

Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision # 1025
Category Loss, Theft, Destruction or Non-Receipt of a Warrant
Issued April, 25, 2019
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Summary

Updating warrant replacement process and correcting forms.

See below for edited text:

Loss, Theft, Destruction or Non-Receipt of a Warrant to Clients or Vendors

Revised March 25, ~~2014~~2019

WAC 388-412-0035 Loss, theft, destruction or nonreceipt of a warrant issued to clients and vendors.

- **Clarifying Information**

Clarifying Information - WAC 388-412-0035

1. The department does not replace lost or stolen cash. Do not replace a warrant which was endorsed by the payee as this is considered to be the same as cash.
2. Before replacing a warrant we must learn if it was redeemed. The ~~Office of the State Treasurer (OST) Inquiry System~~ Division of Finance and Financial Recovery (DFFR) can be used to determine whether a warrant was endorsed and redeemed. If a warrant was redeemed but the client claims they have not received or endorsed the warrant, the worker will not replace the warrant and must determine if the warrant should be replaced must notify the Office of Accounting Services (OAS).
3. If a client makes numerous requests for replacement warrants ~~the department is staff must to~~ investigate the need for a protective payee and establish one; if it is in the best interest of the client to do so.
4. If the original warrant is redeemed by the state treasurer, the department takes the necessary action to collect repayment.

Worker Responsibilities - WAC 388-412-0035

Reported loss:

1. The worker:
 - a. Gets all facts surrounding the report of loss;
 - b. Explains to the client that ~~when their cases where the~~ Division of Fraud Office of Fraud and Accountability (OFA) determines that both the original and replacement warrants are endorsed by the client:
 - i. An intentional overpayment is established;
 - ii. The grant is reduced by ten percent each month until the overpayment is recouped; and
 - iii. They May be referred to the county prosecutor for criminal prosecution.
 - c. Assesses the reported facts and make a judgment of the validity of the report using the following sources:
 - i. The Registration and Control of Negotiable (RCN) program to determine if the warrant returned to the CSO; If it was not returned:
1.—
 - ii. Email the following information to ~~Contact~~ DFFR- at DSHS RE ESA SW DFFR AP/AR(link the email address here) OST to determine if the

warrant was redeemed: ~~by sending an email to DSHS RE ESA SW DFFR AP/AR. The email should contain the following information:~~

1. Warrant number;
2. Date on the warrant;
3. Amount of warrant; and
- 2.4. Payee name.

d. Requires the payee to report the non-receipt or theft to the post office or police, as appropriate and documents how this was verified (such as a police report);

i. Ask the payee to sign a DSHS 07-008(X) Affidavit of Lost, Stolen, or Destroyed Warrant. Follow the form's instruction for distribution of the form to complete the cancellation.

~~d.e.~~ If the payee is on the phone, give them the option of having CSD mailing them the form, or coming into the office to complete the form.

~~e.a.~~ Determines an appropriate course of action; and

~~f.a.~~ Informs the client in writing of the action taken.

~~2.~~ If DFFR reports the warrant was not redeemed, the worker must take the following actions to decide to replace the warrant, they;:, the worker:

2.

a. Cancel the warrant in the RCN system. See RCN warrant cancellation in the Barcode manual.

~~a.b.~~ Asks the payee to sign a ~~Affidavit of Lost, Stolen, or Destroyed Warrant.~~ Follow the forms instruction for distribution of the form. Forward the DSHS 07-008(X) to the assigned Office Support staff to cancel the warrant in the RCN system following the instructions on the form.

~~b.c.~~ Authorizes a replacement warrant within five working days from when the decision was made; and

d. Documents all actions taken in ACES 3G;. ~~Determines an appropriate course of action; and~~

~~—~~ Informs the client in writing using the general correspondence letter of the action taken.

e.

3. If DFFR reports the warrant was redeemed, the worker does not replace the warrant. Follow instructions 1 and 2 below for **Redeemed warrants and affidavits of forged endorsement** and document all actions taken in ACES 3G.

~~2.~~ **NOTE:** See the ACES User manual Replacement Benefit for Cash Cases for instructions on how to process a warrant replacement.



Redeemed warrants and affidavits of forged endorsement: If the department learns the original warrant that was replaced is redeemed, request a Disbursements sends the CSO a copy of the signed warrant from DFFR for the client-payee to examine.

1. When the CSO receives this copy, the worker sends a general correspondence letter to the payee within 10 days asking the payee to come to the CSO to examine the signature.
2. When the payee examines the signature and declares it is a forgery, the worker:
 - a. Has the payee sign a DSHS 09-052(X), Affidavit of Forged Endorsement in the presence of a notary; and
 - b. Sends the DSHS 09-052(X) with a copy of the DSHS 07-008(X) ~~DSHS 07-008(X)~~ to OAS, Disbursements.
3. If the ~~payee~~ payee declares the signature is theirs or does not respond, the worker:
 - ~~a. Sends a memorandum to Disbursements immediately;~~
 - ~~b.a.~~ Determines if there was intent to commit fraud;
 - ~~e.b.~~ Establishes an overpayment if the payee benefitted from both the original and replacement warrants; and
 - ~~c.~~ Sends a DSHS 02-182(X), DFI-OFA an automated FRED Rreferral through the Clients Electronic Case Record (ECR) if there was intent to commit fraud.
4. If the vendor declares the signature is theirs, the worker:
 - a. Completes the DSHS 18-398A and emails the Office of Financial Recovery (OFR) at vendorop@dshs.wa.gov to establish the vendor overpayment; and
 - b. Contacts OFA at ReportFraud@dshs.wa.gov to determine if there was intent to commit fraud. The email should include:
 - i. The nature of the suspected fraud
 - ii. The date of the suspected fraudulent activity
 - iii. Names and contact information for the payee
 - iv. Monetary impact
 - v. If the overpayment was initiated

Office of Accounting Services

Central Operations,

PO Box 45842

MS: 45842

Olympia, WA 98405-5845

NOTE: The payee may have signed both warrants but the ~~payee~~ may not have realized that they did due to confusion or mental deficiency. If unsure of intent, establish the overpayment based on ~~DFI's~~ OFA's findings.

Office of Accounting Services

Central Operations, SOL Desk
PO Box 45845
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Olympia, WA 98405-5845

5. Requests for a warrant are processed weekly and returned via campus

If the payee is not sure if the signature is theirs, or they do not come into the office to examine the signature, the worker:

- a. Initiates a FRED referral through the Client's Electronic Case Record (ECR) Sends a DSHS 02-182(X) attaching a copy of the endorsed warrant;
- ~~a.b.~~ If the payee is a vendor, contact OFA at ReportFraud@dshs.wa.gov determine if there was intent to commit fraud.
- ~~b.c.~~ Takes the appropriate action based on DFI's OFA's findings;
- ~~e.~~ Has If they are in the office, has the client-payee sign the DSHS 09-052(X), DSHS 09-052(X) when DFI-OFA determines that the payee did not redeem both warrants; and
- d.
- ~~d.~~ Sends the DSHS 09-052(X) to OAS Disbursements.
- e.

- ~~d.~~ If the payee does not come into the CSO to examine the signature, the worker:
 - ~~i.~~ Sends a DSHS 09-182(X) to DFI to determine if there was intent to commit fraud; and
 - ~~ii.~~ Take appropriate action based on DFI's findings

Replacing ~~Lost or~~ Out-of-Date SSP Warrants

- 1. When If the warrant is out-of-date, send the warrant along with a note requesting replacement. Include the worker's name and phone number. Send to a payee reports a lost SSP warrant an out-of-date warrant, do not replace the warrant.
- ~~1.2.a~~ Ask the payee to sign a DSHS 07-008(X) DSHS 07-008(X)-Affidavit of Lost, Stolen, or Destroyed Warrant.
- ~~2.3.~~ Send the notarized affidavit along with the warrant and a note asking to replace the warrant to OAS. Follow the instructions on the form. worker's name and phone number to the address at the top of the form.

NOTE: CSD staff will only replace a warrant if that warrant was not endorsed by the payee and was not cashed. If the warrant was endorsed by the payee the warrant is not replaced. If the original warrant was cashed or is out-of-date, the payee completes the DSHS 07-008 (X) and OAS will make a determination if the warrant will be replaced.

- ~~3. If the warrant is out of date, send the warrant along with a note requesting replacement. Include the worker's name and phone number. Send to:~~

Requesting Copies of Warrants:

1. To receive a copy of a warrant, ~~contact your regional fiscal office~~ email DFFR at DSHS RE ESA SW DFFR AP/AR and include the following information:

- ~~1. Include the following information in the request~~

- a. Warrant number;
- b. Date on the warrant;
- c. Amount of warrant; and

~~Payee name.~~

- d. Payee name.