

40. CWES Fiscal

40.1 Warrant Replacement

40.1.1 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.

40.1.2 Agency Policy

An “outstanding warrant” is a warrant that has not yet been paid by the Treasurer through its bank. If an outstanding warrant was received by the payee, and then the unendorsed warrant is lost, stolen or destroyed, it 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/provider...	And...	Then
Did NOT receive the warrant,	The Agency has possession of the warrant,	The warrant may be cancelled and reissued, and remailed 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, after the mailing date 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 Warrants,” page 40-4].]

40.2 Outstanding Warrants and Unendorsed Warrants Replacement

The following procedures apply when a client or child care provider reports a warrant was never received or the warrant was received by the client or provider, and then the unendorsed warrant was lost, stolen or destroyed. An outstanding warrant can be replaced on or after the FIFTH working day after the mailing date.

Stage	Who	Action
1.	CWES Worker	<ul style="list-style-type: none"> • Reviews the warrant status. If the warrant is outstanding, the CWES worker then schedules an appointment with the client or provider on or after the FIFTH working day after the mailing date to complete the “Declaration of Lost or Destroyed Warrant” (SCD 382) with the client or provider. • Prepares the SCD 382. • Explains the SCD 382 to the client or provider. • Has client or provider initial and sign the SCD 382. • Signs the SCD 382. • Requires client or provider to bring a picture identification (ID). Representatives from child care centers are required to bring a picture ID and a letter of authorization indicating the person is acting as the representative of the child care center. • Completes the “Fax Request for Benefits Issuance Action” (SCD 274). • Submits the SCD 382 (original copy), copy of ID, letter of authorization, and the SCD 274 to the Office Designee. • Places in the in-basket.
2.	Office Designee	<ul style="list-style-type: none"> • Collects paperwork from the in-basket, on a daily basis. • Receives the SCD 382 and verifies the warrant status. • Prints the [Benefits Issuance] screen • Faxes the SCD 382, SCD 274, and the [Benefits Issuance] screen to the Benefit Issuance Unit. • Forwards the original SCD 382 and supporting documentation to the Benefit Issuance Unit. • Submits a copy of the SCD 382, SCD 274, and the [Benefits Issuance] screen to IDM for scanning.

Stage	Who	Action
3.	Benefit Issuance Unit	<ul style="list-style-type: none"> • Cancels and reissues the warrant, if appropriate. The replacement must be issued no later than the FIFTH working day after the affidavit is signed. • Contacts the Office Designee for clarification • Notifies the CWES Worker by email, with a copy to the Office Designee, that action was completed.

40.3 Returned Warrants

40.3.1 Returned Directly by the Client or Provider

When a client or provider hand delivers a warrant directly to the CWES district office, the following procedures must be followed:

Stage	Who	Action
1.	CWES Worker	<ul style="list-style-type: none"> • The CWES Worker accepts the warrant from the client or provider, per office procedures. • Writes "VOID" on the warrant. • Completes the "Fax Request for Benefits Issuance Action" (SCD 274) • Indicates on the SCD 274 if the warrant needs to be cancelled and /or replaced. The SCD 274 and voided warrant must be returned by fax to the Office Designee within two days from the date the warrant is voided. • Places completed paperwork in appropriate in-basket.
2.	Office Designee	<ul style="list-style-type: none"> • Views the Search for Issuance window in CalWIN to determine the status of the warrant and prints screen. • Faxes the completed "Fax Request for Benefit Issuance Action" (SCD 274) and voided warrant to the Benefit Issuance Unit @ Julian. • Forwards the original voided warrant and SCD 274 to the Benefit Issuance Unit @ Julian. • Forwards a copy of the SCD 274, warrant, and [Benefits Issuance] screen to the IDM for scanning.

Stage	Who	Action
3.	Benefit Issuance Unit	<ul style="list-style-type: none"> Changes the "Issuance Status" per request to cancelled if it conforms to the County Fiscal policy and procedures. Enters details (reason, date, amount, status change, effective month, etc.) for this change request in the Maintain Case Comments window in CalWIN after action has been completed. Reissues warrant, if appropriate, either through Batch or online. Contacts the Office Designee for clarification Notifies the CWES Worker by email, with a copy to the Office Designee, that action was completed.

40.3.2 Lost Endorsed Warrants

When the client endorses a 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 (6) months from the date of 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. If the endorsed warrant is negotiated by anyone other than the payee, the warrant is not replaced and is a loss to the client or provider.

Who	Action
Payee	<ul style="list-style-type: none"> Notifies the CWES Worker of the loss of the endorsed warrant.
CWES Worker	<ul style="list-style-type: none"> Informs the client or provider of the six month waiting period. Enters an alert for six months from the date the warrant was issued to check the status of the warrant on the Search for Issuance window in CalWIN.

When the client or provider contacts the CWES worker after the six-month period, the CWES worker must review the status of the warrant to ensure the warrant is outstanding and it can be replaced.

The following procedures apply when a client or provider loses the warrant after endorsing it.

If...	Then...
The case is active, and CalWIN indicates the warrant was cancelled by the Benefit Issuance Unit,	The CWES worker re-authorizes the payment, if appropriate.
The case is active and CalWIN indicates the warrant was not cancelled by the Benefit Issuance Unit,	The CWES worker follows the procedures for "Outstanding Warrants and Unendorsed Warrants". [Refer to 40.1.2.]
The case is closed and CalWIN indicates the warrant was cancelled by the Benefit Issuance Unit,	The supervisor of the last known worker determines which CWES worker re-authorizes the payment.

If...	Then...
The case is closed, and CalWIN indicates the warrant was not cancelled by the Benefit Issuance Unit,	The supervisor of the last known worker determines which CWES worker initiates the process to replace the warrant. The CWES workers follows the “Outstanding Warrants and Unendorsed Warrants” procedures. [Refer to 40.1.2]

40.3.3 Cashed (Forged) Warrants

The following procedures apply when a client or provider reports they lost or never received the warrant, and the CalWIN system shows the warrant was negotiated. Replacement of the warrant can ONLY be done by the Benefit Issuance Unit and is NOT done in the district office because the payee must view the cashed warrant before signing the forgery affidavit. The payee must pick up the replacement at the Benefit Issuance Unit at 333 West Julian Street, since these warrant replacements are not mailed. The CWES Worker/designee takes the following actions:

Step	Action
1.	Reviews the warrant status. If the warrant has been negotiated, the CWES worker then schedules an appointment with the client or provider to complete the appropriate forms. There is no waiting period and no entries in CalWIN are made. NOTE: It is important for the payee to know that signatures are compared and that the forgery will be referred to our Special Investigative Unit for investigation. The payee will be required to cooperate in the investigation and prosecution of the forgery; this may include testifying in court.
2.	Prepares the following forms: <ul style="list-style-type: none"> • “Declaration of Lost or Destroyed Warrant” (SCD 382) • “Replacement of Cashed County Warrant” (SCD 1156) • “Warrant Replacement Five Day Waiver” (SCD 1456).
3.	<ul style="list-style-type: none"> • Calls the Benefit Issuance Unit at 333 West Julian Street at 755-7242 or 755-7244 to schedule an appointment for the client or provider for the FIFTH working day after the date the SCD 382 is signed. The phone call must be made while the payee is still in the office. <p>Note: THIS TIME FRAME HAS BEEN ESTABLISHED BY STATE LAW AND MUST BE STRICTLY FOLLOWED.</p>
4.	Writes the appointment date, time, and address on the SCD 1456. ADDRESS: Santa Clara County Social Services Agency Benefit Issuance Unit 333 West Julian Street, 2nd Floor San Jose, CA 95110

Step	Action
5.	<ul style="list-style-type: none"> • Explains the SCD 382 and the SCD 1456 to the client or provider and has the client or provider initial and sign the SCD 382 and SCD 1456. • Signs the SCD 382. <p>Note:</p> <p>The client or provider is required to bring a picture identification (ID). Representatives from child care centers are required to bring a picture ID and a letter of authorization indicating the person is acting as the representative of the child care center. A copy of the client's, provider or child care representative picture ID must be scanned into IDM.</p> <ul style="list-style-type: none"> • Instructs the client or provider to take acceptable identification (valid driver's license or other picture ID) to the appointment with the Benefit Issuance Unit. If the client has no ID, completes the "Certification of Identification Document" (CSF 54).
6.	Provides the client or provider with copies of the SCD 382, SCD 1156, and SCD 1456 for the appointment with the Benefit Issuance Unit.
7.	<p>Photocopies ten signatures from different documents in the case file. Copies of signatures such as:</p> <ul style="list-style-type: none"> • Rights and Responsibilities (WTW 1) • Activity Agreement (WTW 2) • Employment Plan (SCD 1760) • Attendance and Child Care Billing (SCD 1755) • Employment Verification Release (SCD 1838) • Other documentation available with the client's or provider's signature. <p>If ten signatures are not available, send as many as possible.</p>
8.	Forwards copies of the SCD 382, SCD 1156, and SCD 1456 to IDM for scanning.
9.	<p>Places the following forms in an envelope and routes to the Benefit Issuance Unit at 333 West Julian Street via pony:</p> <ul style="list-style-type: none"> • Original SCD 382 • Original SCD 1156 • Original SCD 1456 • Copies of ten signatures of the payee and other supporting documentation.

No further activity is necessary by the CWES Worker/designee, unless the replacement appointment must be rescheduled. The CWES Worker/designee must instruct the client or provider to contact him/her if there is a problem with the appointment. The CWES Worker/designee will reschedule the appointment with the Benefit Issuance Unit at Julian, if necessary.

UNDER NO CIRCUMSTANCES IS THE CWES WORKER/DESIGNEE TO GIVE THE CLIENT THE TELEPHONE NUMBER OF THE BENEFIT ISSUANCE UNIT AT JULIAN.

[Refer to "Cashed (Forged) Warrant Replacement", page 32-17], in the Common Place Chapter for detailed information on Benefit Issuance Unit and District Attorney (DA) responsibility.



Note:

If a copy of the forged/cashed warrant is needed by the worker prior to taking steps 1-8, contact your office designee.

40.3.4 Warrants Returned to Benefit Issuance Unit

The following procedures apply when a warrant is returned to the Benefit Issuance Unit:

Stage	Who	Action
1.	Benefit Issuance Unit	<ul style="list-style-type: none"> Changes the "Issuance Status" of the warrant on the Issuance Detail window in CalWIN from "Issued" to "RETURNED IN MAIL." Enters reason for return in the Maintain Case Comments window in CalWIN. Sends an e-mail alert to the CWES Worker that the warrant was returned. Files the original warrant separately by warrant number.
2.	CWES Worker	<ul style="list-style-type: none"> Receives the e-mail alert. Attempts to contact the client or provider to determine the reason the warrant was returned. Completes the SCD 274. Indicates on the SCD 274 if the warrant needs to be cancelled and/or reissued or remailed due to an address change. If the client is no longer eligible, then discontinues the case when an adequate and timely (10-day) NOA can be provided and has the warrant cancelled. [Refer to "Returned Directly by Client or Provider", page 40-3.] Places completed SCD 274 in the appropriate in-basket.
3.	Office Designee	<ul style="list-style-type: none"> Collects paperwork from the in-basket, on a daily basis. Receives the SCD 274, verifies the warrant status, and prints the [Search for Issuance] screen. Faxes the SCD 274, [Search for Issuance] screen print, and voided warrant to the Benefit Issuance Unit @ Julian. Forwards the original SCD 274 and [Search for Issuance] screen print to the Benefit Issuance Unit @ Julian. Forwards copy of the SCD 274 and [Search for Issuance] screen print to IDM for scanning.

Stage	Who	Action
4.	Benefit Issuance Unit	<ul style="list-style-type: none"> • Receives the SCD 274 with disposition instructions. • Follows disposition instructions, if they conform to the County Fiscal policy and procedures, to: <ul style="list-style-type: none"> a. Mails returned warrant to new address, or b. Release returned warrant to client for office pick-up at Julian, or c. Cancels warrant. • Enters details (reason, date, amount, status change, effective month, etc.) for this change request in the Maintain Case Comments window in CalWIN after action has been completed. • Reissues warrant, if appropriate, either through Batch or online. • Notifies the CWES Worker by email, with a copy to the Office Designee, that action was completed.

40.4 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 @ Julian St.	<ul style="list-style-type: none"> • Cancels warrant and issues replacement. • Notifies the CWES Worker that damaged warrant was cancelled and reissued.



Note:

Warrants returned by clients which have been damaged are cancelled and reissued following the returned warrant procedure.

40.5 Release To Client/Payee In Person

If the payee requires prompt payment due to an emergency, the CWES Worker will complete the SCD 274 and submit to the Office Designee. The designee will fax the SCD 274, IDM, and arrange for the warrant to be picked up at the Benefit Issuance office.