



WorkFirst

June 13, 2013

To: WCDD Regional Directors, WCDD Field Administrators, and
WorkFirst Supervisors

From: Gary Kamimura, Director of Program Administration, ECDD

Subject: Undeliverable Auto Payment Warrants

Effective starting the Auto Pay Run on June 16, 2013, Vendor Payments will be stopping all auto-pays to participants in CATS when warrants have been returned undeliverable because of bad addresses.

We have a high volume of warrants returned due to bad addresses and often we receive more than one returned warrant for a single participant. Stopping the auto pay the first time a warrant is returned will reduce expenses and cut back on staff time required cancelling multiple warrants sent to the same participant with the wrong address.

Coaches must confirm the mailing address with the participant prior to starting Auto Pay. If the address is wrong do not set up the Auto Pay. The participant must go DSHS and have their address corrected in ACES. Yes, we do have the ability to change the address in CATS for a one time issuance of Auto Pay. However, what appears to be happening in many cases is the participant never has the address changed and the next warrant is sent to the incorrect address. This needs to stop. The cost to complete the returned warrant/cancellation process is approximately \$60 dollars per warrant.

If a participant reports they did not receive their Auto Pay coaches must:

- Confirm the address the warrant was mailed to is correct. Keep in mind sometimes participants have mail delivery problems if they live in a large apartment complex. If the warrant is returned and the address is correct the participant needs to contact their post office and find out why their mail is not being delivered.

- Coaches must allow time (10 mail delivery days) for warrants to be returned to inquire about undelivered warrants. In most cases this is enough time for the warrant to be returned and cancelled.
- Coaches must inform participants about the 10 day delivery time frame until actions can be taken. If the warrant was returned and cancelled coaches must try to determine why before restarting Auto Pay. This may be having the participant go to the post office regarding their mail delivery if the address is correct.
- Coaches can make the determination that transportation assistance is needed prior to the next Auto Pay run and issue a voucher for gas. Coaches must realize this may be the one allowed gas voucher during the program year. Any additional vouchers for gas may require submitting an ETR to the WorkFirst Admin Unit. All actions regarding undelivered warrants and issuance of a replacement gas voucher must be documented in eJAS Notes.
- Coaches must utilize CATS – Reports in an attempt to determine the status of undelivered warrants. This is the first step prior to contacting the WorkFirst Admin Unit for assistance to determine if the warrant may have been cashed. Auto Pay information available through the Report Tab in CATS are:
 - Auto Pay Download – displays returned warrant which were cancelled
 - Auto Pay Exception Report – displays reasons why Auto Pay was not processed.
No warrant issued.

With limited resources, time and funding, we must make every attempt to correctly set up Auto Pay and follow outlined procedures if no warrant is issued or delivered. We want to make every effort to help participants meet their participation requirements, but program policies and guidelines must be followed.

If you have questions please contact Ken Koernke (360)407-1369 or Steve Cheek (360) 407-1366 via email or phone.