Direct Deposit of Cash Assistance Payments	Number: 45-002	

Date: 12/1/2007

PURPOSE

The purpose of Direct Deposit is to promote financial independence for CalWORKs recipients by encouraging the establishment of bank accounts. Direct Deposit will give providers more payment options. Furthermore, Direct Deposit will reduce the incidence of checks that are lost, stolen, or delayed in the mail.

APPROVED

This policy was approved by Mike Ryan, Director of CFS, on 1/29/2010. Signature on file.

POLICY

Senate Bill 962 mandates counties that offer Direct Deposit to their employees must also offer Direct Deposit as an option to their CalWORKs recipients. Clients/providers who choose Direct Deposit will receive their cash assistance payments through an electronic funds transfer to their personal bank instead of a paper check.

Orange County has included the following programs for Direct Deposit; Foster Care (FC), Adoption Assistance Program (AAP), KinGAP (KG), Emergency Assistance (EA) and CalWORKs. Foster Care eligibility staff will assist clients/providers who choose Direct Deposit. These providers include Foster Homes (FH), Relatives, Non-relative extended family members (NREFM), Group Homes (GH) and Foster Family Agencies (FFA).

Form Number

REFERENCES HYPERLINKS

Eligibility and Assistance Standards (EAS) Manual Section 45-302

REQUIRED FORMS HYPERLINKS

Form Name

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Direct Deposit Sign Up Form	F063-30-405
Direct Deposit Sign Up Form Multiple Cases	F063-30-405
Approval for Direct Deposit	CSF 71
Notification of Direct Deposit	CSF 75
Direct Deposit Pamphlet	F063-30-936

PROCEDURE

INITIATING DIRECT DEPOSIT

The following actions must be completed when Initiating Direct Deposit

Responsibility	Step	Required Action
Senior Social Worker (SSW)	1.	Offers Direct Deposit to providers at application, visits, or at any other contact with provider.
Eligibility Technician (ET)	1.	Responds to provider's inquiries requesting Direct Deposit and generates a CSF 75 Informational notice. • Encloses a Direct Deposit Sign-Up form and a postage paid return envelope.

- Receives Direct Deposit Sign-Up form (3-part NCR) from provider to authorize Direct Deposit.
 - Reviews form for completeness; bank name, routing number, account number, provider's signature, and a "voided" check.
 - Compares account number and balances with personal property reported in case record.
 - Documents in case record and evaluates for continued eligibility for cash assistance payments (CalWORKs cases only).
 - Places original Direct Deposit Sign-Up form in designated basket for District Accounting.
 - Files case copy on the Administrative account and returns a copy to the provider.

Important: For checking accounts, a "voided" check must be attached or Part II of the Direct Deposit Sign-Up form must be completed. For savings accounts, Part II must always be completed.

1. Completes CalWIN entries:

- Goes to Benefit and Issuance Recovery tab and click on Benefit Issuance.
- Enters the Maintain Case Issuance Method screen.
- Selects the Program, Issuance Type.
- Selects the Issuance Method (Warrant/not EFT).
- Sends the Foster Care Direct Deposit sign up form to District Accounting.
- These sections will be completed on the Maintain Case Issuance Method screen in CalWIN.
 Refer to the Direct Deposit, Electronic Funds (EFT) user guide in CalWIN.

District Accounting

Receives Direct Deposit Sign-Up form from the ET.

- If not complete, returns the Sign-Up form with the checklist to the ET for corrections.
- If complete, forwards the form to Benefit Control.

Benefit Control

6. Reviews form for completeness

- If not complete, returns the Direct Deposit Sign-Up form to the ET.
- If complete, processes per Benefit Control policies and procedures.
- **7.** Files the Sign-Up form in a designated area for audit purposes.
- **8.** Monitors Direct Deposit reports for rejected or returned Direct Deposits.

PRE-NOTE PROCESS

The following actions must be completed for the Pre-Note process.

5.

Responsibility	Step	Required Action
Benefit Control	1.	Receives the MRS 046 R Exception report when the pre-note process is rejected by the bank. • Sends Email memo to the ET and the Eligibility Supervisor (ES) if unable to resolve error.

ET	1.	Follows email instructions from Benefit Control to correct Direct Deposit. Obtains new Direct Deposit Sign-Up form from provider if account owner or account number has changed. Note: Notice CSF 71 is automatically generated to inform the provider that Direct Deposit was not started on the case.
ES	1.	Receives the email and ensures that rejects are resolved within 3 working days.

EMERGENCY HOLDS

The following actions must be completed for Emergency Holds.

Responsibility	Step	Required Action
ET	1.	Obtains the Direct Deposit 'warrant' number by viewing the "Issuance Detail" screen on CalWIN.
	1.	Places a call to Benefit Control (check the hold deadline from the Monthly Deadline list) and requests a hold be placed on a Direct Deposit.
	1.	Submits an "Issuance Detail" screen-print to District Accounting to cancel the Direct Deposit before Fiscal Month End.
	1.	Submits an "Issuance Detail" screen-print to District Accounting to cancel the Direct Deposit before Fiscal Month End. Adheres to 10-day notice deadlines (CalWORKs/KinGAP
		cases only)
Social Services Supervisor (SSSI)	1.	 Can hold checks up until noon of the transmission day. Notifies Benefit Control to place a hold on the Direct Deposit.
Benefit Control	1.	Places a hold according to CalWIN Direct Deposit procedures.

CANCELLING A HELD DEPOSIT

The following actions must be completed for Cancelling a Held Deposit.

Responsibility	Step	Required Action
ET	1.	Obtains the Direct Deposit 'warrant' number by viewing the "Issuance Detail" screen on CalWIN.
	1.	Submits to District Accounting.

District Accounting	1.	Notifies Benefit Control that the "Direct Deposit Warrant" is being cancelled before processing. Note: Must cancel a held Direct Deposit before settlement date.
Benefit Control	1.	Cancels the Direct Deposit according to CalWIN Direct Deposit procedures.

NON-RECEIPT OF DIRECT DEPOSIT

The following actions must be completed for a Non-Receipt of Direct Deposit.

Responsibility	Step	Required Action
ET	1.	Confirms that the assistance payment was a Direct Deposit by viewing the "Issuance Detail" screen in CalWIN.
	1.	Advises the client of the reason for the reject/return and that the assistance payment has been issued automatically as a paper check.
	1.	Requests a new Direct Deposit Sign Up form with corrected information if the provider wants to continue Direct Deposit and follows the procedure for initiating Direct Deposit.

ADDING DIRECT DEPOSIT TO AN ADDITIONAL CASE

The following actions must be completed when Adding Direct Deposit to an Additional Case.

Responsibility	Step	Required Action
ET	1.	Requests payee to complete a Direct Deposit Sign-Up form for each child to add a new case to Direct Deposit. Important: Group Homes and Foster Family Agencies can complete an official Direct Deposit template as long as there is an original signature on the form. • If the provider is a payee on multiple cases, the provider will only have to complete Sections 1 and Sections 2 of the Direct Deposit Sign-Up form as appropriate. • The provider will then complete the Direct Deposit Sign-Up form for Payee with multiple cases. Note: This form will only be used for the initial sign-up request. • If the provider has already supplied a voided check or has Section 2 completed, they will not have to supply this information again. • Files one copy in the case record and forwards original to Benefit Control.

Benefit Control

- 1. When the Direct Deposit Sign Up form is received by Benefit Control from Foster Care they will:
 - Verify if the bank information is correct and on file.
 - If correct, update new case to add payee's Direct Deposit information.
 - If no record is on file, return request to Foster Care Worker for follow up.

Tip: The case will not need to go through the 10 day Pre-Note process again.

