Update 2007-3: Common Place Handbook
Warrants/Checks Replacement Revisions

Background

An enhancement to the Issuance Status is incorporated into CalWIN with Minor Release Package 13.14. These modifications require changes in our business processes when canceling warrants/checks.

Changes

The following changes will occur when a warrant/check is to be reissued for a different payee and/or amount, or replaced for the same payee and amount either through the batch or on-line process:

Same Payee and Amount

Previously, when an Eligibility Worker (EW) notified the Benefits Issuance Unit (BIU) of the replacement of an outstanding warrant, BIU cancelled the warrant for the EW. Once BIU canceled the warrant, the Eligibility Work Supervisor (EWS) had to intervene and change the Issuance Status from “Canceled” to “Replaced.” CalWIN then reissued the replacement in the nightly batch run or the check was hand-issued to the client in the office.

Effective February 12, 2007, the need for EWS intervention is eliminated. BIU will no longer change the status to cancelled. Instead, BIU will change the status to “Replaced” and make the necessary entries into CalWIN to replace the warrant either via the batch or on-line process. CalWIN will automatically reissue a warrant through the batch nightly run, or the EW may reissue a hand-issued check in the office.

[Refer to “Replacement Procedures for Same Amount/Payee”, page 32-11 for detailed procedures]
Different Payee and/or Amount

When reissuing a warrant with a different amount and/or payee, the process is slightly modified to a two-day process. Once the EW faxes the “Fax Request for Benefit Issuance Action” (SC 274) to BIU, BIU will cancel the warrant on Day 1.

On Day 2, BIU will “Cancel Confirm” the warrant. After the cancel confirm action is taken, the EW must update case data and may issue the warrant either via the batch nightly run or on-line.

[Refer to “Reissuing Procedures for Different Amount/Payee”, page 32-14 for detailed procedures]

Implementation

These procedures are effective on February 12, 2007, with the implementation of CalWIN Minor Release Package 13.14.

Forms

The “Fax Request For Benefits Issuance Action” (SC 274) is modified with a revision date of 01/07 to conform to these changes. The SC 274 will be revised and posted on-line the week of February 5, 2007.

Clerical

OMCs must review this update with their respective staff to ensure they are informed of the changes in warrant replacement procedures.

Kudos

Many thanks to Patricia Sun and Diane Aldrich for assisting Program in revising this chapter.