impact

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **638**

Automated Test :	132	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	276	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 :	170
Tech Arch :	0	Tech Ops :	0	Training :	0
Translation :	0				

[CA-212847] Update Benefit Reduction logic on selected Suspended Recovery Account Status Reasons

- Resolved: 03/28/2021 12:36 PM

Team Responsible:	**Fiscal**	Assignee:	**Zachary McDaniel**	SPG Status:	**Approved**
Fix Version/s:	**[21.05]**	Designer Contact:	**Ishrath Khan**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**349**
Reporter:	**Sidhant Garg**	Regulation Reference:		Created:	**01/13/2020 02:42 PM**
Status:	**Test Complete**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**LRS M&E**
Project Phase (SCR):	**Migration**	Migration Impact:	**No**	Funding Source ID:	
Committee:	**[Collections]**	Approved by Committee:	**03/04/2021**	Other Agency Cross Reference:	
Consortium Review Approval:		Consortium Review Approval Date:			

Non-Committee Review:	
Expedite Approval:	Expedited start build approval from JoAnne Osborn on 3/8/2021
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:	1. Update overpayment adjustment logic to add the mapping between status reasons and Suspended recovery account for recoupments as indicated in the Collections Codes Matrix spreadsheet attached to JIRA.

2. When the RA Status is "Suspended" and status reason is one of the following, a benefit reduction will be suggested once the responsible party on the RA comes back on aid.

RA Status Reason :
Tax Intercept
Cost
Expired Statute
Social Security
Collection Agency
Unable to Locate
Prison
Admin Decision
Policy Threshold Limit

3. Generate a list of impacted cases for LA county where the status of the Recovery account is Suspended and the status reason is any of the following: .
Tax Intercept, Cost , Expired Statute, Social Security, Collection Agency, Unable to Locate, Prison, Admin Decision ,Policy Threshold Limit

Note: This functionality is applicable to all 58 counties in CalSAWS. |
Outreach Description:	N/A
Migration Impact Description:	N/A
Migration Impact Analysis:	No Impact
Alternative Procedure Description:	N/A
Operational Impact:	

Estimate: **349**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
CalHEERS :	0	CalHEERS Test :	0	Client Correspondence :	0
DBA :	0	Design :	0	Eligibility :	0
Fiscal :	227	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 :	92
Tech Arch :	0	Tech Ops :	0	Training :	0
Translation :	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 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-107239 & CA-213197**
Consortium Review Approval:		Consortium Review 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 Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0
Translation :	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 Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Migration Impact:		Funding Source ID:	
Committee:	**[Collections, Welfare to Work/ WPR]**	Approved by Committee:		Other Agency Cross Reference:	**CA-217398; 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 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	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0
Translation :	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 Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Migration Impact:		Funding Source ID:	
Committee:	**[Collections, Welfare to Work/ WPR]**	Approved by Committee:		Other Agency Cross Reference:	**CA-217848**
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 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	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech Ops :	0	Training :	0
Translation :	0				