

**APPENDIX B****WV WORKS SCHOOL CLOTHING ALLOWANCE (SCA)****A. APPLICATION PROCESS**

The application process is the same as for WV WORKS applicants, as found in Section 1.25, with the following special considerations:

**1. Open WV WORKS AGs And Employment Assistance Program (EAP) AGs**

When a WV WORKS or EAP AG is open before the last working day of June and benefits are issued for July, an SCA voucher for each eligible child is automatically issued to the primary person in the case. Vouchers for these cases are issued during the initial mailing in mid-July.

**2. WV WORKS Applications Approved During July Of The Current Program Year.**

When a WV WORKS application is approved effective July 1 or after of the current program year and includes a benefit for July, SCA must be requested on the SCA benefit request screen in order for vouchers to be issued to SCA-eligible children included in the AG.

The procedure for voucher issuance is as follows:

- The eligibility begin date must be no later than July 31<sup>st</sup> of the current program year to request the voucher on the benefit request screen.
- For WV WORKS AG's approved during July and for which a voucher has been requested, vouchers are mailed on the 1<sup>st</sup> working day of the week following confirmation of the benefit.

SCA vouchers are generated weekly, based on the confirmation date displayed on the confirm eligibility screen.

eRAPIDS generates vouchers in a weekly cycle when initial eligibility is confirmed. After the initial mailing, vouchers are mailed on a weekly basis on the 1<sup>st</sup> working day of the next week.

**3. Applications Approved After Deadline In June And Prior To Last Working Day in June Of The Current Program Year**

For AG's with an eligible child included and approved for WV WORKS between the June eRAPIDS deadline and through the last working day in June, vouchers will be mailed by mid-July.

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## 4. The Benefit

All eligible AGs will receive vouchers only and the voucher cannot be returned for cash. The vouchers must be used at participating retailers.

AGs with one eligible child receive 2 vouchers, each for one-half of the benefit amount. Households with more than 1 eligible child will receive 1 voucher for each eligible child.

Vouchers are printed with the case name and address, denomination of the voucher and the individual benefit and voucher number assigned by the data system. Up to 5 vouchers are mailed in each envelope. If the SCA AG includes 6 or more children, additional envelopes are mailed. An instruction sheet and a letter from the Governor accompany the vouchers. The BCF Office of Operations is responsible for paying vendors who accept vouchers. Approval letters must not be used in place of a voucher to purchase clothing or piece goods.

**NOTE:** Foster parents receive 1 check for all children in the foster home. This is handled by the Office of Child and Adult Services and no DFA application is necessary.

**NOTE:** Vouchers must be redeemed by October 31<sup>st</sup> of the program year. See Section 1.4,R,3 for Categorical Eligibility for SNAP.

## B. CORRECTIVE ACTION

Corrective action is required in the following circumstances:

- As a result of Departmental error, the client did not receive the WV WORKS benefit and no SCA.
- The SCA voucher was not issued due to an incorrect birth date on the demographics screen, relationship code on the household relationship screen, or incorrect coding of school enrollment on the school enrollment screen.
- When an SCA eligible child is added to an active WV WORKS AG after SCA vouchers have been issued.
- When the primary person changes after issuance but before the voucher is redeemed.
- When an eligible child comes under the parental control of another responsible adult that is not a member of the household, before the voucher is received.

Procedures for issuing vouchers that were not automatically generated or not issued because of an incorrect birth date, relationship code, enrollment status, or when a child enters the household after SCA issuance are found in the eRAPIDS

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SCA Desk Guide issued for the current program year.

When the SCA voucher payee changes after issuance, but before the voucher is redeemed, and the new responsible adult is not the payee on the voucher, the Worker may use the SCA Payee Change Form, DFA-SCA-3, to identify the new payee. This form is completed by the Worker and sent with the client to the participating retailer. It may also be faxed to the retailer. It grants permission for the merchant to allow a person other than the payee named on the voucher to redeem the voucher.

**NOTE:** This form may also be used when the primary person is unable to use the SCA voucher to purchase clothing for the upcoming school year for the child(ren) due to other circumstances such as no photo ID, medically unable to shop for the child(ren), or death of the primary person.

Another option when the SCA voucher payee changes after issuance but before the voucher is redeemed is to make the new responsible adult the primary person. The original vouchers are returned and cancelled. New vouchers are issued through the auxiliary function in eRAPIDS. Information on this procedure is also found in the eRAPIDS SCA Desk Guide and User Guide, Chapter 4.

**NOTE:** If an auxiliary is requested, supervisory approval is required in RAPIDS. When a customer returns clothing purchased with a SCA voucher, he must not receive a cash refund or store credit. He must exchange for purchases allowed by the SCA program.

### C. REPORTS AND ISSUANCE HISTORY

#### 1. SCA Report

Report WRRP792A on MOBIUS has information about special payments. The information regarding this report can be found in the eRAPIDS SCA Desk Guide.

#### 2. Issuance History

eRAPIDS Benefit Issuance History screens are outlined and discussed in the eRAPIDS SCA Desk Guide.

### D. VERIFICATION

All appropriate WV WORKS verification requirements in Chapter 4 apply.

### E. POTENTIAL RESOURCES

All appropriate WV WORKS requirements in Chapter 5 apply.

### F. NOTIFICATION

Notification is required.

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## 1. Approvals

Instructions to the client and the Governor's letter are included with all SCA vouchers upon approval.

## 2. Denials

WV WORKS denials result in consideration of eligibility for WVSCA when the response to the request for SCA is "Y" on the benefit request screen. See Appendix C of this Chapter.

## G. COMMON ELIGIBILITY REQUIREMENTS

All appropriate WV WORKS requirements in Chapter 8 apply.

## H. ELIGIBILITY DETERMINATION GROUPS

The Eligibility Determination Groups are the same as for WV WORKS. See Section 9.21.

## I. INCOME

All WV WORKS income requirements in Chapter 10 apply. For SCA, income eligibility is based only on the month of July, the program month. When income has been previously verified within the last two months, additional income verification is not required. If appropriate, income must be updated in eRAPIDS.

## J. ASSETS

There is no asset limit for SCA.

## K. SPECIFIC REQUIREMENTS

## 1. Age And School Attendance

To be eligible for the WV WORKS SCA, the child must meet all of the following criteria.

- Must be a resident of West Virginia, not visiting or on vacation. See Section 8.2.
- Eligible for WV WORKS for July of the current program year.
- Enrolled in public or private school. School enrollment includes kindergarten through 12<sup>th</sup> grade, college, and approved home-schooling.

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**NOTE:** The WV WORKS policy for including 18-year-olds requires that the 18-year-old be enrolled in secondary school, i.e., high school, high school equivalency, vocational training that substitutes for high school, etc. College is not secondary school. Therefore, the following apply:

- An 18-year-old in college is not eligible for the SCA.
- A 17-year-old in college meets the school enrollment requirement.
- An 18-year-old in high school meets the school enrollment requirement.

The following activities are not considered school enrollment: preschool, nursery school, Head Start, correspondence or internet courses.

School enrollment for children ages 5 through 17 is presumed by eRAPIDS. eRAPIDS uses information on the school enrollment screen to confirm enrollment for children ages 4 and 17 through 18. Children who have attained the age of 5 by September 1<sup>st</sup> of the current program year are assumed to be enrolled in kindergarten. West Virginia State law also permits 4-year olds who will attain the age of 5 by the last day of the current calendar year to enroll, if approved by the Superintendent. The statement of a parent or other specified relative is sufficient and no other verification is required to document enrollment.

eRAPIDS will provide a voucher for any 4-year-old enrolled in kindergarten when the school enrollment screen shows an enrollment status of full-time (FU), less than half-time (LH), or half-time (HA).

**NOTE:** A 5-year-old not enrolled in kindergarten is not eligible for the SCA just because eRAPIDS presumes enrollment. Since so many 5-year-olds are enrolled, the choice was to include them and make those not enrolled the exceptions. The school enrollment screen in eRAPIDS should indicate these children are not enrolled.

- Included in the WV WORKS payment as a dependent child.
- An individual who is included in the AG as a caretaker relative is not eligible for SCA, even when he meets the age and enrollment requirements.
- Minimum age requirement is met when the child will be age 5 on or before September 1<sup>st</sup> of the current program year.
- Maximum age requirement is met when the child is not yet age 19 on July 1<sup>st</sup> of the current program year.

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**NOTE:** See item M below for instructions on how to return the vouchers when the child is not eligible.

The instruction sheet directs the SCA payee to return the voucher(s) when the child is not enrolled in school, is no longer in the home, or will not be returning to school.

2. Requirements Specific To DCA Recipients

An applicant who is approved for DCA for a time period that includes July is not automatically eligible for SCA. The DCA household must apply for WVSCA and be determined eligible. See Appendix C of this Chapter.

3. Requirements Specific To Withdrawals And Ineligible Cases

To receive WV WORKS SCA, an applicant must apply for, be determined eligible for, and accept a WV WORKS payment.

An applicant determined eligible for WV WORKS who does not want to accept the benefit and meets all WV WORKS requirements, may withdraw his application and apply for WVSCA only.

AGs currently ineligible for WV WORKS because of a sanction, failure to meet the 24-month work requirement, reaching the 60-month lifetime limit, lump sum payment policy or because of the 45-day quit policy are not automatically sent an SCA voucher. These families must submit an application to be evaluated for and receive the WVSCA, if otherwise eligible.

All WV WORKS withdrawals must be entered in eRAPIDS and recorded in case comments.

L. ALIENS, REFUGEES AND CITIZENSHIP

The alien and refugee requirements for WV WORKS in Chapter 18 apply.

M. OVERPAYMENT OF SCA

When SCA is received in error, it is subject to repayment according to the WV WORKS repayment policy found in Section 20.3. If the Worker learns, for example, that a child is no longer in the home or that a child who is a caretaker relative has received SCA, the overpayment of SCA must be repaid.

Whenever possible, repayment of the overpayment must be accomplished by the return to the local office of the voucher(s) for which the client was not eligible. Vouchers which are returned by the client must be voided and forwarded with a DFA-SCA-1 to BCF Office of Operations, 350 Capitol Street, Room 730, Charleston, WV 25301. Otherwise, normal repayment procedures apply. The following outlines actions which are taken to recover an overpayment by returning the voucher.

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1. Client Returns All Vouchers
  - The Financial Clerk gives the client a receipt (R-4) for the vouchers and returns the vouchers to BCF Office of Operations with a completed DFA-SCA-1.
  - The vouchers are returned in the system by completion of the return voucher screen.
  - If appropriate, the Worker takes action to correct the case.
  - Worker records comments in case comments to document case activity.
  - The Worker must release, re-mail or cancel the returned vouchers in the system on the release/re-mail voucher screen.
  
2. Client Returns A Portion Of The Vouchers
  - The Worker asks the client to return the number of vouchers to which he was not entitled.
  - The Financial Clerk issues a receipt (R-4) to the client.
  - The Financial Clerk attaches a completed form DFA-SCA-1 and forwards the vouchers to BCF Office of Operations.
  - The vouchers are returned in the system by completion of the return voucher screen.
  - Worker records information in case comments to document the return of the voucher(s).
  - The Worker must release, re-mail or cancel the returned vouchers in the system on the release/re-mail voucher screen.

## N. VOUCHER REPLACEMENT

**NOTE:** For corrective procedures for vouchers issued to an incorrect payee see item B of the appendix.

Outlined below are situations in which the WV WORKS SCA vouchers may be replaced. If replaced prior to September 30<sup>th</sup> of the current program year, this may be done in eRAPIDS. For replacements after September 30<sup>th</sup>, the Worker must contact the DFA Family Support Policy Unit for additional instructions. Agency error and hearings are the only reasons corrective action may be taken after December 31<sup>st</sup> of the program year.

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Situations not addressed below or any situations that arise after October 31<sup>st</sup> of the current program year must be sent to DFA Family Support Policy Unit for an evaluation of a replacement on a case-by-case basis.

**1. Undelivered Or Damaged Vouchers**

If a voucher is stolen or lost in the mail prior to receipt, the Worker must secure an affidavit of loss, form DFA-SCA-2, from the client and issue the replacement voucher through eRAPIDS by completing the replace voucher screen in the system. See eRAPIDS User Guide, Chapter 4.

**NOTE:** The voucher cannot be replaced if it is lost or stolen after it is received by the household.

Only the following situations result in a replacement SCA voucher and must be documented in eRAPIDS:

- The voucher was not delivered by the USPS. The worker must check for postal return status before replacement.
- A voucher that was incorrectly voided by a vendor may be replaced after the client returns the voided voucher to the local office. The local Financial Clerk's office returns it to the BCF Office of Operations and the Worker requests new vouchers through eRAPIDS. The Worker must complete the replace voucher screen in the system. See eRAPIDS User Guide, Chapter 4.
- Vouchers completely destroyed in a disaster, such as a house fire or flood, may be replaced if verification of the disaster is provided.
- When the voucher is torn, water damaged, etc., to the extent that a vendor will not accept it, the voucher may be replaced. The remnants of the voucher must be brought to the local office and returned to BCF Office of Operations. The Worker issues the replacement through eRAPIDS on the replace voucher screen following directions in the eRAPIDS User Guide, Chapter 4.

Instructions on procedures to replace the vouchers are found in the eRAPIDS User Guide, Chapter 4.

**NOTE:** The Worker does not have to wait for notification from Operations or receive an alert to replace vouchers in these situations. Do not issue the amount to be replaced from Emergency Assistance funds.



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Vouchers which cannot be delivered by the postal service are returned to BCF Office of Finance and Administration State Office.

- The Worker will receive a voucher returned alert. The alert will regenerate until action is complete.
- The Worker will update the case with the correct address if needed.
- The Worker will release, re-mail or cancel the voucher on the Release/Re-mail Special Payment screen in the system.
- The State Office clerk will then take the Worker requested action.
- After two instances of postal return of the SCA voucher, the voucher must be mailed to the local office and picked up by the payee. SCA postal returns with an out-of-state forwarding address must be cancelled and must not be forwarded.

**3. Application Denial Is Reversed In A Fair Hearing**

When a Hearings Officer rules in a Fair Hearing that the SCA denial was inappropriate, the Worker must issue the vouchers to the applicant.

**4. Agency Delay/Error**

If an application has not been acted on within the required time limit due to agency delay/error, corrective action must be taken immediately if the applicant is eligible. The Worker must issue the vouchers to the applicant. However, the Worker must first contact the DFA Family Support Policy Unit for additional information.

**5. Destroyed Clothing Purchased With Vouchers**

When clothing that has been purchased with vouchers is destroyed, such as in a house fire, replacement vouchers cannot be issued. Instead, Emergency Assistance policy concerning replacement of clothing in Section 19.2 is followed if the AG is otherwise eligible.