



[CA-222555] Title Two Parent HH and WTW EBT Supportive Service Issuances

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:	Regulation Reference:		Created:	12/08/2020 04:41 PM
Status:	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	Training Impacted:		Funding Source:	
Project Phase (SCR):	Migration Impact:		Funding Source ID:	
Committee:	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:	Consortium Review Approval Date:			

Non-Committee Review:
Expedite Approval:
Current Design:
Request:

Issue:

For 2-Parent Households, after the Need and Service Arrangement are entered into C-IV for the participants, El Dorado county discovered an issue with not being able to pay advance payments for transportation and ancillary to the second parent via EBT method. Current functionality does not allow you to do so. The second parent can only receive a warrant, so advance payment is delayed for the second parent.

For Example: 2-parent family where Yvonne (Parent #1) – Is the Payee and Primary Cardholder. Joshua (Parent #2) – Is her partner and Secondary Cardholder. Joshua is employed and is requesting a gas advance. The Need and Service Arrangement are entered into C-IV. On the Service Arrangement Detail there is a dropdown for "Welfare to Work Payee" or "Same as Customer". If you choose "WTW Payee", Joshua's name and address are populated on the Service Arrangement (but it is his partner, Yvonne, that is the Payee on the case). If you choose "Same as Customer" no name populates.

- The Service Arrangement Detail is saved. You go back to Service Arrangements and click on the Service Arrangement ID hyperlink. You click on "Create Payment Request". On the Payment Request Detail page you fill in the amount and service month. Under "Issuance Method" the only available issuance method is "Warrant". We would like see EBT as an available drop down. Joshua is not the "Payee" on the case, his partner Yvonne is.
- Currently, you would have to do a gas advance for Yvonne if you wanted the issuance on EBT. This gets confusing for accounting purposes, and is inaccurate.

Question: Would it be possible when "WTW Payee" is populated on the Service Arrangement Detail, either one of the parents (in a two-parent family) could have the issuance go to their shared EBT account? (As long as they are listed in then EBT Account Detail as Primary and Secondary cardholders)

We can do the Need and Service Arrangement in Yvonne's (the Payee) name, but she is not the participant and what if both parents are participating and require a gas advance? How do we keep the fiscal tracking accurate?

For El Dorado County, we can add a Secondary EBT card for the account when the Primary cardholder completes a form (TEMP 2201). The Secondary cardholder then shows up on the EBT Account Detail screen in C-IV.

CalWIN counties can currently select either adult to issue via EBT as long as they are an authorized EBT cardholder (primary payee has authorized it) and are authorized to access their EBT card funds including WTW supportive service payments. However, if they are not an authorized EBT card holder by the primary case payee, then WTW supportive service payments are only to be paid via warrant to the second parent.

Recommendation:

Enhance the CalSAWS system functionality to allow the EBT issuance for advance WTW Supportive Services (Transportation and Ancillary payments) to either parent when the "WTW Payee" is selected after completing the Need and Service Arrangement.

Note: this would only apply if the primary case payee has already approved them to be an EBT authorized card holder and the CalSAWS system reflects this information.

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