

## 15. Warrants/ Checks/ Collections

### 15.1 Cash Benefit Issuance Methods

Cash Benefits are issued by one of the following methods:

- Paper Warrants (referred to as "Checks" when issued **online** for Benefits; or issued by CWES for supportive services)
- Electronic Benefit Transfer (EBT) - (Chapter 16)
- Electronic Funds Transfer (EFT)/Direct Deposit - (Chapter 17).

### 15.2 Glossary of Terms

The following is a list of terminology used in this chapter.

Terminology	Definition
Addressee/Payee	The person to whom an assistance warrant is payable. Warrants are mailed in window envelopes and therefore the payee is also the addressee.
Cancelled Warrant	An outstanding warrant which has been cancelled by entries on the [Change Status] tab on the <b>Maintain Issuance Detail</b> window. These cancellation entries generate a "cancel request" to the county's bank. <b>REMINDER:</b> The Benefit Issuance Unit at Julian is the <b>ONLY</b> staff authorized to change the status of a warrant/check from <i>Issued</i> to <i>Cancelled</i> .
Cashed Warrant	A warrant is considered "cashed" if it has been paid by the County Treasurer through its bank.
Declarant	The person who is executing (signing) an affidavit or declaration under penalty of perjury.
Destroyed Warrant	An uncashed warrant which has been damaged to the extent that it is not negotiable or identifiable. A warrant which is damaged in the issuance process prior to the scheduled mailing, is canceled and replaced according to procedures [Refer to " <a href="#">Damaged Warrants</a> ," page 15-12]]. The procedure for replacement of a warrant which was received by the client and destroyed before it was cashed are contained in this section.
Endorsed Warrant	A warrant which has been signed on the back by the payee.
Forgery	A counterfeit signature, particularly a counterfeit endorsement of a county warrant.

Terminology	Definition
Lost Warrant	<ul style="list-style-type: none"> <li>• Known to be lost: Client receives a warrant and, before it is cashed, client loses it.</li> <li>• Considered to be "lost": The county issues and mails a warrant, but it is not received by the addressee/payee, and is not returned to the Agency; there is no definite knowledge as to what actually happened to that warrant.</li> </ul> <p><b>Note:</b> Fiscal Manual Section 25-330.6 provides that in this circumstance, a warrant may be considered to be "lost" if it is not received by the 7th calendar day after the date of mailing.</p>
Outstanding Warrant	A county warrant which has not yet been paid by the Treasurer through its bank.
Restrictive Endorsements	Refers to warrants that have been endorsed by a client to a specific person or entity.
Stale Date	Warrants/checks which are not cashed at the end of six (6) months from the date of issuance are stale dated.
Stolen Warrant	Refers only to that situation where the client has received his/her warrant, expressly asserts that it was stolen, and can provide details regarding the theft. In some instances a police report may have been filed. If the endorsement of a cashed warrant is declared to be a forgery, it is presumed that the warrant was stolen, either before or after it was received by the client.
Stop-Payment (For use by the BENEFIT ISSUANCE UNIT at JULIAN ONLY)	Instructions to a bank not to pay on a certain warrant. Cancellation entries made on the [Change Status] tab on the <b>Maintain Issuance Detail</b> window generate a "stop-payment order" to the bank. A stop-payment order is only effective for outstanding warrants. For this reason cancellations of outstanding warrants that are not in the Agency's possession are only done through entries on the [Change Status] tab on the <b>Maintain Issuance Detail</b> window. Issuance of an immediate stop-payment order is critical.

## 15.3 Paper Warrant or Check

For recurring benefits, paper warrants are generated from CalWIN during the Fiscal Month End (FME) batch process. These warrants are delivered to SSA the morning after FME and are prepared for mailing. Warrants are mailed in a timely fashion so that they are available to clients on the first of the month, or on the previous day, when the first of the month falls on a Sunday or holiday.

Paper warrants are also generated from CalWIN on a daily basis and are mailed to the client/payee the following day.

Online benefits are generated through CalWIN as a check which is hand-issued to the payee in the District Office.

**Note:**

CalWIN uses different terminology. For CalWIN purposes, a "check" is issued to the client on the same day by the District Office Fiscal Clerk (DOFC) with an issuance method of "Office Pickup". A "warrant" is issued via overnight batch.

Paper warrants are issued for the following programs/payments:

- Adoption Assistance Programs (AAP)
- Foster Care
- CalWORKs Employment Services (CWES) payments
- Cash Assistance cases exempt from EBT
- General Assistance Vendor and Transportation Payments, and
- Miscellaneous CalWORKs payments, (i.e., Homeless Assistance payments, Cal Learn payments, Diversion payments, etc.).

**Note:**

With implementation of Electronic Benefit Transfer (EBT), the majority of cash assistance benefits are now issued via EBT.

### 15.3.1 Securing Warrant (Check) Stock

Blank laser check stock used to issue Immediate Need checks must be secured in the safe in the District Offices when not being used for benefit issuance purposes. When an immediate benefits issuance check is required, the stock can be removed from the safe by authorized staff, and loaded into the printer. Immediately after the printing process, the check stock **MUST** be returned to the safe for security purposes.

Both before and after printing, the remaining check stock needs to be accounted for by the supervisor to ensure that no laser check is left unaccounted for.

Each District Office Benefit Issuance CalWIN Printer is now labeled with this information on the door to the printer: "NOTICE: Return Warrant Stock to Safe after each Print Job".

In case of problems or questions, Supervisors and/or OMCs may contact, Benefits Issuance Unit at (408) 755-7237 or [warrantcontrol@ssa.sccgov.org](mailto:warrantcontrol@ssa.sccgov.org).

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## 15.4 Cashing Paper Warrants

This section provides information and steps to be taken by staff when a client is experiencing difficulty cashing his/her warrant.

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### 15.4.1 Warrant Cashing Resources

A random sample was taken of returned cashed warrants and it revealed that recipients most commonly use the following resources for cashing their warrants:

- Banks
- Grocery stores, other small businesses.

#### Banks

Recipients interested in using a bank as a warrant cashing resource should be informed that many banks will require that an account be established. In order to open an account, banks often require the applicant to produce an acceptable identification (e.g., California Drivers License or California Identification Card), and a major credit card. In addition, most banks require a minimum balance be maintained in order to cash checks.

#### Wells Fargo

Welfare assistance checks/warrants can be cashed at any Wells Fargo branch office. Due to compliance issues and the “Know your Client” requirement of the “Patriot Act,” Wells Fargo is only able to cash items for consumers with valid legal identification. Two forms of ID are required; only one needs to be a valid PHOTO ID such as government issued drivers license, state identification, military identification, Consular IDs (with photo) from Mexico, Dominican Republic, Colombia and Guatemala. A secondary ID is required and can be any document that is issued in the name of the individual presenting the ID that matches the primary ID, that has not expired and has their signature (i.e. credit card, social security card, school ID or EBT Card).

#### Grocery Stores and Other Small Businesses

For recipients who do not have a bank account and do not plan to open an account, the best warrant cashing resource are stores where recipients are known and regularly do business with customers. Many grocery stores and businesses provide check cashing as part of their customer service. Being recognized as a regular customer is usually helpful in getting a check cashed. Larger chain stores may have policies requiring an ID and credit reference similar to bank requirements.

### 15.4.2 Identification Cards (State IDs)

Recipients who experience check cashing problems and do not have a driver's license or other identification cards in their possession need to be informed of the availability of California State Identification Cards. These cards can be obtained from the Department of Motor Vehicles (DMV) for a reduced fee of \$8.00 and proof of birth, or a Resident Non-citizen Card or passport, if born in another country.

DMV has one telephone number for the general public, which is 1-800-777-0233. DMV offices located in Santa Clara County are as follows:

- 111 W. Alma Avenue, San Jose
- 180 Martinvale Lane, San Jose (Blossom Valley)
- 2222 Senter Rd, San Jose
- 600 N. Santa Cruz Avenue, Los Gatos
- 3665 Flora Vista Avenue, Santa Clara
- 6984 Chestnut Street, Gilroy

### 15.4.3 “Certification of Identification Document” (CSF 54)

The CalWIN “Certification of Identification Document” (CSF 54) form may be of some help to recipients in their effort to develop a warrant cashing resource. The procedure for issuing a CSF 54 is as follows:

Who	Action
Recipient	<ul style="list-style-type: none"> <li>• Locates potential check cashing resource and requests a Certification of Identification Document.</li> </ul>
EW	<ul style="list-style-type: none"> <li>• Prints a CSF 54. Enter any additional required information.</li> </ul>
Recipient	<ul style="list-style-type: none"> <li>• Signs the CSF 54 in the presence of the Eligibility Worker.</li> </ul>
EW	<ul style="list-style-type: none"> <li>• Signs the CSF 54.</li> <li>• Places the CSF 54 in an envelope with the name and address of the check cashing resource typed on the front.</li> <li>• Mails the CSF 54 to the warrant cashing resource, OR</li> <li>• Gives the CSF 54 to the recipient in a sealed envelope with the name and address of the check cashing resource typed on the front and SSA office address stamp across the sealed flap.</li> </ul>



#### Note:

Wells Fargo will NOT cash SSA Warrants/Checks without a valid picture ID, due to compliance issues and the “Know your Client” requirement of the “Patriot Act,” Wells Fargo is only able to cash items for consumers with valid legal identification that includes a photo. Wells Fargo will accept:

- State issued drivers license or identification cards
- Matricula Consular cards (for specific Countries)
- Military ID.

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## 15.5 Collection Payments

The Department of Tax and Collections (DTAC) accepts payments for overpayment debts for CalWORKs, CalFresh, General Assistance, CAPI, Adoption Assistance, Foster Care, and IHSS Provider overpayments. The client may repay in the form of a personal check, money order, credit card, or debit from their EBT card.

For more information on Public Assistance Collections, please visit their website at <https://dtac.sccgov.org/services/public-assistance-collections>.



### Important:

Cash payments should **never** be accepted.

The DTAC will manually enter any claim in the internal collection system, Ventura Automated Collection System (VACS), if it is not already in that system. Once the payment is posted to VACS, the repayment interfaces automatically with CalWIN. **No payment entry should be made in CalWIN by district office staff**, to avoid double crediting of the account.



### Reminder:

Child support payments must be sent, by the client, directly to the State Disbursement Unit (SDU) at P.O. Box 989067, W Sacramento, CA 95798 or paid at the Department of Child Support Services (DCSS) at 888 Ridder Park Dr., San Jose, CA 95131.

### 15.5.1 Client Payments

Clients requesting to make cash payments (cash includes cash, check, and money orders) at a district office (DO), should be instructed to follow the instructions below.

#### Checks or Money Order Instructions

1. Complete a payment slip and place it in a SSA self-addressed envelope along with payment (Contact DTAC when additional envelopes are needed. DO staff can print payment slips as needed.), or
2. Hand deliver the payment between the hours of 8AM to 5PM to:
  - The Department of Tax and Collections  
852 North 1<sup>st</sup> Street, San Jose, CA 95112, or
3. Clients may also return the payment envelope to district office staff for same day mailing.

DTAC office hours are:

- Mondays - Fridays 8AM to 5PM. The last payment is accepted at 4:45PM.

DTAC Telephone Number: (408) 326-1004.

Customer Service and Support staff will credit the money as a repayment and mail a receipt to the client if requested on the payment slip.



**Important:**

**Do not send check or money order payments through pony mail. Payments should be sent only through the USPS.**

### **Cash Payment Instructions**

1. Purchase a money order payable to “SCC DTAC” then complete the above instructions for check or money order payments; or
2. Bring payment in the form of a check or money order payable to “SCC DTAC”, to:
  - The Department of Tax and Collections  
852 North 1<sup>st</sup> Street  
San Jose, CA 95112
3. DTAC office payment hours are:
  - Monday - Friday 8AM to 5PM. The last payment is accepted at 4:45PM.
4. DTAC Telephone Number: (408) 326-1004.
5. A Payment Drop Box (NO CASH) is also available at DTAC.
6. DTAC Customer Service and Support staff will credit the money as a repayment and mail a receipt to the client if requested on the payment slip.

### **Cash Received in District Office Drop Boxes**

In the event that a client submits cash in a district office Drop Box, the following steps should be taken:

- Designated staff opening the drop box must immediately take the cash to their supervisor.
- The supervisor will notify the OMC.

- The OMC of the office will hand deliver the cash to the DTAC office at 852 North 1st Street, San Jose, CA 95112 between 8AM and 5PM, and request a receipt for the cash payment.
- The cash receipt must be mailed to the client, verifying it's receipt and delivery to the DTAC office.

### **Online Payment Options**

Clients should be advised of the option to use a credit or debit card to make payments 7 days a week, 24 hours a day as follows:

- Online payments can be made at: <https://www.sccgov.org/sites/dtac/Pages/pac.aspx>
- Phone Payments by dialing 1-844-472-9772.

To pay **online**, clients can use the monthly billing statement information to find the **case** number and the first two letters of their last name.

To pay by **phone**, clients can use their monthly billing statement to find their **debt** number, their billing zip code, and use the first two letters of their last name.



#### **Note:**

There is no fee for using these payment methods.

### **EBT Payments**

Staff at the following district offices will continue to receive and process only EBT payments from clients:

- CBS 1870 Senter Road San Jose, CA 95112
- General Assistance 1919 Senter Road San Jose, CA 95112
- Mtn.View office at 1330 W Middlefield Road Mountain View, CA 94043-4799
- Gilroy office at 379 Tomkins Court Gilroy, CA 95020

## 15.6 Returned Paper Warrants

### 15.6.1 Returned Directly by the Client

When a client brings the warrant into the office to return it, the following procedures must be followed:

Who	Action
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>Contacts the DOFC and notifies him/her the client is in the lobby with a warrant, and provides pertinent information.</li> </ul> <p><b>Note:</b> Sometimes the client may return the warrant with the QR 7. If this occurs, the EW must follow these same procedures, informing CST that the client is NOT in the lobby.</p>
DOFC	<ul style="list-style-type: none"> <li>Accepts the warrant from the client</li> <li>Gives the client a receipt if requested</li> <li>Writes "VOID" on the warrant</li> <li>Makes a copy of the returned voided warrant and gives it to the EW assigned to the case.</li> <li>Forwards the original warrant to the Benefit Issuance Unit at Julian.</li> </ul>
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>Completes the "Fax Request for Benefit Issuance Action" (SCD 274) giving disposition instructions for the returned warrant.</li> <li>Faxes/ponies the SCD 274 and the copy of the returned warrant to the Benefit Issuance Unit at Julian at (408) 755-7919.</li> </ul>
Benefit Issuance Unit at Julian	<ul style="list-style-type: none"> <li>Changes the "Issuance Status" per request to cancelled if it conforms to the County Fiscal policy and procedure.</li> <li>Enters details (reason, date, amount, status change, effective month, etc.) for this change request in <b>Maintain Case Comments</b> window after action has been completed.</li> <li>Notifies EW by phone/fax/e-mail when change status is complete.</li> </ul>
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>Makes necessary budget or other entries in CalWIN.</li> <li>Reissues warrant, if appropriate, either through Batch or online.</li> </ul> <p>[Refer to "Replacement Procedures for Same Amount/Payee," page 15-13.]</p>

### 15.6.2 Returned in the Mail

The Post Office returns warrants when they cannot be delivered as addressed. There are several reasons why a warrant is returned. Some examples are:

- The person does not live there or has never lived there
- The person has moved
- The address is incorrect or invalid.

The following occurs when a warrant is returned in the mail:

Who		Action						
Mailroom at Julian		<ul style="list-style-type: none"> <li>• Sorts warrants.</li> <li>• Forwards warrant and envelope to Publishing Services.</li> </ul>						
Publishing Services		<ul style="list-style-type: none"> <li>• Photocopies warrant, envelope and completes "Authorization for Disposition of Returned Warrants" (SCD 723).</li> <li>• Forwards the original warrant and the photocopy to the Benefit Issuance Unit.</li> </ul>						
Benefit Issuance Unit at Julian		<ul style="list-style-type: none"> <li>• Changes [Issuance Status] of warrant on [Issuance Detail] window from "Issued" to "RETURNED IN MAIL".</li> <li>• Enters reason for return in the [Maintain Case Comments] window.</li> <li>• Sends e-mail alert to EW that warrant was returned.</li> <li>• Files original warrant separately by warrant number.</li> </ul>						
Eligibility Worker (EW)		<ul style="list-style-type: none"> <li>• Receives e-mail alert.</li> <li>• Attempts to contact client to determine reason warrant was returned.</li> </ul>						
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Who	Action
Benefit Issuance Unit at Julian	<ul style="list-style-type: none"> <li>• Receives SCD 274 from EW with disposition instructions.</li> <li>• Follows disposition instructions, if they conform to the County Fiscal policy and procedures, to:               <ul style="list-style-type: none"> <li>a. Mails returned warrant to new address, or</li> <li>b. Releases returned warrant to client for office pick-up at Julian, or</li> <li>c. Cancels warrant.</li> </ul> </li> <li>• Enters details (reason, date, amount, status change, effective month, etc.) for this change request in <b>Maintain Case Comments</b> window after action has been completed.</li> <li>• Notifies EW by phone/fax/e-mail when change status is complete.</li> <li>• Files SCD 723 and SCD 274 for their records.</li> </ul>
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>• Makes necessary budget or other entries in CalWIN.</li> <li>• Reissues warrant, if appropriate, either through Batch or online.</li> </ul> <p>[Refer to “Replacement Procedures for Same Amount/Payee,” page 15-13].]</p>

## 15.7 Cut-Off Times

Cut-off times are established for warrants that are to be pulled for:

- Cancellation, or
- Client pick-up.

### 15.7.1 Canceled Warrants

The Benefit Issuance Unit must be notified before 2:00 p.m. in order for warrants to be pulled and canceled.

### 15.7.2 Client Pick-Up

The Benefit Issuance Unit must be notified before 2:00 p.m. in order for clients to pick-up a warrant on the following day after 3:00 p.m.

**Note:**

In case of “emergency” same day requests, Eligibility Workers may contact the Benefits Issuance Unit on an as-needed-basis.

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## 15.8 Damaged Warrants

Warrants that are damaged while being printed and are not mailed to the clients will immediately be stamped "VOID" to render them non-negotiable. When a warrant is damaged the following occurs:

WHO	ACTION
Benefit Issuance Unit at Julian	<ul style="list-style-type: none"> <li>• Cancels warrant and issues replacement.</li> <li>• Notifies EW that damaged warrant was cancelled and reissued.</li> </ul>

**Note:**

Warrants returned by clients which have been damaged are canceled and reissued following the returned warrant procedure. [Refer to “Returned Directly by the Client,” page 15-9] and “Returned in the Mail,” page 15-9.]

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## 15.9 Warrant Replacement

### 15.9.1 Assembly Bill (AB) 142

Assembly Bill (AB) 142, which was signed into law January 1, 1986, provides that a client has the right to sign an affidavit regarding a lost warrant by the fifth working day after the day the warrant was mailed. A lost warrant may be defined as a warrant that was never received, or was received, but prior to endorsement was lost, stolen or destroyed.

### 15.9.2 Agency Policy

An "outstanding warrant" is a warrant that has not yet been paid by the Treasurer through its bank. An outstanding warrant may be replaced upon proper completion of an affidavit by the payee. Santa Clara County uses the "Declaration of Lost or Destroyed Warrant" (SCD 382) to replace an outstanding warrant. Agency policy is to have the client sign the SCD 382 on the seventh calendar day after the mailing date, which meets the requirement of AB 142.

The following is a summary of Agency Policy for outstanding warrants:

If the client . .	And . .	Then . .
Did NOT receive the warrant,	The Agency has possession of the warrant,	The warrant may be cancelled and reissued immediately.
Did NOT receive the warrant,	The warrant is NOT in the Agency's possession and we do not have definite knowledge of what happened to it,	No replacement of the outstanding warrant may be made before the seventh calendar day, when it is officially considered "lost."
Received the warrant,	Has definite knowledge that the warrant was lost, stolen or destroyed,	There is no waiting period prior to the replacement of that outstanding unendorsed warrant. The client has the right to sign the affidavit immediately.
Received the warrant,	The warrant WAS endorsed and then lost, stolen or destroyed,	[Refer to "Lost Endorsed Warrant," page 15-18].]

### 15.9.3 Replacement Procedures for Same Amount/Payee

When a client reports that a warrant was not received, lost, stolen or destroyed prior to endorsing it, the EW must follow the steps outlined in Section 15.9.2 to determine when the affidavit may be signed. When the time frame passes for the client to sign the affidavit, the EW must take the following steps to replace the warrant when the amount and payee remain the same:

WHO	ACTION	
Client	Comes into the office to get the outstanding warrant replaced.	
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>Views the <b>Search for Issuance</b> window to determine the status of the warrant.</li> </ul>	
	If the warrant is...	Then...
	Cashed,	[Refer to "Cashed (Forged) Warrant Replacement," page 15-19].]
Still outstanding,	See below.	

WHO	ACTION
Eligibility Worker (EW)	<ul style="list-style-type: none"><li>• Completes and reviews SCD 382 with client and obtains signatures.</li><li>• Prints screen shot of the <b>Issuance Detail</b> window for the outstanding warrant.</li><li>• Completes the “Fax Request for Benefit Issuance Action” SCD 274 to notify the Benefits Issuance Unit (BIU) that the issuance must be “Replaced” through Batch or Office issuance.</li><li>• Faxes the SCD 274, the screen shot and the signed SCD 382 to Benefit Issuance Unit at Julian at (408) 755-7919.</li><li>• Ponies the original SCD 382 to the Benefit Issuance Unit at Julian.</li><li>• Has a copy of the signed SCD 382 scanned into the IDM system.</li></ul> <p><b>REMINDER:</b> Replace an Issuance Record means the SAME amount and payee as the previous record (<u>only checks and warrants</u>).</p>

WHO	ACTION				
Benefit Issuance Unit (BIU) at Julian	<ul style="list-style-type: none"> <li>Contacts the bank to verify the status of the warrant.</li> </ul> <p><b>Note:</b> If the bank reports that the warrant has been cashed, BIU will notify the EW who must then follow the procedure for a <b>“Cashed (Forged) Warrant Replacement,”</b> page 15-19.</p> <ul style="list-style-type: none"> <li>If warrant is still outstanding, changes the “Issuance Status” to “Replaced.”</li> <li>Enters details (reason, date, amount, status change, effective month, etc.) for this change request in <b>Maintain Case Comments</b> window after action has been completed.</li> <li>Notifies EW by phone or email when change status is complete.</li> </ul>				
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	If the warrant is to be...	Then BIU...			
	Replaced through Batch,	<ul style="list-style-type: none"> <li>Clicks on the [Change Status] tab in the <b>Maintain Issuance Detail</b> window.</li> <li>Selects <i>Warrants</i> for <b>Issuance Type</b>.</li> <li>Selects <i>Regular Mail</i> for <b>Issuance Method</b>.</li> </ul> <p><b>REMINDER:</b> CalWIN updates the “Replace” status to “Cancel Requested Overnight” and generate a new “Pending” record.</p> <p>On the following day, CalWIN will generate a new warrant to be mailed.</p> <ul style="list-style-type: none"> <li>Changes the <b>Issuance Status</b> to <i>Cancel Confirmed</i>.</li> </ul>			
<table border="1"> <thead> <tr> <th data-bbox="376 1213 803 1276">If the Warrant is to be...</th> <th data-bbox="803 1213 1526 1276">Then BIU...</th> </tr> </thead> <tbody> <tr> <td data-bbox="376 1276 803 1570">Replaced online for office pick-up,</td> <td data-bbox="803 1276 1526 1570"> <ul style="list-style-type: none"> <li>Clicks on the [Change Status] tab in the <b>Maintain Issuance Detail</b> window.</li> <li>Selects “Check” for <b>Issuance Type</b>.</li> <li>Selects “Office Pick Up” for <b>Issuance Method</b>.</li> <li>Selects “Fiscal” for <b>Pick Up Location</b>.</li> <li>Contacts the EW of record when complete.</li> </ul> </td> </tr> </tbody> </table>	If the Warrant is to be...	Then BIU...	Replaced online for office pick-up,	<ul style="list-style-type: none"> <li>Clicks on the [Change Status] tab in the <b>Maintain Issuance Detail</b> window.</li> <li>Selects “Check” for <b>Issuance Type</b>.</li> <li>Selects “Office Pick Up” for <b>Issuance Method</b>.</li> <li>Selects “Fiscal” for <b>Pick Up Location</b>.</li> <li>Contacts the EW of record when complete.</li> </ul>	
If the Warrant is to be...	Then BIU...				
Replaced online for office pick-up,	<ul style="list-style-type: none"> <li>Clicks on the [Change Status] tab in the <b>Maintain Issuance Detail</b> window.</li> <li>Selects “Check” for <b>Issuance Type</b>.</li> <li>Selects “Office Pick Up” for <b>Issuance Method</b>.</li> <li>Selects “Fiscal” for <b>Pick Up Location</b>.</li> <li>Contacts the EW of record when complete.</li> </ul>				

| Eligibility Worker (EW) | Gives the screen print of the **Search for Office Issuance** window to the District Office Fiscal Clerk (DOFC). |
| DOFC | - Goes to **Search for Office Issuance** window. - Searches for “Fiscal” in *Pick Up Location*. - Selects “Process Benefit” button to print the check. - Must FAX a copy of the check to BIU, fax number: 408-755-7919 IMMEDIATELY after it is printed and BEFORE handing it to the client. If DOFC staff experience difficulties with the fax number, please contact a BIU staff directly at (408) 755-7237 regarding the Office Issuance check. |

WHO	ACTION
BIU	Must notify the bank immediately via Wells Fargo Online System after receiving the DOFC fax notification.
CalWIN	Updates the status to "Cancel Requested" overnight.
BIU	Updates status to "Cancel Confirmed" the next day.

### 15.9.4 Reissuing Procedures for Different Amount/Payee

When a client reports that a warrant was not received, lost, stolen or destroyed prior to endorsing it, the EW must follow the steps outlined in Section [15.9.2](#) to determine when the affidavit may be signed. When the time frame passes for the client to sign the affidavit, the EW must take the following steps to replace the warrant when the amount and/or payee are different:

#### REISSUANCE THROUGH BATCH

WHO	ACTION	
<b>DAY 1</b>		
Eligibility Worker (EW)	<b>If the warrant is to be...</b>	<b>Then the EW...</b>
	Reissued through batch for a different amount or to a different payee,	<ul style="list-style-type: none"> <li>Faxes the "Fax Request for Benefit Issuance Action" (SCD 274) form to the Benefits Issuance Unit (BIU) with appropriate attachments to request to "Cancel" the Issuance Record.</li> <li>Scans the SCD 274 into the IDM System.</li> </ul>
BIU	Changes the status to "Cancel" after verifying the status with the bank.	
<b>DAY 2</b>		
BIU	<ul style="list-style-type: none"> <li>Changes the status of the warrant to "Cancel Confirm."</li> <li>Notifies the EW of the status change.</li> </ul>	
EW	<ul style="list-style-type: none"> <li>Makes all required budget or case changes.</li> <li>Runs EDBC online and on the <b>Capture Discrepancy Information</b> window, and enters "Y" in the "Evaluate Benefit Discrepancy Cash (Y/N)" box for the check reissuance month. This will cause the system to recalculate the budget for that month and issue the underpayment as a supplement.</li> <li>Authorize the payment through the batch process.</li> </ul>	
CalWIN	Generates a new warrant the next day to be mailed.	

## REISSUANCE ON-LINE

WHO	ACTION	
<b>DAY 1</b>		
Eligibility Worker (EW)	<b>If the warrant is to be...</b>	<b>Then the EW...</b>
	Reissued on-line for a different amount or different payee,	<ul style="list-style-type: none"> <li>• Faxes the "Fax Request for Benefit Issuance Action" (SCD 274) form to the Benefits Issuance Unit (BIU) with appropriate attachments to request to "Cancel" the Issuance Record.</li> <li>• Scans the SCD 274 into the IDM System.</li> </ul>
BIU	Changes the status to "Cancel" after verifying the status with the bank.	
<b>DAY 2</b>		
BIU	<ul style="list-style-type: none"> <li>• Changes the status of the warrant to "Cancel Confirm."</li> <li>• Notifies the EW of the status change.</li> </ul>	
EW	<ul style="list-style-type: none"> <li>• Makes all required budget or case changes.</li> <li>• Changes <i>Issuance Method</i> and <i>Office Pick Up Location</i>, as appropriate.</li> <li>• Runs EDBC online and on the <b>Capture Discrepancy Information</b> window, and enters "Y" in the "Evaluate Benefit Discrepancy Cash (Y/N)" box for the check reissuance month. This will cause the system to recalculate the budget for that month and issue the underpayment as a supplement.</li> <li>• Authorize the payment on-line.</li> <li>• Goes to <b>Search for Office Issuance</b> window.</li> <li>• Prints screen displaying the on-line payment.</li> <li>• Submits screens to DOFC.</li> </ul>	
DOFC	<ul style="list-style-type: none"> <li>• Receives screen prints.</li> <li>• Goes to <b>Search for Office Issuance</b> window.</li> <li>• Selects [Process Benefits] button to generate check.</li> <li>• Must FAX a copy of the check to BIU, fax number: 408-755-7919 IMMEDIATELY after it is printed and BEFORE handing it to the client. If DOFC staff experience difficulties with the fax number, please contact a BIU staff directly at (408) 755-7237 regarding the Office Issuance check.</li> </ul>	
BIU	Must notify the bank immediately via Wells Fargo Online System after receiving the DOFC fax notification.	

## 15.10 Lost or Stolen Warrant Replacement

### 15.10.1 Forms

The following forms may be used when replacing a lost or stolen warrant:

Form	Description
DFA 874	"Statewide Intercounty Lost Warrant Replacement Affidavit." This form is to be used by Benefit Issuance Unit at Julian to replace lost or stolen warrants during the inter-county transfer period.
SCD 274	"Fax Request for Benefit Issuance Action". This form is used by EWs to request the Benefit Issuance Unit at Julian take certain actions (e.g., cancel and/or replace a warrant/check, void an EBT issuance or change the status on a warrant or EBT issuance.)
SCF 377	"Declaration of Forged Endorsement." The EW gives this form to the client to complete to have their claim in writing.
SCD 382	"Declaration of Lost or Destroyed Warrant." The SCD 382 is used by the EW when a warrant/check is lost, stolen or destroyed.
SCD 1156	"Referral to Benefit Issuance for Replacement of Cashed County Warrant." This form is to be used by EWs to initiate the procedure for the replacement of a cashed warrant.
SCD 1456	"Warrant Replacement Five-Day Waiver." This form is used by the EW when the warrant has been cashed, and the client cannot make the appointment on the fifth working day.
SCF 729	Authorization for Release of Information. EW initiates and gives this form to the client to fill out and sign. This form gives the County permission to release the client information to authorities.
SCF 1258	Information Sheet. EW gives this form to the client to complete, so the information can be used by the District Attorney's Investigators.

### 15.10.2 Lost Endorsed Warrant

When the client endorses the warrant, it becomes the same as cash for anyone holding it. If the client loses the warrant, it is agency policy that the warrant CANNOT be replaced until six months from the date of the issuance. The time frame of six months was selected because six months is normally the time it takes for an uncashed warrant to become invalid. As the warrant is still considered valid for six months, the county cannot recover the funds if the warrant was replaced during that six month period and later the original warrant is also cashed.

When a client reports a lost warrant that was endorsed, the following procedures apply:

WHO	ACTION	
Client	<ul style="list-style-type: none"> <li>Notifies the EW of the loss of the endorsed warrant.</li> </ul>	
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>Informs the client of the requirement for a six month waiting period.</li> <li>Enters alert for six months from date warrant was issued to check the status of the warrant on the <b>Search for Issuance</b> window.</li> </ul>	
	If after the six month period the warrant is...	Then the warrant...
	Cashed by anyone,	CANNOT be replaced, and the client will lose out on the money.
Still outstanding,	May be replaced. [Refer to "Replacement Procedures for Same Amount/Payee," page 15-13].]	

### 15.10.3 Replacement Procedure for Warrants With a Restrictive Endorsement

When the client informs the EW of the loss of a warrant which the client endorsed to a specific person or entity, (Restrictive Endorsements), the replacement must be done by the Benefit Issuance Unit at Julian. The following procedures must be followed:

WHO	ACTION
Client	<ul style="list-style-type: none"> <li>Informs EW that the warrant was lost and endorsed to a specific person or entity.</li> </ul>
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>Completes and reviews the SCD 382 and instructs the client to write an explanation of the restrictive endorsement in addition to the name and address of the person to whom it was endorsed.</li> <li>Calls the Benefit Issuance Unit at Julian at 755-7237 to make an appointment for the person to whom the warrant was endorsed. Notes the time and place of the appointment (i.e. date the Benefit Issuance Unit at Julian will replace the warrant) on the SCD 382.</li> <li>Provides client with a copy of the SCD 382 and instructs client to give the copy of the SCD 382 to the person to whom the warrant was endorsed.</li> </ul> <p>NOTE: The person to whom the warrant was endorsed must bring the SCD 382 to the replacement appointment. At that time, the Benefit Issuance Unit at Julian will have that person complete the forgery affidavit and will replace the warrant.</p>

### 15.10.4 Cashed (Forged) Warrant Replacement

When the client notifies the EW that he/she has lost or never received the warrant, but it is determined that the warrant has already been cashed, replacement of the warrant can only be done by the Benefit Issuance Unit. It cannot be done in the District Office because the client must view the cashed warrant

before signing the forgery affidavit. The client must pick up the replacement from the Benefit Issuance Unit at Julian, as replacements will not be mailed.

## EW Responsibility

The EW must take the following steps when a lost warrant has been cashed:

Step	Action
1.	Follows the procedures as outlined in <a href="#">Superscript 15.9.3</a> but makes no entries in CalWIN.
2.	Informs the client of the requirement to complete the forgery affidavit. Forgery affidavit forms include: SCF 377, SCF 729, SCF 1258, SCD 1156, and if necessary, SCD 1456.
3.	Completes the SCD 1156 in duplicate.
4.	Photocopies ten signatures of the payee from the case record. Copies of witnessed signatures such as on the SAWS 2A, SAWS 2, SCD 101's, MC 210's, etc., are particularly important. <b>Note:</b> One copy of signatures of other adults in the household (e.g., spouse, UAM, relatives) must also be sent with the payee, if available in the case record. It is important for the client to know that signatures are compared and that the forgery will be referred to our District Attorney for investigation. The client will be required to cooperate in the investigation and prosecution of the forgery; this may include testifying in court. The EW reviews the procedures with the client carefully to ensure that the client fully understands them.
5.	Calls the Benefit Issuance Unit at Julian at 755-7237 to make an appointment for the fifth working day after the date the SCD 382 is signed. The phone call must be made while the client is still in the office. NOTE: THIS TIME FRAME HAS BEEN ESTABLISHED BY STATE LAW AND MUST BE STRICTLY FOLLOWED.
6.	Instructs the client to take adequate identification (driver's license or other picture ID if possible) to the warrant replacement appointment. If the client has no ID, completes the "Certification of Identification Document" (CSF 54).
7.	Gives the client a copy of the SCD 382 with the warrant replacement appointment time and place noted on it. <b>Note:</b> If the client is unable to make the appointment on the 5th working day, the EW must inform the client the date the warrant will be available (5th working day) and have the client sign an SCD 1456 in triplicate to verify that the client chooses to pick it up at a later date.
8.	Gives the Benefit Issuance Unit at Julian the following information in the appointment request phone call: <ul style="list-style-type: none"> <li>• Case aid type, payee</li> <li>• Issuance date, amount, and warrant number.</li> </ul>
9.	Has copies of the SCD 382, SCD 1156, SCD 1456, SCF 377, SCF 729 and SCF 1258 scanned into the IDM system.

Step	Action
10.	Places the following forms in an envelope and routes to the Benefit Issuance Unit at Julian through the pony: <ul style="list-style-type: none"> <li>• The original SCD 382.</li> <li>• The original SCD 1156.</li> <li>• The original SCD 1456.</li> <li>• The original SCF 377.</li> <li>• The original SCF 729</li> <li>• The original SCF 1258</li> <li>• Photocopies of ten signatures of the payee (also one copy of all other adult household members' signatures if available).</li> </ul>

No further activity is necessary from the EW, unless for some reason the replacement appointment must be rescheduled. The EW must instruct the client to contact him/her if there is a problem with the appointment. The EW will reschedule the appointment with the Benefit Issuance Unit at Julian, if necessary.

**UNDER NO CIRCUMSTANCES IS THE EW TO GIVE THE CLIENT THE TELEPHONE NUMBER OF THE BENEFIT ISSUANCE UNIT at JULIAN.**

### **Benefit Issuance Unit at Julian Responsibility**

The following steps are taken by the Benefit Issuance Unit at Julian when a lost warrant is cashed:

- Takes the information from EW regarding lost warrant that was cashed.
- Pulls the cashed warrant or obtains a copy of it from the bank.
- At the warrant replacement appointment, the Benefit Issuance Unit at Julian will show it to the client. If the client states that the signature is not his/hers, the client will complete and sign a "Declaration of Forged Endorsement" (SCF 377).

### **District Attorney's (DA) Responsibility**

All replacements of forged warrants are referred to the DA by the Benefit Issuance Unit at Julian. The Benefit Issuance Unit at Julian may also request a DA investigator to be present at the replacement interview if there appears to be contradictory information.

If the investigation reveals that the client has fraudulently completed the SCF 377 and the client is subsequently prosecuted and convicted, the DA Investigator will notify the EW of the amount of the duplicate aid and request recoupment of the overpayment.

Sometimes the merchant who cashed a warrant calls the EW regarding facts in the case. The EW must refer any calls from a merchant regarding a warrant that has been cashed to the Forgery Investigator in the DA's office.

### 15.10.5 Recovery of Duplicate Aid Payments

Occasionally when a client has had a lost/stolen warrant replaced, the original warrant is also cashed at a later date. In the past this has represented a significant loss of funds to the county. If the client completes a forgery declaration, it is possible for the county to recover the funds from the bank. Therefore, it is extremely important that a forgery declaration is obtained.

The Benefit Issuance Unit at Julian has implemented a procedure to recover these lost funds. When the client receives a replacement warrant, and the original warrant is also cashed, the client will be notified by the Benefit Issuance Unit at Julian and given the opportunity to complete a forgery declaration.

If the client does not complete the declaration, we will assume:

- The client received both warrants,
- Consider the duplicate aid an overpayment,
- Correct our claiming with the federal government, and
- Recoup the lost funds.

The following procedures apply when this occurs;

Responsibility	Action	
Benefit Issuance Unit at Julian	<ul style="list-style-type: none"> <li>• Calls or sends the client a letter requesting the client come in to sign a Declaration of Forged Endorsement. The client is also informed that if he/she fails to do so, the duplicate payment will be considered an overpayment and adjusted from the grant.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Notifies the EW of the month and amount of the duplicate payment and the cooperation deadline (4 weeks) for the client.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Calls or sends a second request to the client after 2 weeks if the client has not responded and allows the client an additional 2 weeks to complete the declaration (a total of 4 weeks).</li> </ul>	
	If within four weeks the client...	Then...
	Responds,	Sends an email to the EW that the client has complied and that no further action is necessary.
Does NOT Respond,	Sends an email to the EW requesting action.	

Responsibility	Action
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>Receives an email from the Benefit Issuance Unit at Julian requesting the EW take action and have the warrant declared an over-payment.</li> </ul>
	<ul style="list-style-type: none"> <li>Reviews the [Issuance Detail] window information. Checks to see if a warrant was replaced in the month indicated and contacts the Benefit Issuance Unit at Julian to clear any discrepancy.</li> </ul>
	<ul style="list-style-type: none"> <li>Documents on the [Maintain Case Comments] window whether the client cooperated and if the client did not cooperate information about the budget computation and overpayment.</li> </ul>
	<ul style="list-style-type: none"> <li>Runs EDBC and Capture Discrepancy to record the overpayment and begin recoupment. (This is not an administrative O/P.)</li> </ul>
	<ul style="list-style-type: none"> <li>Sends notice to the client to inform him/her of the O/P and the recoupment. In the remarks area of the NOA, write "You received a duplicate aid payment in the month of _____."</li> </ul>
	<ul style="list-style-type: none"> <li>Has the email from the Benefit Issuance Unit scanned into the IDM system.</li> </ul>

If the client contacts the EW after the recoupment has begun and wishes to complete the forgery declaration, the EW needs to contact the Benefit Issuance Unit to schedule an appointment. The client will be given another opportunity to sign the declaration provided it is within six months of the issue date of the warrant.

When the client completes the declaration:

Responsibility	Action
Benefit Issuance Unit at Julian	<ul style="list-style-type: none"> <li>Sends an email to notify the EW of the client's cooperation and to instruct the EW to delete the O/P and recoupment action.</li> </ul>
Eligibility Worker	<ul style="list-style-type: none"> <li>Deletes the O/P record and recoupment action when notification is received from the Benefit Issuance Unit indicating the client has cooperated.</li> </ul>
	<ul style="list-style-type: none"> <li>Prints the email and has it scanned into the IDM system.</li> </ul>

## 15.11 Intercounty Lost or Stolen Warrant Replacement (Aid Types: AAP, CalWORKs, CAPI, EA, FC, RCA)

### 15.11.1 Warrant Issued By Another County

When the client's warrant from a county other than Santa Clara County has been lost or stolen, and the client now resides in Santa Clara County, this county will take a DFA 874, "Statewide Intercounty Lost Warrant Replacement Affidavit."

The DFA 874 is forwarded to the other county in order to speed up the warrant replacement.

The intercounty affidavit must be done by the Benefit Issuance Unit at Julian.

When the client reports the loss of a warrant from another county, follow these procedures:

Responsibility	Action
Eligibility Worker	<ul style="list-style-type: none"> <li>• Calls the Affidavit Clerk in the Benefit Issuance Unit at Julian at 755-7237 to make an appointment for the client to complete the intercounty affidavit.</li> </ul>
	Writes a memo to the Benefit Issuance Unit at Julian giving the following information: <ul style="list-style-type: none"> <li>• Case name (in other county)</li> <li>• Case number (in other county)</li> <li>• Payee's name</li> <li>• Payee's Social Security Number</li> <li>• County which issued the warrant</li> <li>• Amount of warrant</li> <li>• Date issued.</li> </ul>
	<ul style="list-style-type: none"> <li>• Places memo in an envelope addressed to the Affidavit Clerk, the Benefit Issuance Unit at Julian. Writes the appointment time and address of the Benefit Issuance Unit at Julian on the envelope and instructs the client where to take the envelope.</li> </ul>
	<ul style="list-style-type: none"> <li>• Informs the client of the requirement to bring proper identification to the appointment.</li> </ul>
Affidavit Clerk	<ul style="list-style-type: none"> <li>• Completes the DFA 874.</li> </ul>
	<ul style="list-style-type: none"> <li>• Contacts the other county to get the warrant information and other information which may be needed to complete the affidavit.</li> </ul>
	<ul style="list-style-type: none"> <li>• Has the client sign the affidavit.</li> </ul>
	<ul style="list-style-type: none"> <li>• Sends the completed affidavit to the other county.</li> </ul>

The other county will replace the warrant within 5 working days of the date they receive the affidavit.

### 15.11.2 Santa Clara County's Warrant

When clients have moved to another county and request replacement of a lost or stolen Santa Clara County Warrant, the Santa Clara County EW may refer them to the Social Services Agency in the county where they reside, if it is more convenient for the client than coming to Santa Clara County.

The county of residence will take a DFA 874, "Statewide Intercounty Lost Warrant Replacement Affidavit," and send it to the Santa Clara County Affidavit Clerk, in order to speed up the replacement

process. If the warrant has been cashed, the Benefit Issuance Unit at Julian will complete the forgery replacement process. If it is outstanding, the EW will replace it.

Responsibility	Action
Affidavit Clerk	<ul style="list-style-type: none"> <li>• Reviews DFA 874 sent by the other county for completeness.</li> </ul>
	<ul style="list-style-type: none"> <li>• Searches to see if the check is still outstanding.</li> </ul>
	<p>If the warrant has been cashed:</p> <ul style="list-style-type: none"> <li>• Notifies the client of the requirement to complete the forgery affidavit.</li> <li>• Requests the other county to take the forgery affidavit and forward it to the Affidavit Clerk in Santa Clara County.</li> <li>• Replaces the warrant.</li> </ul>
	<p>If the check is outstanding:</p> <ul style="list-style-type: none"> <li>• Cancels the warrant</li> <li>• Changes the "Issuance Status" from "Issued" to "Cancelled"</li> <li>• Enters details (reason, date, amount, status change, effective month, etc.) for this change request in <b>Maintain Case Comments</b> window after action has been completed.</li> <li>• Notifies EW by phone/fax or email that the DFA 874 was received and that the outstanding check has been cancelled.</li> <li>• Faxes copy of DFA 874 to EW of record.</li> <li>• Files the original DFA 874.</li> </ul>
Eligibility Worker	<ul style="list-style-type: none"> <li>• Checks the information in the case record with the information on the affidavit to ensure accuracy.</li> <li>• Reissues it to the client's current address using the procedure in <a href="#">[Refer to "Replacement Procedures for Same Amount/Payee," page 15-13].</a></li> <li>• Has the DFA 874 scanned into the IDM system.</li> </ul> <p><b>Note:</b></p> <p>It is important to take this action immediately upon receipt of the DFA 874. The check must be replaced by the fifth (5th) working day after this county receives the affidavit.</p> <p>The DFA 874 must be processed as a TOP PRIORITY to meet the time frame set by the legislature.</p>

### 15.11.3 AAP Out of State Warrant Replacements

The county policy and procedures that apply to lost or stolen AAP warrants issued to families within the state of California also apply to AAP families residing in other states or out of the country.

AAP Eligibility Workers (EW) will assist to find and direct the adoptive parent(s) to the nearest out of state social services agency. The "Statewide Intercounty Lost Warrant Replacement Affidavit" (DFA

874) may be faxed or e-mailed to the out of state social services agency for completion or an equivalent form used by that agency may be accepted. Once the completed form is returned, the process for replacing the warrant remains the same. See the section above, "[Santa Clara County's Warrant,](#)" page 15-24, for details.

#### 15.11.4 AAP Out of Country Warrant Replacements

If the adoptive parent(s) reside out of the country, the AAP EW will send the DFA 874 by fax, e-mail or standard mail. The AAP Parent(s) must be instructed to return the complete **notarized** form via **standard mail**. It must include the clients **original signature and the original notarization**. Once the completed form is returned, the internal process for replacing the warrant remains the same. See the section above, "[Santa Clara County's Warrant,](#)" page 15-24, for details.



#### Reminder:

When an AAP case has an out of country address the EW must send an e-mail to Benefit Issuance (BI) to advise them that the check must be pulled from the next days batch. It will be manually mailed with the correct postage for the out of country address.

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## 15.12 Emergency Holds (Paper Warrants ONLY)

An "Emergency Hold" is a request to hand-pull a warrant before it can be mailed; no computer action is involved.

### 15.12.1 General Information About Emergency Holds

The day after Fiscal Month End (FME) cutoff the system prints warrants. These warrants are delivered to SSA and are prepared for mailing. An emergency hold can be requested up until 2:00 pm on the day after FME.

Warrants generated in the nightly batch process are processed for mailing on the following day. An emergency hold can be requested until 11:00 a.m. on this day.

### 15.12.2 Emergency Hold Actions

The following procedure is used to request an Emergency Hold:

WHO	ACTION	
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>• Completes and faxes the "Fax Request for Benefit Issuance Action" (SCD 274) form to the Benefit Issuance Unit at Julian (408)755-7919</li> <li>• Keeps the original copy for disposition.</li> </ul>	
Benefit Issuance Unit at Julian	<ul style="list-style-type: none"> <li>• Pulls paper warrant.</li> <li>• Enters details (reason, date, amount, status change, effective month, etc.) for this change request in <b>Maintain Case Comments</b> window after action has been completed.</li> </ul>	
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>• Determines if held warrant is to be released, remailed to correct address or cancelled/reissued.</li> <li>• Indicates action to be taken on SCD 274.</li> </ul>	
	If the warrant is to be ...	Then the EW...
	Released to the client,	<ul style="list-style-type: none"> <li>• Has a copy of the SCD 274 scanned into the IDM system.</li> <li>• Sends the original SCD 274 in a sealed envelope with the client to the Benefit Issuance Unit at Julian.</li> </ul>
	Remailed to the same or new address,	<ul style="list-style-type: none"> <li>• Faxes the SCD 274 to the Benefit Issuance Unit at Julian.</li> <li>• Has the original SCD 274 scanned into the IDM system.</li> </ul>
	Cancelled ONLY,	<ul style="list-style-type: none"> <li>• Faxes the SCD 274 to the Benefit Issuance Unit at Julian.</li> <li>• Has the original SCD 274 scanned into the IDM system.</li> <li>• Makes appropriate budget and/or other necessary entries in CalWIN.</li> </ul>
Cancelled and Reissued	<ul style="list-style-type: none"> <li>• Faxes the SCD 274 to the Benefit Issuance Unit at Julian.</li> <li>• Has the original SCD 274 scanned into the IDM system.</li> <li>• Makes appropriate entries in CalWIN to reissue. [Refer to the Reissuance procedures on the next page.]</li> </ul>	

WHO	ACTION	
Benefit Issuance Unit at Julian	<ul style="list-style-type: none"> <li>• Takes Disposition action as per request if it conforms to the County Fiscal policy and procedure.</li> <li>• Changes the "Issuance Status" on HELD warrant to cancelled If requested on SCD 274</li> <li>• Enters details (reason, date, amount, status change, effective month, etc.) for this change request in <b>Maintain Case Comments</b> after action has been completed.</li> <li>• Notifies EW by phone/fax or email when SCD 274 requested action is complete.</li> </ul>	
Eligibility Worker (EW)	Follows procedures below to reissue benefits, if appropriate.	
	If the Warrant is to be ...	Then the EW ...
Eligibility Worker (EW)	Reissued through batch for a different amount, to a different payee or to a different address,	<ul style="list-style-type: none"> <li>• Make all required budget or case changes.</li> <li>• Run EDBC online and on the <b>Capture Discrepancy Information</b> window enter "Y" in the Evaluate Benefit Discrepancy Cash (Y/N) box for the check reissuance month. This will cause the system to recalculate the budget for that month and issue the underpayment as a supplement. Authorize the payment.</li> <li>• The CalWIN system will generate the supplement during the nightly batch process.</li> </ul>
DOFC	<ul style="list-style-type: none"> <li>• Issues Immediate Need replacement check to client.</li> <li>• Must FAX a copy of the check to BIU, fax number: 408-755-7919, IMMEDIATELY after it is printed and BEFORE handing it to the client. If DOFC staff experience difficulties with the fax number, please contact a BIU staff directly at (408) 755-7237 regarding the Office Issuance check.</li> </ul>	
BIU	Must notify the bank immediately via Wells Fargo Online System after receiving the DOFC fax notification	

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## 15.13 CalWIN Warrant/Check Listings

Several CalWIN reports are generated of issuances and cancellations of warrants/checks which are utilized by various departments within the Agency.

This section lists only the warrant/check reports that are utilized by DEBS and Benefit Issuance staff.

### 15.13.1 MRC019R - Register of Warrants and Checks - Daily Process

The MRC019R is produced in the Daily process. This report lists cases in which a warrant/check was issued, cancelled or replaced in the daily process. This report contains a detailed listing of each warrant/check issued, cancelled or replaced by warrant number and a summary listing by aid.

The report is available through CalWIN Go To Reporting under Benefit Issuance and is used by the Benefit Issuance Unit for reconciliation and claiming purposes.

### 15.13.2 MRC010R - Register of Warrants - FME Process

The MRC010R is produced in the Fiscal Month End (FME) process. This report contains a detailed listing of each warrant generated and a summary listing by aid.

The detailed report lists warrants issued in the FME process in order of aid and then case number. The report is available through CalWIN Go To Reporting under Benefit Issuance and is used by the Benefit Issuance Unit for reconciliation and claiming purposes.

### 15.13.3 MRC013R - Register of Warrants - CME Process

The MRC013R is produced in the Calendar Month End (CME) process. This report contains a detailed listing of each warrant generated and a summary listing by aid.

The detailed report lists warrants issued in the CME process in order of aid and then case number. The report is available through CalWIN Go To Reporting under Benefit Issuance and is used by the Benefit Issuance Unit for reconciliation and claiming purposes.

