

GAIN: THE BRIDGE TO INDEPENDENCE

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1610 OVERVIEW

This chapter describes the types of payments that are made to participants and service providers, and what occurs when there are overpayments or underpayments. It also discusses the issue of fraud and the penalties associated with fraud when it involves a participant and/or a provider.

1611 KEY POINTS

- Payments to participants are made for expenses related to a GAIN activity or employment, such as transportation, ancillary and work-related expenses, child care and other supportive services.
- Payments are either in the form of cash, a check (eCAPS/EARs) or a warrant, if issued through GEARS.
- Warrants can be replaced if lost, stolen or destroyed.
- CalWORKs and GAIN Staff are the primary personnel responsible for the correct issuance of payments to participants and the prevention and detection of fraud cases.

1612 POLICY

.1 Payments to Participants

Direct payments to participants shall be made for transportation and work-related expenses, and in some cases for child care as a restricted endorsement check, which requires the participant's and the provider's signature. They may be in the form of advance payments or reimbursements.

Payments will be issued in offices via cash, a check generated by the electronic Countywide Accounting & Purchasing System (e-CAPS) or through EARs when eCAPS is not operating (see [Chapter 1200](#) for documentation, authorization and circumstances for issuance of advance payment or reimbursement).

The determination that supportive services funds shall be issued to the participant in either cash/check (eCAPS/EAR) in the office or a centrally issued warrant via GEARS is based on individual case circumstances.

.11 Cash Issuance in Office

Cash may be issued to the participant under the following circumstances:

.111 If cost or purchase was incurred and paid before a warrant

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can be generated.

.112 Office cash issuance should not be made for child care.

.113 Cash will only be issued for expenses of \$5.00 or less via the GN 6045, GAIN Issuance Receipt.

.12 Check Issuance in Office

A check may be issued in the office under the following circumstances:

.121 If cost or purchase was incurred and paid before a warrant can be generated.

.122 Check writing will be used for expenses above \$5.00.

.13 Warrants Centrally Issued By GEARS

Warrants are the preferred method of payment for both advance payments and reimbursement.

It takes approximately five work days for a warrant to be generated following the authorization date on GEARS.

Reimbursements are generally issued by GEARS-generated warrants. An exception is the transportation cost for the initial office visit. This participant's cost will be reimbursed via an office issuance of cash or check.

.2 Electronic Countywide Accounting & Purchasing System (e-CAPS)

The eCAPS is a financial accounting management system which was implemented Countywide on July 1, 2005. It was designed for making payments/issuances primarily to vendors and contractors for services performed. The eCAPS Field Office Check Writing System eliminates the use of the manually typed checks via the Emergency Aid Requisition (EAR).

The eCAPS replaces EARs, but EARs checks will still be issued at GAIN offices only on an emergency basis when eCAPS is not accessible. The decisions as to authorization, issuance and amount of each eCAPS check must be in compliance with established Departmental policies. eCAPS does not replace or circumvent the established check payment systems or change existing policies.

Note: The eCAPS check is to be used only in situations where the issuance of a warrant to the participant cannot be completed

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through the normal established procedures of issuing the warrant through the mail.

For GAIN Case Management contracted offices, issuance of checks to participants via eCAPS shall only be authorized by the County Issuance Approval (CIA) staffs who are the designated approvers.

.21 Transportation/Ancillary/Work-Related Expenses eCAPS/EAR Issuances

Participants shall be informed of the availability of advance payments for transportation and/or ancillary/work-related expenses and if advance payments are needed, to request them in advance to every extent possible ([see Section 1220](#) and [1230](#)). These payments are to be advanced to a participant whenever necessary or desired by the participant. If an advance payment is requested and the payment process timeframe will interfere with participant's participation in their Welfare-to-Work (WtW) activity and/or employment, an eCAPS/EAR issuance is warranted. A cash issuance in the office is warranted if the expense is under \$5.00; in most cases, this type of issuance would be for bus fare.

In order for the payment to occur, the participant must have met the current established eligibility for transportation and/or ancillary/work-related expense being requested and the documentation/verification supporting the request must have been obtained. There is a one to three-work day processing timeframe for transportation and ancillary/work-related expenses, and it takes approximately five work days following the day of final level of approval on GEARS for the participant to receive a warrant centrally issued by GEARS.

.211 The following case scenarios are only some examples in which an eCAPS/EAR may warranted.

- (a) A participant was hired and will be required to wear a uniform (not provided by the employer) beginning the first day of work. The participant has requested an advanced payment for uniforms and transportation, and he/she reports to work *in less than ten (10) days*.
- (b) A participant was hired and was requested to report to work on the first day with work-related items not provided by the employer. The participant has requested an advanced payment for the items and transportation, and he/she reports to work *in less than ten (10) days*.

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- (c) An employed participant requests work-related expenses. The participant requests an advance payment and the work-related item(s) will be needed for the job immediately, or in *less than ten (10) days*.
- (d) A participant is in an approved WtW activity and has already enrolled in the next semester/quarter. He/she has requested advance payment for ancillary items that will be required for class which will begin in *less than ten (10) days*.
- (e) A participant is in an approved WtW activity and is already enrolled in the next semester/quarter. He/she has requested advance payment for ancillary items and/or transportation needed for classes that will begin *in ten (10) days, or more*.

However, the participant was notified via the GN 6322 that additional verification/information was needed to support the request. Although the ancillary request was submitted well in advance to allow time for a GEARS computer generated warrant, an eCAPS/EAR check would be warranted if the additional verification/documentation supporting the request is received less than ten (10) days from the date he/she will begin classes.

- (f) A participant is in an approved WtW activity. The participant is enrolled in and attending classes. He/she received ancillary payment for ancillary items required for the classes he/she has been attending. However, the participant enrolls in an additional class which will require ancillary items. If the participant requests an advance payment, an eCAPS/EAR check is warranted because advance payment was requested and he/she is already attending the class which requires the ancillary items.
- (g) A participant is participating in an approved WtW activity. He/she requests ancillary expenses for items that are required by the instructor, which will be needed *in less than ten (10) days*.
- (h) A participant is assigned to a WtW activity. The participant is requesting transportation in advance and the activity start date is *in less than ten (10) days*.

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- (i) A participant *requests* transportation to attend a one-day activity (e.g., Assessment). *Regardless of whether or not advance payment was requested, a cash or eCAPS/EAR payment for transportation expense shall be issued in the office at the time the activity is scheduled.*
- (j) For a participant who is *in the office* for Orientation/Appraisal requesting to reschedule the appointment and needs transportation for the rescheduled appointment, *a cash payment for transportation shall be issued in the office on that same day* for both appointments (current and the rescheduled), as needed.

.3 Payments to Providers

Vendor payments to service providers are processed by GAIN Fiscal Services. Fiscal Services receives, validates (for completeness and accuracy) and processes invoices from providers, and forward them through GEARS to the Auditor-Controller for payment.

The GSW is involved with invoices when GAIN Fiscal Services contacts the GSW to clarify an invoice discrepancy. In situation where the invoice data does not match the authorization data on GEARS, the direct or intermediary service provider and/or participant may contact the GSW for clarification.

.31 GEARS-Generated Invoices to Providers

Invoices are generated by GEARS and mailed to service providers for completion.

.32 Completed Invoices Returned by Providers

Invoices are completed and returned by providers to GAIN Fiscal Services. Fiscal Services reviews for completeness and accuracy and completes invoice process as follows:

- .321 Once all information is matched, a payment record is generated and transmitted via GEARS to the Auditor-Controller who will issue a warrant.
- .322 If there is a matching problem, Fiscal Services will return invoice to provider for clarification.
- .323 The direct or intermediary service provider may contact the GSW for clarification on the returned invoice.

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.4 Returned Warrants

Before mailing, the Auditor-Controller manually removes warrants with no names or garbled data and processes them in the same manner as post office returned warrants. Warrants to participants may also be returned as undeliverable by the post office to the Auditor-Controller for other reasons.

Warrants to providers that are returned or found to be undeliverable for a variety of reasons are handled similar to those being sent to participants.

.41 Warrants to Participants

Warrants to participants, which are returned by the post office to the Auditor-Controller or pulled before mailing by the Auditor-Controller, are photocopied and the copies are sent for processing to the office noted on the warrant. Once received, the warrant control clerk will process the returned warrant.

.42 Warrants to Providers

Warrants mailed to providers, which are returned by the post office to the Auditor-Controller, or pulled before mailing by the Auditor-Controller, are photocopied and sent to Finance Division for processing.

Note: The office clerks/GSWs are not responsible for processing returned provider warrants.

.5 Warrant Replacement

Warrants can be replaced if lost, stolen or destroyed. Participants and child care providers must file a proper affidavit attesting that the warrant has been lost, stolen or destroyed. The County will replace the warrant within five (5) working days after the participant filed the affidavit, regardless of any investigation a county might choose to do during the requested period.

When a participant or child care provider reports a lost, stolen or destroyed warrant, he/she must be given an appointment to come into the GAIN Region to sign an affidavit (PA1144, Affidavit of Non-Receipt of County Warrant). Prior to the participant's scheduled appointment, an Affidavit Daily Log must be e-mailed by the designated GAIN/Contracted Region's Liaison to the Auditor-Controller, to verify/clarify if the issued warrant(s) is/are outstanding or paid. The Auditor-Controller shall respond via e-mail within 24 hours to the GAIN/Contracted Regional Liaison providing the status of the warrant/s.

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.6 Overpayments/Underpayments

An overpayment or underpayment can occur when a *payment or non-payment error* arises with the participant's request for GAIN supportive services, such as child care, transportation and/or ancillary/work-related expenses.

Reasonable steps are taken promptly to correct any GAIN and Cal-Learn supportive services overpayment(s) or underpayment(s), including Cal-Learn bonuses.

.61 Examples of an Overpayment/Underpayment

The following are examples of when an overpayment or underpayment can occur when a participant requests payment of supportive services.

.611 When GAIN supportive services payments are not used for their intended purpose and are not returned, they become overpayments.

.612 When a Cal-Learn bonus is paid but the bonus was not earned, it becomes an overpayment.

.613 The recovery of any overpayment is to be deferred if the collection would result in the disruption of child care arrangements, preclude participation in welfare-to-work activities or prevent employment.

.614 A supportive services underpayment occurs when a participant receives less than the amount to which he/she is entitled.

.62 Fraud/Non-fraud GAIN/Cal-Learn Supportive Services/Cal-Learn Bonus Overpayments

When GAIN/Cal-Learn supportive services or Cal-Learn bonus overpayments occur, an evaluation is made to determine if the overpayment is fraudulent or non-fraudulent. ([See Section 1612.7](#))

.63 Fraud Overpayments

Overpayments are fraudulent when a participant obtains funds under any condition as described in [Section 1612.7](#).

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.64 Non-Fraud Overpayments

The overpayment is non-fraudulent when the participant was not involved in any of the activities described in [Section 1612.7](#).

.65 Timelines

The month of discovery of a participant's overpayment is the month when DPSS determined the overpayment by obtaining the information and taking prompt action to correct the overpayment.

The participant is scheduled for an interview regarding overpayment and the interview is held as soon as possible, but no later than 30 calendar days after notification or discovery.

.651 Ancillary/Work-Related Expenses

GEARS will automatically generate an Overpayment/Underpayment Appointment Letter, GN 6046-A to the participant when the ancillary/work-related expense is not verified and an overpayment has not been created on GEARS within ten working days from the payment issue date.

The notice informs the participant that the County has not received receipts for the payment issued and instructs the participant to provide receipts within ten days from the date of the notice, or call the GAIN Services Worker (GSW) if he/she is unable to provide receipts, or if he/she disagrees with the notice.

The notice also informs the participant that the County will assume an overpayment has occurred, based on information on file, or that no underpayment occurred, if receipts are not provided.

If receipts for ancillary/work-related expense are not provided within thirty 30 days from the payment issue date and an overpayment has not been created, GEARS will automatically create an overpayment per GEARS Memo #934, and send a GAIN 58, Supportive Services Overpayment Notice to the GAIN participant or the CL 5 to the Cal-Learn participant.

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.652 Transportation Expenses

The Overpayment/Underpayment Appointment Letter GN 6046 (used for Transportation only) is not automatically sent to the participant. The GSW must manually generate a GN 6046 from the MNOF GEARS screen if the over/underpayment is for transportation. The GN 6046 appointment letter must be sent to the participant within 30 days from the date the overpayment is discovered (i.e., the GSW/CCM is informed that the participant did not participate in the assigned activity).

.66 Collection of Supportive Services/Cal-Learn Bonus Overpayments

.661 Notification of Overpayment

An overpayment can be reported/discovered by the following:

- (a) Service provider notifies the GSW the participant's failure to appear to his/her assigned appointment or participate in his/her activity.
- (b) Participant informs GSW of the overpayment.
- (c) GSW evaluates the participant's overpayment and sends the participant GN 6046 for transportation. For ancillary/work-related expense issuances, [see Section 1612.651](#).

.662 Participant Interview

The participant is interviewed to determine if an overpayment actually occurred. If the participant does not appear or does not reschedule the interview, the overpayment is assumed to have occurred.

For ancillary/work-related expenses, GEARS automatically generates the notice GN 6046-A, informing the participant that he/she needs to provide receipts within ten days from the notice to verify the payment issued or to call the GSW if he/she are unable to provide receipts, and/or if he/she disagrees with the notice.

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If receipts are not provided to verify the ancillary/work-related expense within thirty (30) days from the payment issue date and an overpayment has not been created, GEARS will automatically create an overpayment per GEARS Memo #934.

.663 Fraud Referrals

When it is suspected that a fraud overpayment occurred, the GSW shall initiate a fraud referral. ([See Section 1612.73](#))

.664 Overpayment Data

When it is discovered through the participant interview that an overpayment occurred, the GSW updates GEARS with the correct supportive services amount on the appropriate GEARS screens to calculate and record the overpayment amount.

.665 Participant Repayment of Overpayment

The participant will be interviewed by the GSW to discuss the repayment options for the overpayment. The participant will complete the Repayment Agreement notice to indicate the repayment plan.

If the participant agrees to repay the overpayment, either by cash or check in the regional office, the participant will be escorted to the regional office cashier.

When repayment is received in the regional office on a GAIN closed case, the amount will be collected by the cashier and a receipt provided to the participant. The Deputy Regional Director or his/her designee must apply the repayment amount to the participant's case record using established procedures.

.666 Deferral of Overpayment

The GSW is to defer collection and recovery of any overpayment if the collection would result in the disruption of child care arrangements, preclude participation in Welfare-to-Work activities or prevent employment.

If deferral of the overpayment is appropriate, the GSW:

- (a) Notifies the participant of the deferral;

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- (b) Documents the expected end date of the deferred repayment status;
- (c) Updates GEARS within one workday to reflect a deferral; and,
- (d) Reevaluates the need for continued deferral of the repayment.

.667 Grant Adjustment

The participant shall be permitted to have a supportive services/Cal-Learn bonus overpayment(s) adjusted from his/her CalWORKs grant when the individual is receiving CalWORKs, provided:

- (a) The participant chooses this method of recovery; and
- (b) The participant agrees with the amount of the CalWORKs grant adjustment.

The participant shall be allowed, at any time, to revoke a repayment agreement that includes a grant adjustment and enter into a new repayment agreement.

.668 Supportive Services Payment Adjustment

Supportive services payment adjustment provisions shall only apply to current Welfare-to-Work participants. The maximum recovery from the participant's current payment(s) shall be as follows:

- (a) Ten percent (10%) of the total payment for an overpayment caused by the participant, unless the participant volunteers to pay a higher percentage.
- (b) Five percent (5%) of the total payment for overpayments resulting from administrative error, unless the participant volunteers to pay a higher percentage.

.669 Participant Is Deregistered from GAIN

When the participant is deregistered from GAIN/Cal-Learn, a letter will be automatically generated informing the participant of his/her overpayment. The participant will be given information on repayment.

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.67 Overpayment Adjustments Per ASH

The Appeals and State Hearing (ASH) Section has the authority to Determine the appropriateness of the GAIN Services Worker's (GSW) overpayment decision. ASH has the authority to instruct the GSW to adjust (reduce) or cancel an overpayment. The GSW must take immediate action to adjust or cancel the overpayment when:

- .671 The claim is found to be unsubstantiated. For example, ASH is unable to locate the evidence or documentation or Notice of Action (NOA); or
- .672 The claim was found to be erroneous; or
- .673 An Administrative Law Judge has issued a decision to cancel the overpayment claim.

The GSW will receive a conditional withdrawal (PA 411) with instructions from the ASH worker or a decision from the Administrative Law Judge. A NOA must be sent to the participant reflecting the adjustment of the overpayment record. See [Decision Chart, Overpayment Adjustments Per ASH, 1613.14](#). Additional ASH requirements found in [Chapter 1300, Compliance/sanctions/Resolution and Participant Complaints for additional ASH Requirements](#).

.68 Supportive Services Underpayments

.681 Notification of Underpayments

GSWs may be notified by service providers, participants or other staff.

.682 Participant Interview

The participant is interviewed to determine whether an underpayment occurred when the underpayment cannot be determined by DPSS records alone.

Note: If the participant fails to appear and does not reschedule the appointment, the underpayment is assumed not to have occurred.

.683 Underpayment Data

Once it is determined by reviewing DPSS records and/or

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participant interview that an underpayment has occurred, the following data are determined:

- (a) the dollar amount of the underpayment,
- (b) the date of occurrence, and,
- (c) the month of discovery.

.684 Correction of Underpayments

Underpayments are corrected when the GSW makes a retroactive payment.

.685 Timelines

The month of discovery of an underpayment is the month information is obtained which could lead to a determination that an underpayment occurred.

The participant is interviewed, if necessary, and determination of the underpayment is completed as soon as possible, but no later than 60 calendar days after notification of a possible underpayment.

.686 Documentation of Underpayments

The dollar amount of the underpayment, month of discovery, date of occurrence and any other pertinent information of the underpayment is documented on the case via GEARS MGPA screen.

.7 Fraud

This section provides information and guidelines on processing participant, service provider and CalWORKs/GAIN-related (e.g., CalWORKs Grant, Food Stamps, etc.) fraud allegations.

.71 Definition

Fraud exists when a person (e.g., GAIN participant) or agency (e.g., GAIN service provider or child care service provider), on behalf of himself or others, has:

- .711 Knowingly, and with intent to deceive or defraud, made a false statement or representation to obtain benefits, obtain a

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continuance or increase of benefits or avoid a reduction of aid benefits.

- .712 Knowingly, and with intent to defraud, failed to disclose a fact which if disclosed, could have resulted in denial, reduction or discontinuance of benefits.
- .713 Accepted benefits knowing he/she is not entitled thereto, or accepted any amount of benefits knowing it is greater than the amount to which he/she is entitled.
- .714 For the purpose of obtaining, continuing or avoiding a reduction or denial of benefits, made statements which he/she knew to be untrue with reckless disregard of the truth.

.72 Prevention and Detection of Fraud

The prevention and detection of fraud on welfare cases are primary responsibilities of the case worker who determines eligibility, including cash benefits and benefit amounts for the individual programs. In most situations, fraud referrals are made by the case worker, who determines eligibility for the program in which fraud has occurred. However, there is a dual responsibility between CalWORKs eligibility staff and GAIN staff in situations involving GAIN participants.

.721 CalWORKs and GAIN Fraud

Welfare Fraud Prevention and Investigations (WFP&I) is responsible for conducting fraud investigations related to CalWORKs case, including those involving GAIN participants.

.722 Service Provider Fraud (Provider Under Contract to the County)

Contract Management Division and GAIN Division Headquarters staff responsible for contract administration, are also responsible for any investigation of fraud allegations involving service providers who are under a direct or intermediate contract with the County to provide GAIN services.

Note: Contracts are administered by Contract Management Division (CMD) and/or GAIN Program Division (GPD). Both sections work together to ensure all information is shared and is available to assist in the investigation

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of any fraud allegations.

.723 Service Provider Fraud (Provider Not Under Contract to the County)

WFP&I is responsible for conducting fraud investigations related to service provider fraud, when the provider is not under a direct or intermediate contract to the County, such as a child care provider.

.724 Responsibilities of GAIN Staff

GAIN staff shall take prompt action on information received or personal observations whenever it appears that GAIN funds and/or CalWORKs benefits are being received on the basis of misrepresentation, incorrect or false information.

The following summarizes the responsibilities of GAIN staff:

(a) GAIN Services Workers (GSWs) are responsible for:

- (1) Ensuring participants understand GAIN program requirements and their responsibility to report information that may affect GAIN supportive services payments.
- (2) Ensuring that all inconsistencies in information are resolved before the approval and/or issuance of GAIN payments, or as soon as possible, when such inconsistencies come to the GSW's attention.
- (3) Requesting additional information whenever the authenticity of documentation provided by participants is in doubt.
- (4) Conducting a fact-finding interview about GAIN-related fraud with the participant.
- (5) Referring GAIN participant cases, through the GAIN Fraud Liaison, to WFP&I for investigation whenever there is evidence of supportive services overpayments due to suspected or actual fraud.
- (6) Referring service providers who are *under* contract to the County, and who are suspected of fraud, to GAIN Division at Administrative Headquarters via a GN 6073, Report of Suspected Service Provider Fraud (Provider Under Contract to the County).

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- (7) Referring service providers suspected of fraud, who are *not under* contract to the County, to WFP&I via a PA 140, Request for Investigation – Suspected Fraud.
- (b) GAIN Services Supervisors (GSS) and Administrative Staff are responsible for:
 - (1) Maintaining fraud referral controls.
 - (2) Ensuring that referrals are correct and complete when submitting them for investigation.
 - (3) Ensuring corrective action is taken by GSWs based on outcomes of the fraud referrals.

.725 Fact-Finding Interview - Suspected GAIN Fraud

When GAIN fraud by participants is suspected, the GSW shall conduct a fact-finding interview to obtain information needed to substantiate the fraud allegation. This includes facts needed to determine the amount of supportive services overpayments. When appropriate, the fraud referral is initiated using this information.

The GSW shall schedule an interview with the participant, as soon as possible, when there are grounds to suspect a supportive services overpayment has occurred based on misrepresentation/misuse, but no later than 30 calendar days after the date of discovery.

.73 Referral Process

Upon receipt of a fraud allegation or when fraud is suspected, the GSW is responsible for taking appropriate action by providing necessary information to the appropriate DPSS section/division.

.731 GAIN Participant Fraud

Fraud referrals are only made when participants do not agree to repay supportive services overpayments and deny allegations.

The GSW must enter all known pertinent information on the PA 140.

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The PA 140, along with a copy of the overpayment computation record, is sent directly to WFP&I via the Fraud Liaison. A photocopy of the PA 140 is retained in the GAIN Participant Record Folder (GPRF).

.732 CalWORKs Fraud

When welfare fraud is suspected, the GSW will provide the Eligibility Worker (EW) with all known information to substantiate the allegation. The GSW will complete the PA 140 and forward it, via the GSS, to the designated Fraud Liaison for processing. A photocopy of the PA 140 is retained in the GPRF.

.733 Service Provider Fraud (Provider Under Contract to the County)

The GSW will complete the GN 6073 whenever fraud or potential fraud is suspected on the part of a GAIN services provider who is under contract to the County. This form will be forwarded to GAIN Division at Administrative Headquarters for processing. A copy of the GN 6073 is filed in the GPRF whenever a GAIN participant is involved.

.734 Service Provider Fraud (Provider Not Under Contract to the County)

The GSW must enter all known pertinent information on the PA 140. The GSW is to additionally note at the top of the PA 140 the following:

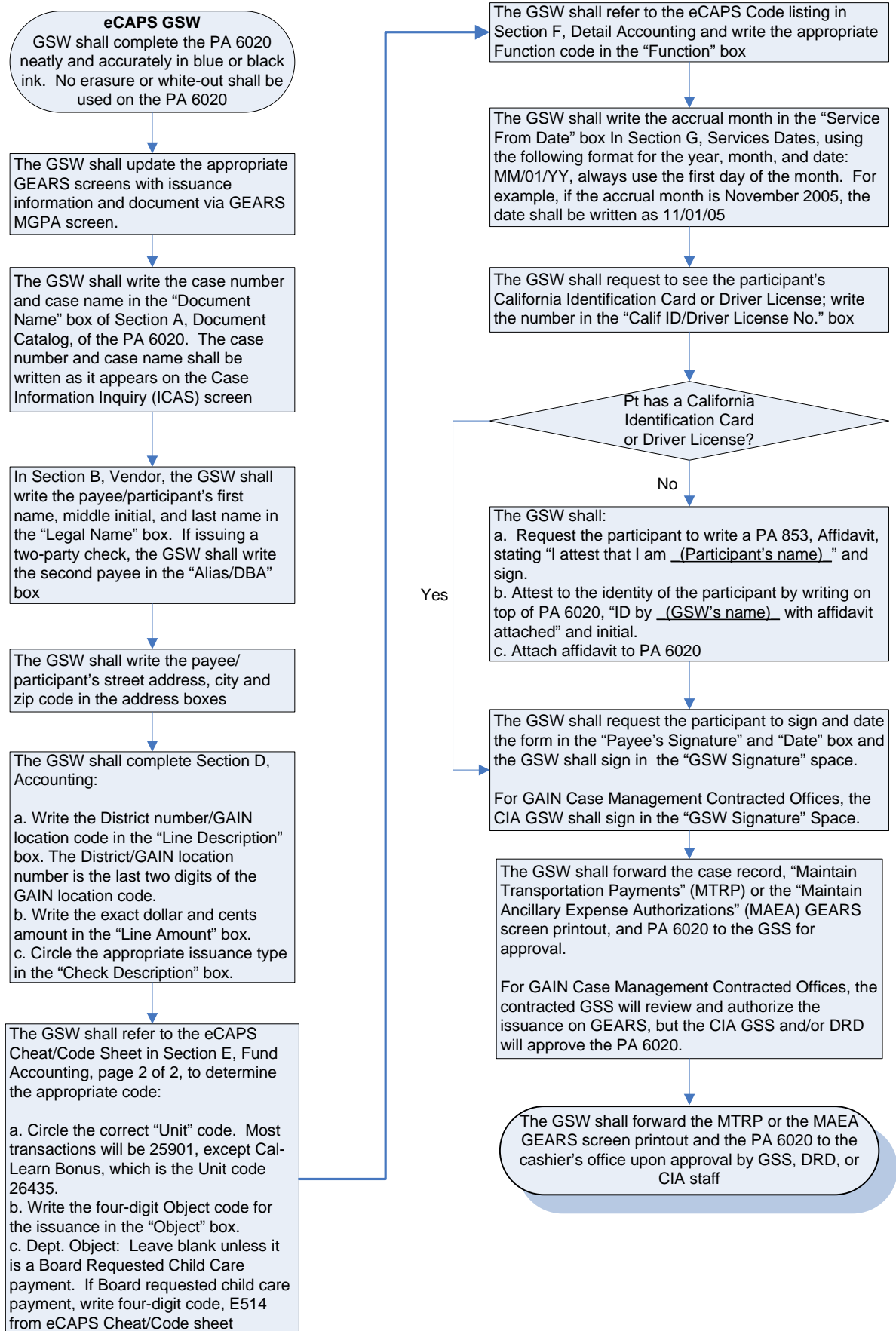
"GAIN PROVIDER FRAUD"

The PA 140, along with a copy of any available overpayment computation information, is to be sent directly to WFP&I via the Fraud Liaison. A photocopy of the PA 140 is retained in the GAIN Participant Record Folder (GPRF).

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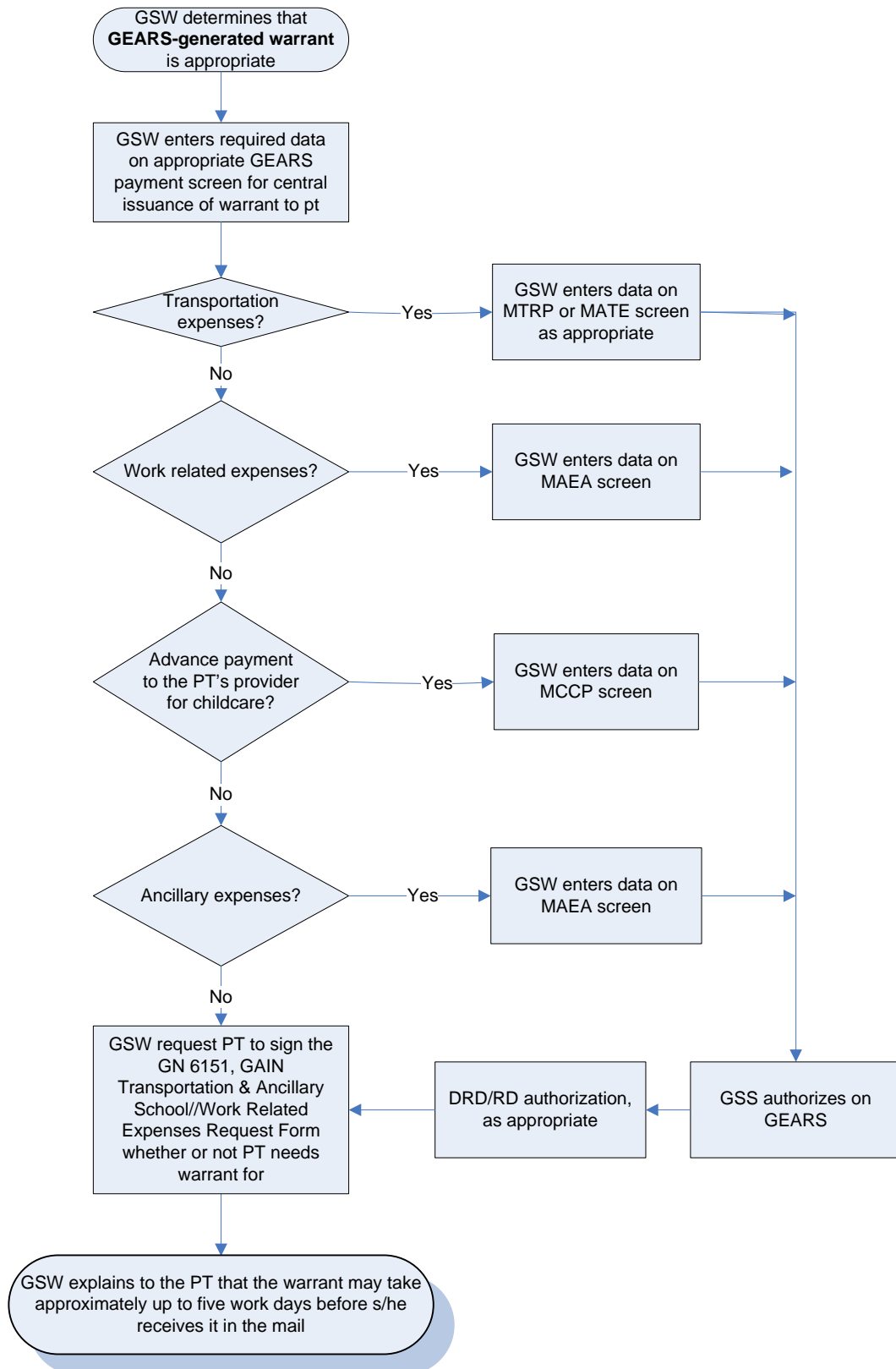
1613 DECISION CHARTS

.1 eCAPS Procedures Decision Chart



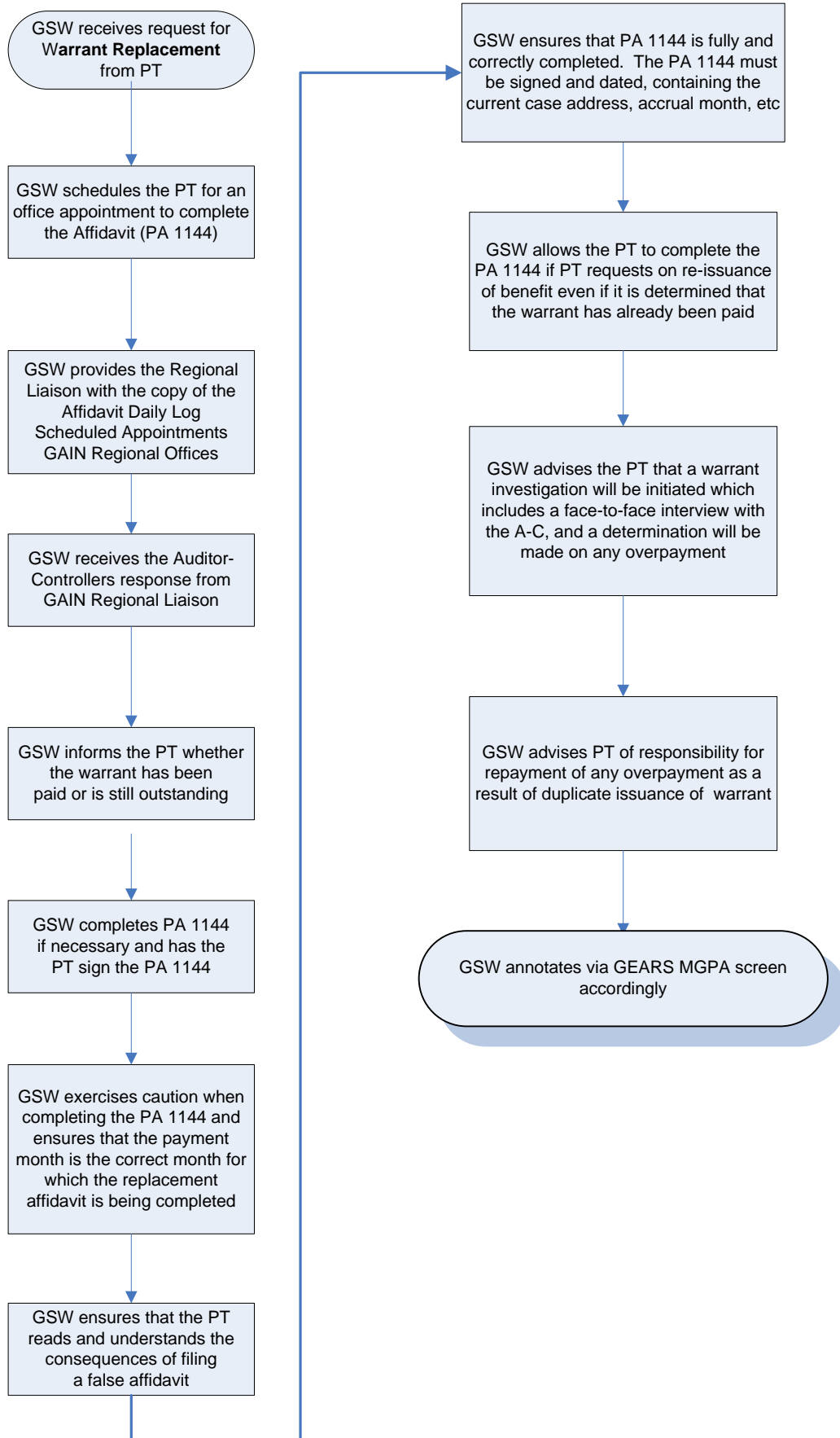
1613 **DECISION CHARTS**

.2 Warrant Issued by GEARS Decision Chart



1613 **DECISION CHARTS**

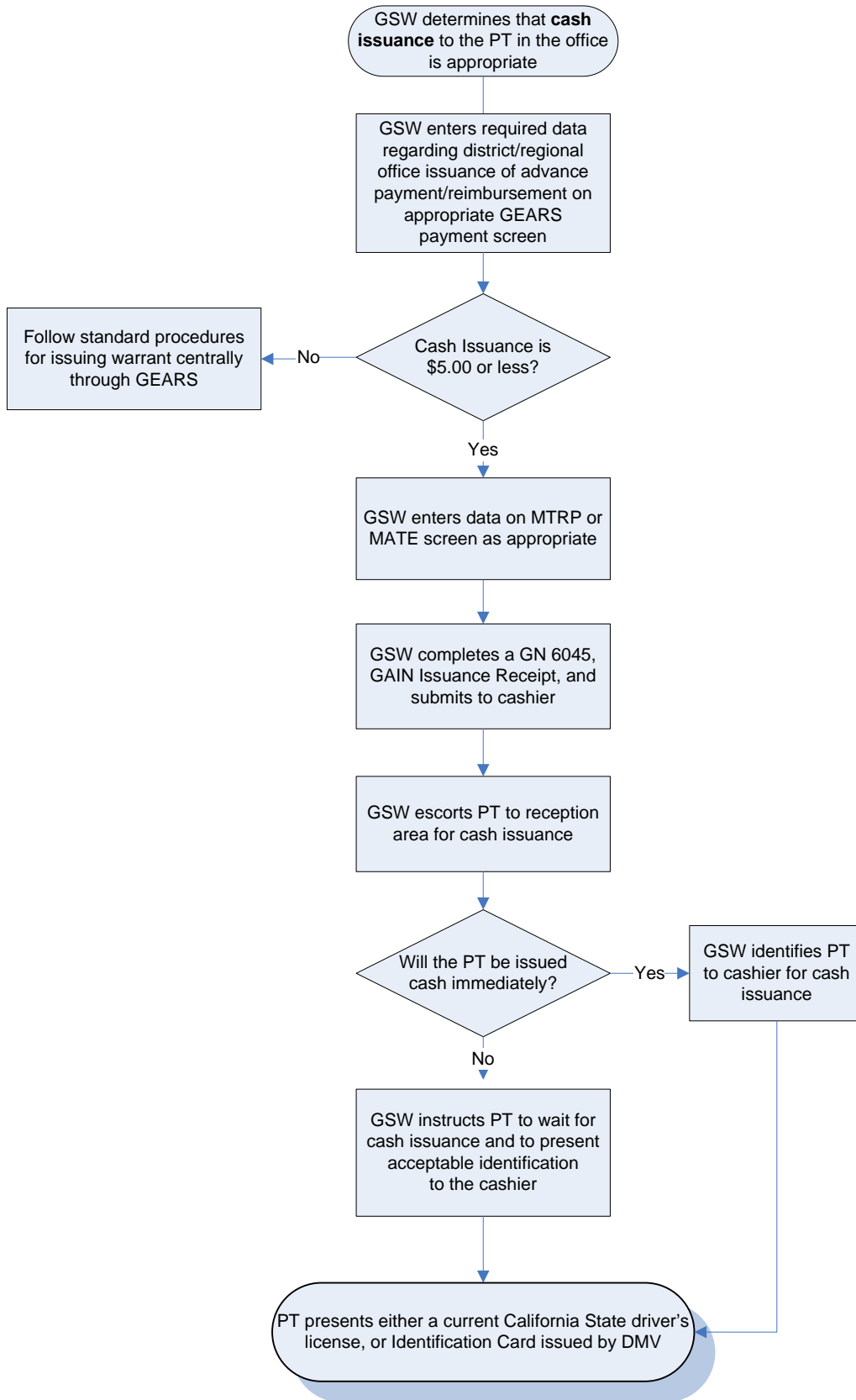
.3 Warrant Replacement Decision Chart



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1613 DECISION CHARTS

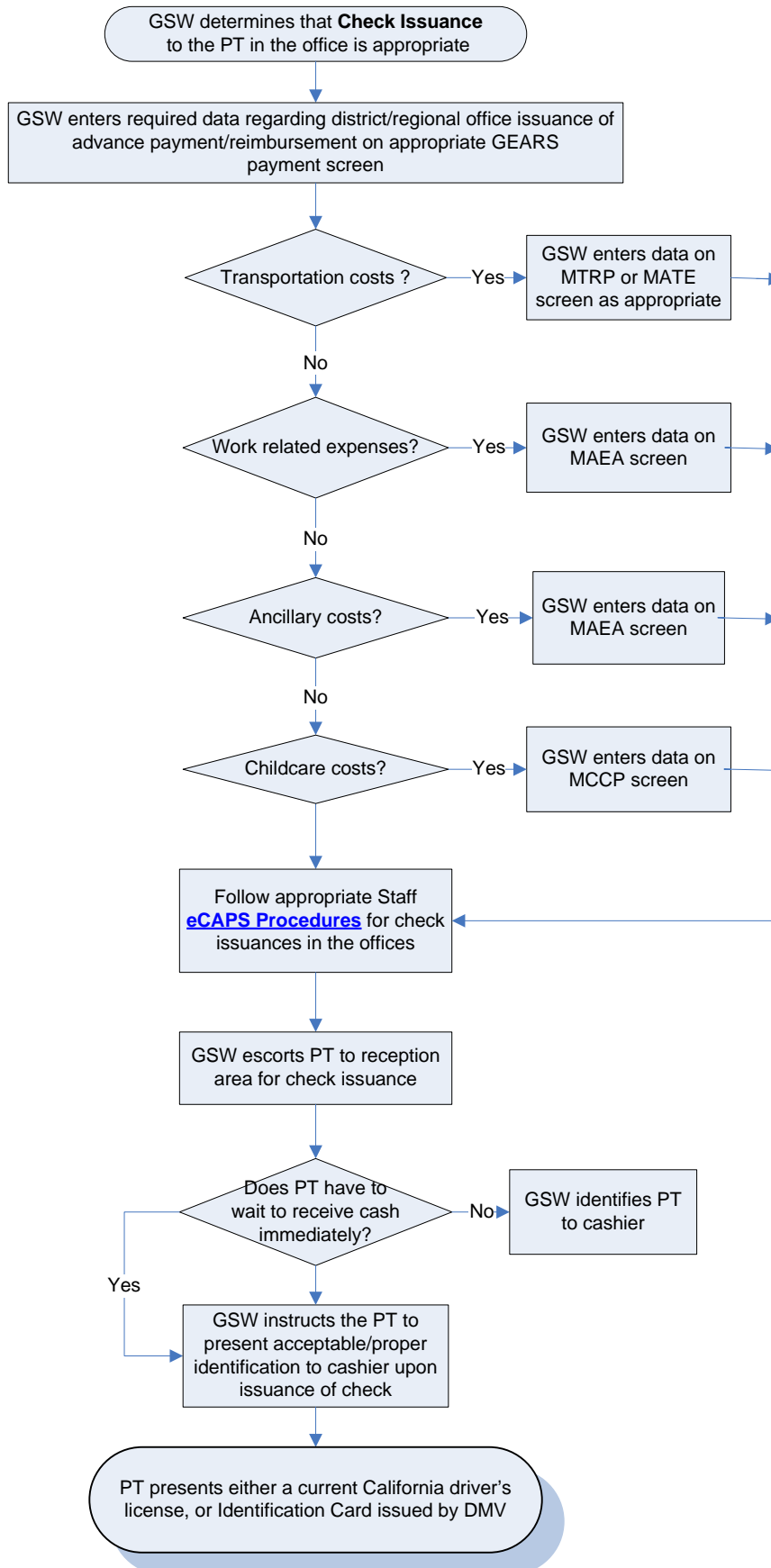
.4 Cash Issuance in Office Decision Chart



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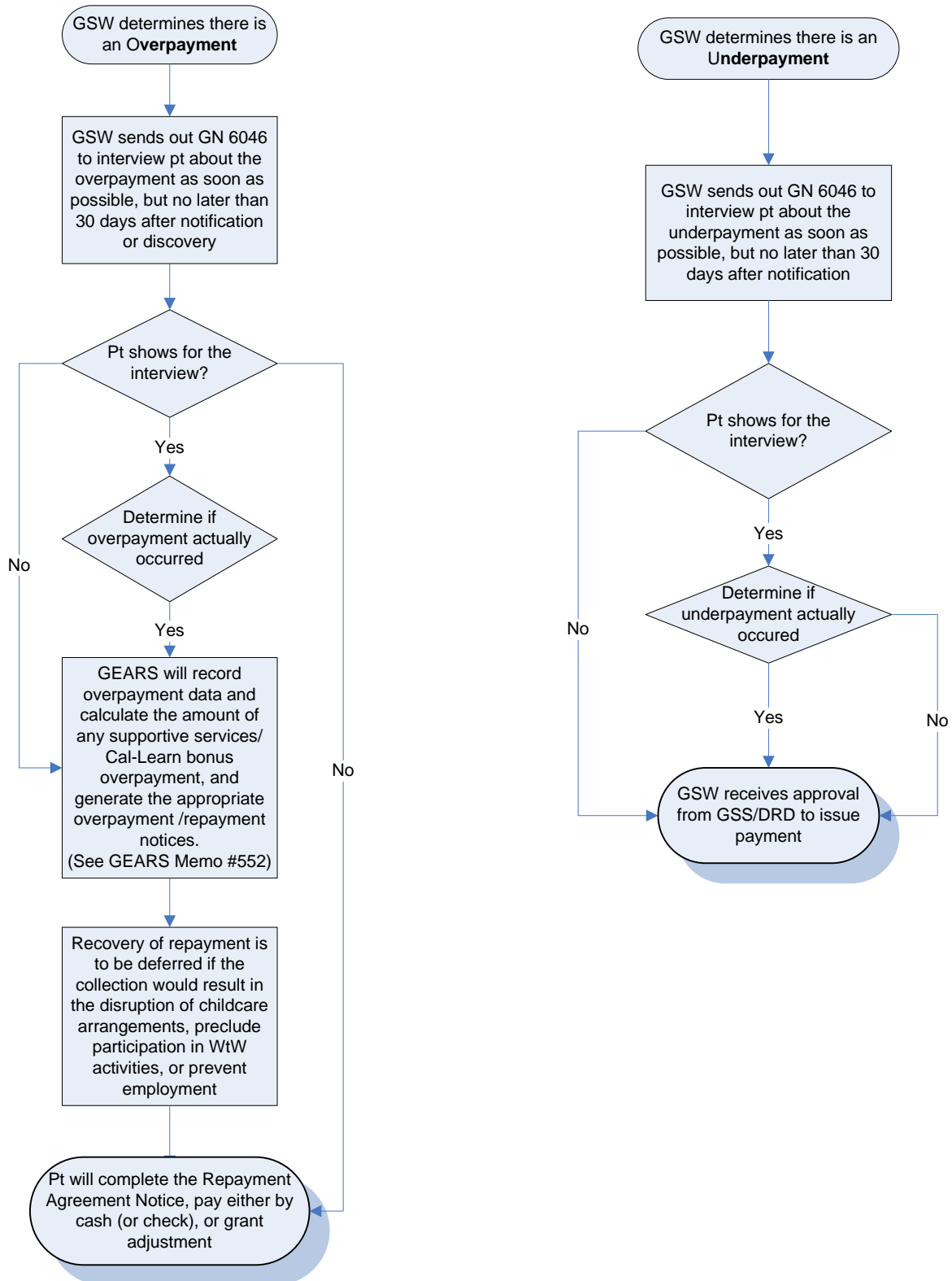
1613 DECISION CHARTS

.5 Check Issuance in the Office



1613 **DECISION CHARTS**

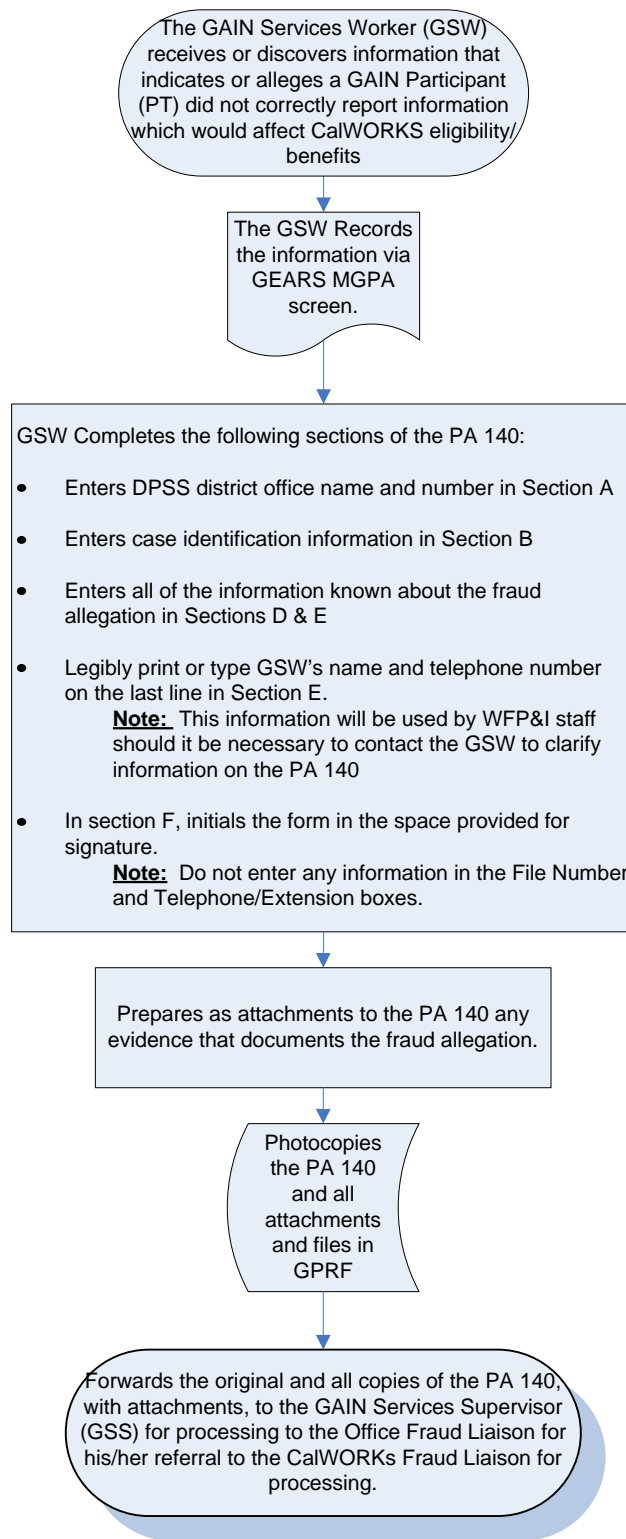
.6 Overpayment/Underpayment Decision Chart



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1613 DECISION CHARTS

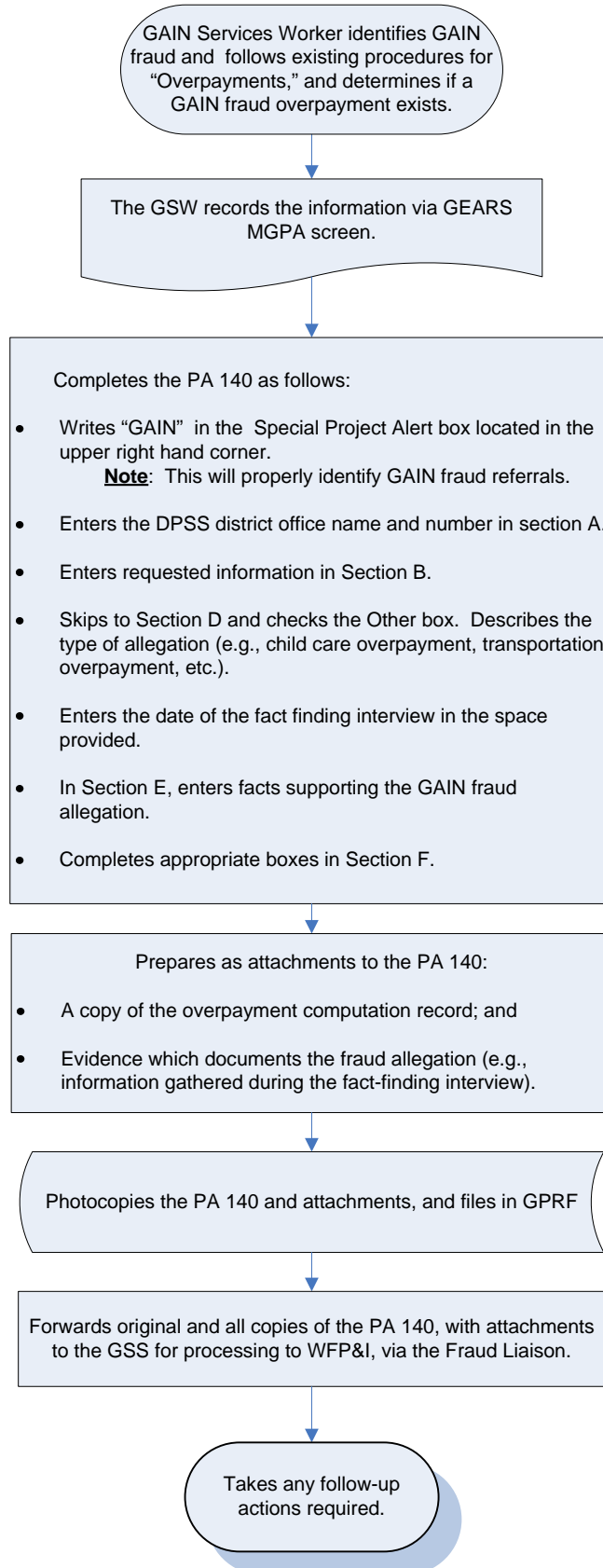
.7 GSW - CalWORKSs-Related Fraud Procedures



CHAPTER 1600 – PAYMENTS

1613 DECISION CHARTS

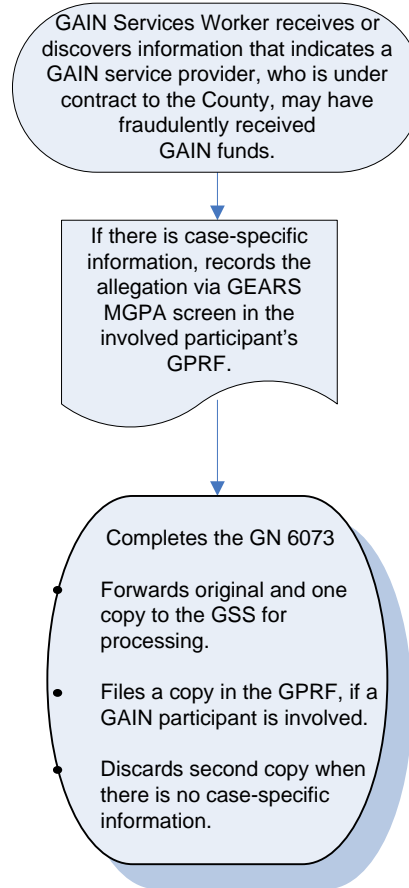
.8 GSW – GAIN-Related Fraud Procedures



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1613 DECISION CHARTS

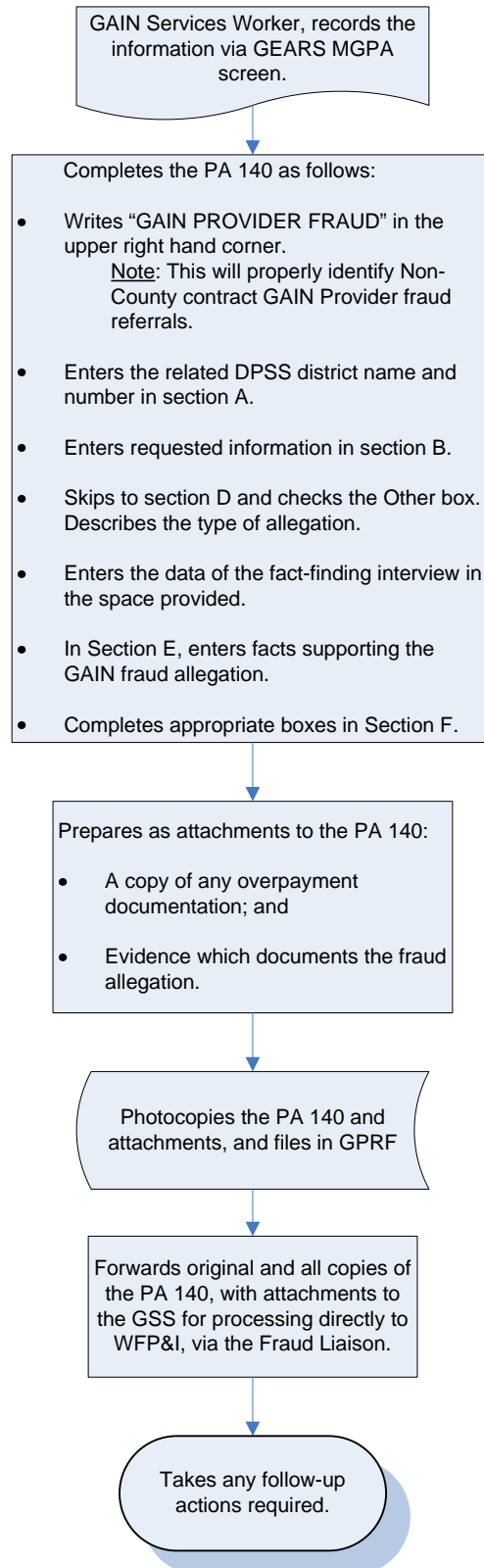
.9 GSW – Fraud Allegations Against Contracted Service Providers



CHAPTER 1600 – PAYMENTS

1613 DECISION CHARTS

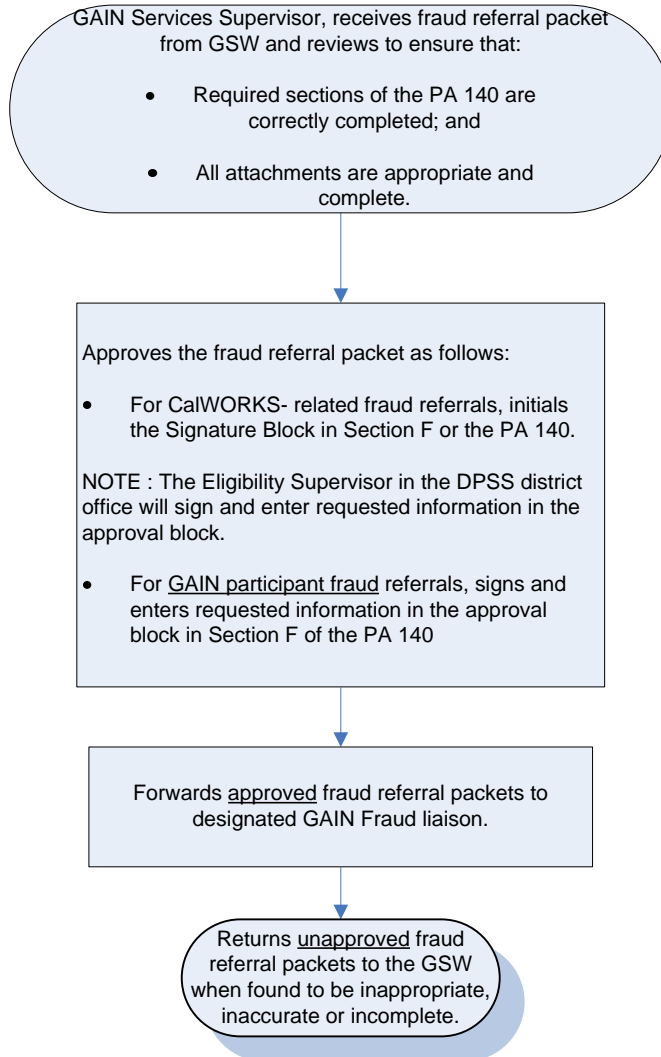
.10 GSW - Fraud Allegations Against Non-County Contracted Service Providers



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1613 DECISION CHARTS

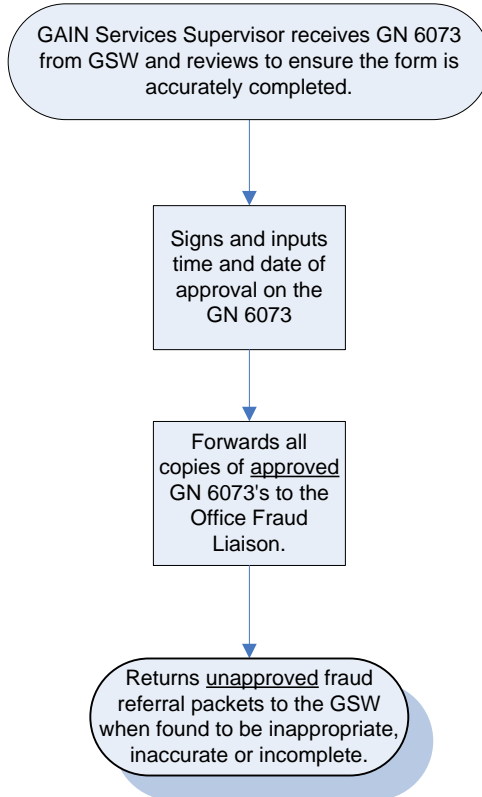
.11 GSS – CalWORKs and GAIN Fraud Referral Packet Procedures for GSS Decision Chart



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1613 DECISION CHARTS

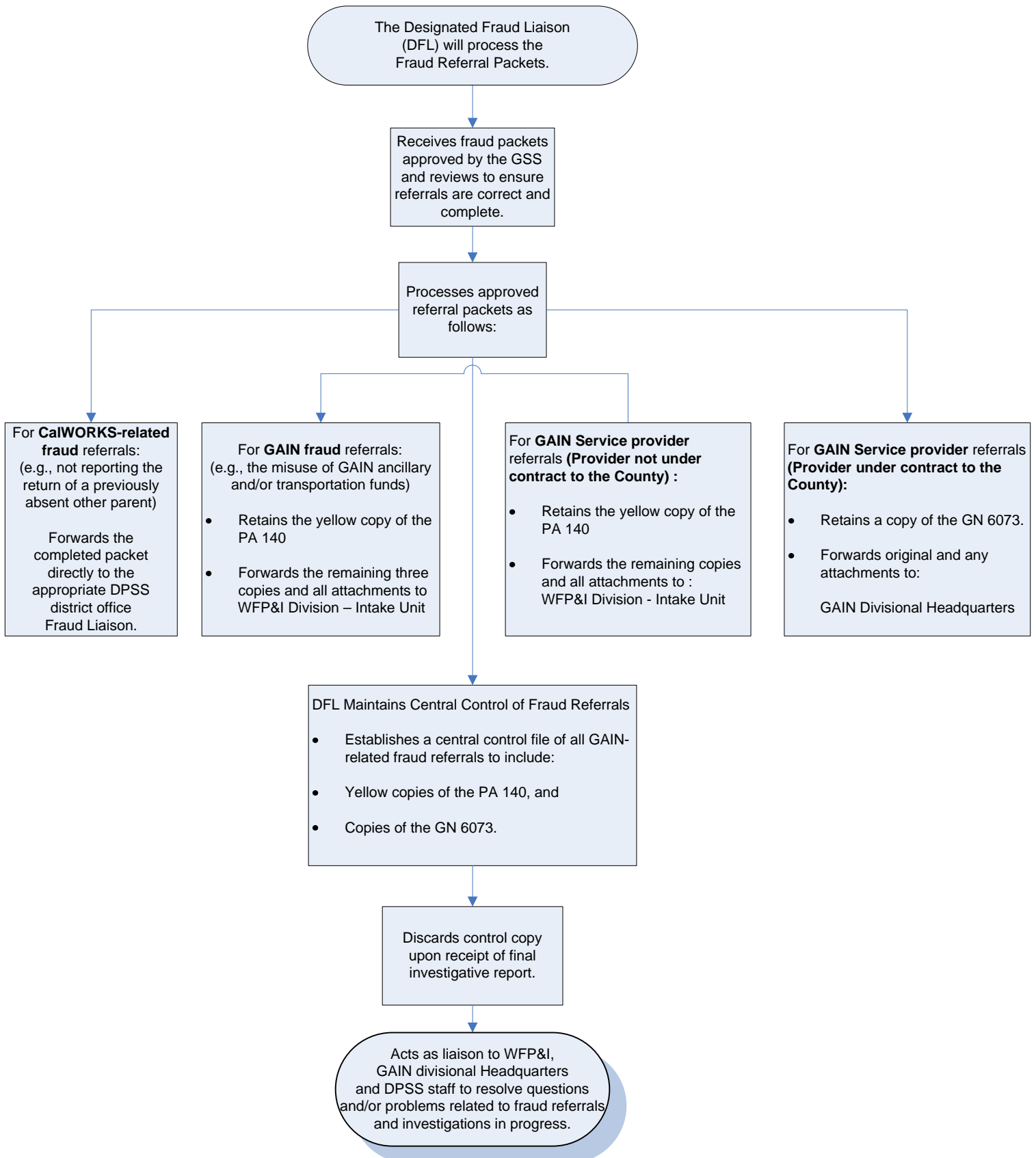
.12 GSS – Allegations Against Non-County Contracted Services Providers Decision Chart



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1613 DECISION CHARTS

.13 Fraud Decision Chart for Designated Fraud Liaison



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1613 DECISION CHARTS

.14 Overpayment Adjustments Per ASH

