

Compliance Audit

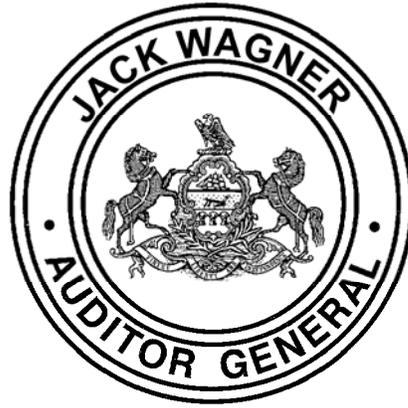
of the

Commonwealth of Pennsylvania  
Department of Public Welfare  
*Wayne County Assistance Office*

Audit Period

June 28, 2003 to July 29, 2005





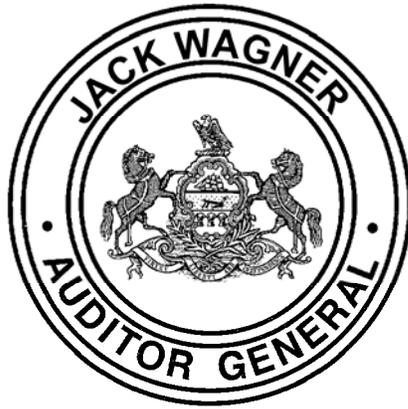
Compliance Audit

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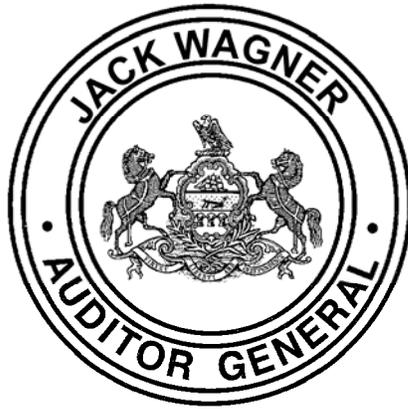
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## **Report of Independent Auditors on Compliance**

The Honorable Edward G. Rendell  
Governor  
Commonwealth Of Pennsylvania  
Harrisburg, Pennsylvania 17120

Dear Governor Rendell:

The Department of Public Welfare, through its County Assistance Offices, determines eligibility for cash assistance, medical assistance, and food stamps according to established policies and procedures. By the authority of Pennsylvania Code, Title 55, Chapter 109, the Department of the Auditor General audits these County Assistance Offices.

Our audit of the Wayne County Assistance Office covering the period June 28, 2003 to July 29, 2005, included procedures to determine compliance with Department of Public Welfare regulations, governing laws, and administrative rules regarding the disbursement of benefits and the management of the County Assistance Office. Audit criteria are listed in the Appendix to this report; however, depending on the issues encountered in the audit sample, not all listed criteria may apply to this particular audit. Procedures included examining, on a test basis, evidence in support of benefits provided, reviewing documentation of County Assistance Office actions and interviewing County Assistance Office personnel and welfare recipients. In addition to the eligibility review, we evaluated the Overpayment Control System.

Our eligibility reviews identified non-monetary exceptions as well as \$6,609 in net monetary exceptions. Overpayments totaling \$18,348 that were not appropriately referred to the Office of Inspector General for collection were identified during our review of the Overpayment Control System. Our audit disclosed a total of \$24,957 in exceptions.

It should be noted that as a result of Internal Revenue Code §6103, the Department of the Auditor General no longer has access to Income Eligibility Verification System exchanges 4 and 5. Because this poses a scope limitation, exceptions may exist in excess of those disclosed during our audit.

This report is intended for the benefit of the Wayne County Assistance Office management, Department of Public Welfare officials and Office of Inspector General officials. It is not intended to be and should not be used by anyone other than these specified parties.

Sincerely,

JACK WAGNER  
Auditor General

September 8, 2005

**Commonwealth of Pennsylvania  
Department of Public Welfare  
Wayne County Assistance Office**

**BACKGROUND INFORMATION**  
**AND**  
**OBJECTIVES, SCOPE, AND METHODOLOGY**

## ***Background Information***

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### **Department of Public Welfare**

The Department of Public Welfare (DPW) provides money, Food Stamps (FS), Medical Assistance (MA) and other services to needy recipients in Pennsylvania. DPW administers these services locally through a County Assistance Office (CAO), or in larger counties, through a District Office (DO). We conduct audits in all 67 counties throughout Pennsylvania.

DPW, through its Office of Income Maintenance, is responsible for analyzing, interpreting, developing and maintaining the regulatory policy for all federal and state funded public assistance benefit programs. DPW also provides policy clarifications to guide the application of its regulations.

DPW created the Cash Assistance Handbook (CAH), the Food Stamp Handbook (FSH), and the Medicaid Eligibility Handbook (MEH) to provide guidance to income maintenance caseworkers at the CAOs and DOs. The handbooks give the caseworker direction on how to use financial and non-financial information to determine an individual's eligibility for cash assistance, food stamp, and medical assistance benefits. The CAH provides guidance on Temporary Assistance to Needy Families (TANF) and General Assistance (GA). TANF is a federally-funded program which provides money for dependent children who are needy because financial support is not available from their parents. The payment is made to parents or relatives who care for the children in family homes. GA is a state-funded program which provides money primarily to single individuals and childless couples who do not have enough income to meet their basic needs. The FSH provides guidance for administering the Food Stamp Program which is operated jointly by the U.S. Department of Agriculture, Food and Nutrition Service, and DPW. The MEH provides guidance for administering the Medical Assistance Program to clients who are eligible for cash assistance, Nonmoney Payment, or Medically Needy Only benefits. DPW makes direct payments to practitioners and vendors for services, medications, and medical supplies.

## ***Objectives, Scope, and Methodology***

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The Department of the Auditor General (Department), Bureau of Public Assistance Audits conducts audits of CAOs to determine compliance with DPW regulations that pertain to recipient eligibility and the disbursement of cash and food stamps. Additionally, the Bureau reviews the CAO's management policies and their implementation as they relate to the areas we audited. Audit reports providing factual, relevant and useful information are then sent by the Auditor General to the Governor, DPW, the Office of Inspector General (OIG) and certain state legislators.

The audit included eligibility reviews of a sample of public assistance cases for the audit period June 28, 2003 to July 29, 2005. We also reviewed the CAO's implementation of procedures for the Overpayment Control System to determine compliance with regulations and policies.

Criteria used in conducting the audit are contained in the publications listed in the Appendix of this report.

Results from the eligibility reviews of the sample of public assistance cases as well as the procedural reviews apply only to CAO files, records, and systems. However, because DPW establishes the CAO policies and procedures as well as maintains their computer information system, the deficiencies and/or exceptions identified during our audit may need to be corrected by DPW. Therefore, our recommendations are directed to DPW as well as the Wayne CAO.

As previously noted, due to Internal Revenue Code §6103, the Department no longer has access to recipient resource information contained on Income Eligibility Verification System exchanges 4 and 5. (Exchange 4 contains information from the Social Security Administration (SSA) earnings reference file and Exchange 5 contains information from the Internal Revenue Service unearned income file.) This poses a scope limitation, as the Department can not ascertain whether the Wayne CAO is reviewing information from these two resources as required by Section 1137 of the Social Security Act. Furthermore, without access the Department is unable to verify that the CAO is using all recipient resource information in determining recipient eligibility and calculating benefit amounts.

Reviews of the public assistance cases and the Overpayment Control System detected instances of noncompliance; therefore, we submitted findings in these areas.

## ***Objectives, Scope, and Methodology***

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During the December 27, 2005 exit conference, the Department's staff reviewed these findings and recommendations with the Wayne CAO representatives. We have included CAO personnel comments, where applicable, in this report.

**Commonwealth of Pennsylvania  
Department of Public Welfare  
Wayne County Assistance Office**

**FINDINGS AND RECOMMENDATIONS**

## ***Findings and Recommendations***

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### **I. Random Eligibility Audit Results**

During the course of our audit, we examined 229 out of 415 case records from the Wayne CAO to determine if personnel properly maintained case records in accordance with DPW's policies and procedures, and properly disbursed authorized benefits to eligible recipients in accordance with the rules and regulations established by DPW. We also notified CAO personnel when we discovered ineligible persons receiving assistance. Our audit disclosed 49 exceptions in 44 of the 229 cases examined. A comparison of current audit results to prior audit results can be found in a table in the Audit Summaries section of this report.

Title 55 of the Pennsylvania Code provides criteria for determining public assistance eligibility. Chapter 109 of Title 55 provides for the Department to audit the decisions of the CAOs against the rules and regulations established by DPW.

Our audit of the Wayne CAO included an examination of the case record material as it relates to the proper interpretation and application of the rules and regulations of DPW pertaining to the recipient's eligibility for public assistance. The criteria for our review included, but was not limited to, DPW's:

- Cash Assistance Handbook (CAH);
- Food Stamp Handbook (FSH);
- Supplemental Handbook (SH);
- Income Eligibility Verification System (IEVS) Manual;
- Automated Restitution Referral and Computation (ARRC) Manual;
- Client Information System (CIS) Manual; and
- Operations Memorandum (OPS) & Policy Clarifications

The net monetary value of the 49 exceptions was \$6,609. Of this amount, the most significant exceptions are discussed in the following findings:

- CAO personnel failed to follow applicable DPW procedures (refer to Finding No. 1); and
- CAO personnel failed to verify recipient income (refer to Finding No. 2).

## ***Findings and Recommendations***

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### **Finding 1 - CAO personnel failed to follow applicable DPW procedures**

Our audit revealed that exceptions occurred because CAO personnel failed to follow applicable DPW procedures. The most notable exceptions are grouped into the following areas:

- **Automated Restitution Referral and Computation (ARRC) System.**

The ARRC system is a database system designed to track potential overpayments from the point of discovery through the verification and calculation process to the automated transfer of the established claim to OIG.

During our audit, we found that CAO personnel failed to complete overpayments or failed to compute overpayments timely on ARRC. This resulted in six exceptions, totaling \$1,205 in overpayments and \$1,495 in over-issuances. When verification of an overpayment was received by the CAO, overpayments were not computed on ARRC within the required 60 days. Also, CAO personnel incorrectly entered data on ARRC.

Chapter 910 of the SH and the ARRC Manual both provide guidelines for computing overpayments correctly and timely.

### **Recommendations**

The Wayne CAO should instruct personnel to timely compute overpayments. All verified overpayments should be processed within 60 days of receipt of verification.

- **Supplemental Security Income (SSI)**

GA benefits for individuals with medical issues, also known as Interim Assistance, are conditional upon the recipient's application for SSI benefits. If the SSA denies the recipient SSI benefits the recipient is then required to appeal the denial with SSA to the fullest extent.

Exceptions occurred when personnel failed to ensure that General/Interim Assistance recipients with medical issues applied for Social Security. Personnel also failed to ensure that recipients who were denied SSI appealed their decision. Additionally,

## ***Findings and Recommendations***

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caseworkers failed to utilize information on IEVS exchange 6, which indicates whether or not a recipient applied for SSI or appealed an unfavorable SSI decision.

By failing to ensure that recipients met the SSI requirements, four exceptions occurred. No overpayments were completed for exceptions when the CAO failed to properly advise the recipient of his requirement to appeal. It should be noted that recipients might have received greater benefits from SSI than from public assistance had the CAO properly advised recipients to appeal unfavorable SSI decisions. Consequently, if recipients had obtained SSI benefits, approximately \$1,230 in cash assistance benefits could have been reimbursed to the state.

Chapter 820 for the SH and CAH establish provisions to follow to ensure the above exceptions do not occur.

### **Recommendations**

The Wayne CAO should instruct personnel to review DPW policies and procedures in the above noted handbooks for referring recipients to the SSA. CAO personnel should also review IEVS procedures and set controls for determining SSI applications, denials and appeals.

- **Support Pass-Through (SPT) adjustment**

SPT adjustments are increases in recipients' cash benefits which occur when the Domestic Relations Office forwards child support money for recipients to DPW. Because food stamp benefits are based on a recipient's income, this increase in cash benefits may result in a decrease in the recipient's food stamps.

Exceptions occurred because the automated system failed to timely adjust the SPT to the recipient's food stamp benefits at application/reapplication, even though the information was directly available to the CAO.

The FSH establishes provisions for adjusting the SPT to the food stamp benefits.

Ten exceptions occurred resulting in approximately \$500 in over-issuances.

## ***Findings and Recommendations***

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### Recommendations

SPT income should be reviewed at all applications and reapplications. Because SPT is automatically posted on CIS, DPW should consider updating its' software so that the SPT is adjusted to the food stamp benefits timely.

### **Finding 2 - CAO personnel failed to verify recipient income**

Two exceptions occurred when CAO personnel failed to follow up on lump sum payments received from recipients' workmen compensation checks, resulting in \$2,066 in overpayments.

Chapter 910 of the SH, the CAH, and the FSH contain policies and procedures to follow to correctly determine recipient benefits.

The computation and budgeting determination exceptions were caused by the CAO personnel's failure to properly calculate benefits in accordance with DPW policies and procedures. CAO personnel failed to take countable unearned income, and/or allowable deductions into consideration when completing the budgeting process.

### Recommendations

The Wayne CAO should instruct CAO personnel to review DPW policies and procedures for determining cash and food stamp benefits by considering all income and allowable deductions when completing the budgeting process.

### CAO Management Response

In a January 11, 2006 memo to the Department, the Wayne CAO Executive Director provided the following comment:

“The Staff of the Wayne CAO endeavors to meet all the requirements and procedures of the Department of Public Welfare in providing benefits and support to the families in need in Wayne County. We appreciate the time and efforts of the Auditor General's staff to point out areas in need of review and improvement. During the course of the audit, the Staff of Wayne County Assistance office reviewed and corrected all exceptions noted by the Auditor General's review.

## ***Findings and Recommendations***

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The management of the Wayne County Assistance Office agrees with the findings of this audit and strives to use it to improve performance and accuracy.”

### **Status of Prior Audit Finding**

#### **Overpayments and Other Exceptions Totaling \$16,529 Occurred as a Result of Recipients Withholding Information and Case Record Maintenance Exceptions**

The random sample results of the prior audit covered the period from June 30, 2001 to June 27, 2003 and disclosed potential and actual benefit savings of \$15,770 and administrative underpayments of \$677 and grant increases of \$82.

The prior response to this finding indicated DPW and Wayne CAO personnel agreed with our recommendations and initiated corrective actions.

Our current audit covering the period June 28, 2003 to July 29, 2005 disclosed that inadequate/incorrect recipient information and case record management exceptions continue to occur at the Wayne County CAO. Refer to the bullets to Finding 1 located on pages 9 and 10, for case record management exceptions, and to Finding 2 on page 11 for inadequate /incorrect recipient information for additional discussion on these issues.

## ***Findings and Recommendations***

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### **II. Overpayment Control System**

#### **Finding 3 - Untimely Verification and Referral of Overpayments and Over-Issuances Totaling \$18,348 Occurred as a Result of Procedural Deficiencies in the Overpayment Control System**

We reviewed the Wayne CAO Overpayment Control System to determine if CAO personnel properly investigated suspected overpayments, controlled and documented investigations, and referred verified overpayments timely. From 83 entries listed as pending, completed, or overpayment on the ARRC Daily Caseload Detail Report dated April 7, 2005, we selected 46 cases.

Our review disclosed the following exceptions:

- **In seven cases, CAO personnel failed to process verified overpayments.**

Exceptions occurred when verification of an overpayment was received by the CAO, but the overpayment was not computed on the ARRC system. In some instances, wage verification was not forwarded to clerical personnel appropriately. Since no follow-up was performed to ensure that these overpayments were processed, OIG was not notified within the required 60 days. Lack of internal controls to track and compute overpayments and wage verification resulted in overpayments amounting to \$564 and food stamp over-issuances of \$3,764.

Chapter 910 of the SH and the ARRC Manual both provide guidelines for computing overpayments correctly and timely.

#### **Recommendations**

The Wayne CAO should instruct personnel to process all verified overpayments within 60 days of receipt of that verification. Furthermore, the CAO should review internal control procedures for tracking wage information, computing verified overpayments, and reviewing computed overpayments.

## ***Findings and Recommendations***

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- **In nine cases, overpayments were not computed timely and/or correctly.**

Exceptions occurred when verification of an overpayment was received by the CAO, but the overpayment was not computed on the ARRC system and the CAO failed to notify OIG within the required 60 days. In some instances, data was incorrectly entered on the ARRC system. No follow-up was performed to ensure that these overpayments were computed correctly and/or timely. Failure to complete Overpayment Referral Data Input form to notify the OIG within the required 60 days delayed and jeopardized the recovery of incorrectly disbursed cash payments of \$6,585 and food stamp over-issuances of \$7,435.

Chapter 910 of the SH and the ARRC Manual both provide guidelines for computing overpayments correctly and timely.

### Recommendations

The Wayne CAO should instruct personnel to compute all verified overpayments within the required 60 days after receipt of verification. Overpayments should be done timely and carefully to ensure proper computations were used in determining the amounts of the overpayments.

- **In nine cases, CAO personnel failed to change the disposition code in the ARRC system.**

Exceptions occurred because CAO personnel failed to update a pending ARRC disposition code to “N” when the CAO received case record verification indicating that an overpayment did not occur. Also, caseworker supervisors may have failed to use available reports and ARRC file information.

Failure to change the disposition code in the ARRC system after verification was determined resulted in inaccurate reports and impeded determining the number and status of overpayment investigations.

The ARRC Manual provides guidelines for updating disposition codes in the ARRC system after verification.

## ***Findings and Recommendations***

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### Recommendations

The Wayne CAO should require personnel to update the disposition codes in the ARRC system when verification is received to determine whether or not an overpayment exists. Additionally, CAO management should require their staff to utilize ARRC reports to monitor the status of overpayments.

### CAO Management Response

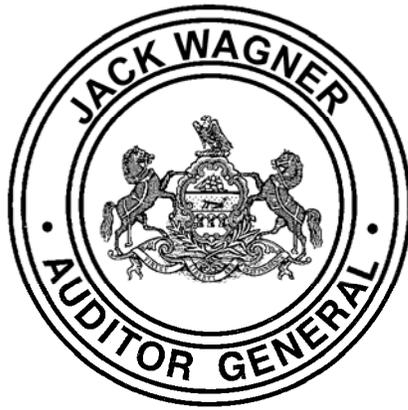
In a January 11, 2006 memo to the Department, the Wayne CAO Executive Director provided the following comment:

“During the course of the audit, the Auditor General’s Staff pointed out inadequacies of our Overpayment Process. . . . The Auditor General’s staff informed us that other offices had solved or avoided those errors by assigning those duties to staff who became ‘specialized’ in that area. After review and discussion Wayne County has adopted that suggestion. A supervisor has participated in a training program with other counties within our area. A caseworker has been assigned specific days (one or two days every week) to resolve overpayment processing. Together the caseworker and supervisor will develop the expertise to process overpayments on a routine scheduled basis within the proscribed time limits. This will also promote the better monitoring of the status overpayments and Automated Restitution Referral and Computation (ARRC) System reports by a small team. Responsibility is localized with the director, one supervisor and one worker.”

### **Status of Prior Audit Finding**

#### **Untimely Referral of Overpayments and Over-Issuances Totaling \$8,167 Occurred as a Result of Procedural Deficiencies in the Overpayment Control System**

Our current audit covering the period June 28, 2003 to July 29, 2005 disclosed that procedural deficiencies continue to exist at the Wayne CAO in the execution of the Overpayment Control System; therefore, a repeat finding was warranted. Refer to the bullets to Finding 3 on pages 13 and 14 for additional discussion of this issue.



**Commonwealth of Pennsylvania  
Department of Public Welfare  
Wayne County Assistance Office**

**AUDIT SUMMARIES  
GLOSSARY  
AND  
APPENDIX**

## ***Audit Summaries***

### **Random Eligibility Audit Results**

	Net Value of Exceptions	Cases Reviewed	Monetary Exceptions	Non-Monetary Exceptions
<b><u>Current</u></b>	\$6,609	229	24	25
<b><u>Prior</u></b>	\$16,529	305	58	22

Monetary exceptions – When recipients withhold information or provide incomplete and/or inaccurate information, or when CAO personnel fail to maintain case records properly, assistance payments may be incorrect and/or ineligible individuals may receive benefits they are not entitled to receive (overpayments) or may not receive benefits that they are entitled to receive (underpayments).

Non-monetary exceptions – These exceptions usually result from missing or incomplete information and/or forms. Although these recipients were eligible for the benefits they received and no monies were inappropriately disbursed, non-monetary exceptions indicate system weaknesses and therefore should be of concern to the CAO.

<b><u>PROGRAM</u></b>	<b><u>No. of Cases</u></b>	<b><u>Monetary Effect</u></b>
CAO personnel failed to complete verified overpayments timely.	9	\$14,020
CAO verified wages but failed to update ARRC to complete the overpayment.	7	\$4,328
CAO personnel failed to change the disposition code in the ARRC system after verification determined it was needed.	9	0
<b>TOTALS: - All Programs:</b>	<b>25</b>	<b>\$18,348</b>

## ***Glossary***

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### **Actual Savings:**

Equal to one month of cash and/or food stamp benefits that were not paid/issued to recipients as a result of the Department's audit establishing recipient ineligibility. Actual Savings include both Case Closures and Grant Decreases.

### **Administrative Underpayment:**

Cash and/or food stamp benefits to which recipients were entitled but did not receive because of County Assistance Office error.

### **Case Closure:**

Equal to one month of cash and/or food stamp benefits that were not paid/issued to recipients as a result of the Department's audit establishing recipient ineligibility.

### **Client Information System (CIS):**

The on-line data base which contains the information necessary to authorize cash, Medicaid, and food stamps.

### **Closed Case:**

A case that is no longer being issued welfare benefits.

### **Countable Income:**

Income that is not exempt or excluded.

### **Grant Decreases:**

Decrease in recipients' monthly benefit(s), which occurred when the Department's audit disclosed that recipients were receiving more than the amount allowable by Department of Public Welfare regulations.

### **Grant Increases:**

Increase in recipients' monthly benefit(s), which occurred when the Department's audit disclosed that recipients were receiving less than the amount allowable by Department of Public Welfare regulations.

### **Legally Responsible Relative (LRR):**

A spouse or the biological or adoptive parent of a TANF dependent child, a TANF minor parent, or a GA unemancipated minor child under age 19 or a GA minor parent. This term does not include putative fathers.

## ***Glossary***

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### **Non Fraud Overpayments:**

Non fraud is defined in PA Code 55 § 255.2 (Public Assistance Manual) as:

“An overpayment resulting from the client’s misunderstanding of eligibility requirements or of his responsibility for providing the county office with information, from the innocent concealment of facts, or from county office omission or administrative error in securing or action on information.”

### **Potential Savings:**

Equal to the cash and/or food stamp benefits that were paid/issued to recipients erroneously (i.e. overpayments and over-issuances).

### **Recoupment:**

A recovery method in which a client’s benefits are reduced to repay an overpayment claim.

### **Reimbursement:**

Money owed by recipients for cash benefits they received while waiting for a lump sum payment from sources such as a lawsuit, insurance, Supplemental Security Income, etc.

### **Rescinded Overpayments:**

Cash and/or food stamp benefit amounts that have been removed from the County Assistance Office overpayment ledger due to duplication.

### **Supplemental Security Income (SSI):**

A federal program funded by general tax revenues and administered by the Social Security Administration. Provides cash to aged, blind, and disabled persons who have little or no income to meet basic needs for food, clothing, and shelter. Received in lieu of cash grants from Public Welfare; however, SSI recipients can qualify for food stamps and medicare. Both children and adults can qualify for SSI.

### **Support Pass-Through (SPT):**

An increase in the recipient's cash benefits which occurs when the Domestic Relations Office forwards child support money for recipients to the Department of Public Welfare. Because food stamp benefits are based on a recipient's income, this increase in cash benefits may result in a concurrent, but not equal, decrease in the recipient's food stamps.

## ***Appendix***

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### The Department of Public Welfare Cash Assistance Handbook

<b><u>Chapter</u></b>	<b><u>Title</u></b>
103	General Information
104	Application
105	Category
107	The Agreement of Mutual Responsibility
110	Budget Groups
113	Strikers
114	Students
120	Identity
121	Age
122	Citizenship
123	Residence
127	Specified Relative
129	Deprivation
131	Support Pass Through
135	Employment and Training Requirements
136	Interim Assistance
138	Allowances and Benefits
140	Resources
150	Income
152	Self Employment Income
160	Income Deductions
167	Prospective/Retrospective Budgeting
168	Determining Eligibility and Payment Amount
170	Reporting Changes
171	TANF Monthly Reporting
175	Disbursement Procedures
176	Redeterminations
178	Verification
180	Issuing Benefits
181	Delayed and Corrective Payments

## ***Appendix***

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### The Department of Public Welfare Food Stamp Handbook

<b><u>Chapter</u></b>	<b><u>Title</u></b>
503	General Information
504	Application
506	Expedited Service
510	Households
511	Living Arrangements
512	Categorical Eligibility
513	Strikers
514	Students
522	Citizen/Non-Citizen
523	Residence
535	Employment/Training Requirements
540	Resources
550	Income
560	Income Deductions
567	Prospective/Retrospective Budgeting
568	Computing Eligibility and Allotment
576	Recertification
578	Verification Requirements

### The Department of Public Welfare Supplemental Handbook

<b><u>Chapter</u></b>	<b><u>Title</u></b>
805	Audits
910	Overpayment Recovery
915	Reimbursement
930	Safeguarding Information

## ***Appendix***

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### Other Department of Public Welfare Policies

<b><u>Policy Number</u></b>	<b><u>Title</u></b>
Operations Memorandum 95-5-5	Support Pass-Through
Operations Memorandum 96-9-1	ARRC
Operations Memorandum 98-10-3	Non-Responding Employers in the PA78A Process
Daily Status-ARRC D727	Non-Responding Employers in the PA78A Process
ARRC Release (June 3, 1996)	Using ARRC

### Department of Public Welfare Manuals

<b><u>Manual</u></b>
Income Eligibility Verification System (IEVS) manual
Public Assistance Eligibility Manual (PAEM)
Client Information System (CIS) manual
Automated Restitution Referral and Computation (ARRC) manual

### Federal and State Legislation

<b><u>Name</u></b>	<b><u>Title</u></b>
Laws of Pennsylvania (1996)	Act No. 1996-35

## *Appendix*

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### Abbreviations Used in Report

AG	Department of the Auditor General
AFDC	Aid to Families with Dependent Children
ARRC	Automated Restitution Referral and Computation System
CAO	County Assistance Office
CIS	Client Information System
CAH	Cash Assistance Handbook
CSR	Comprehensive Supervisory Review
DO	District Office
DPW	Department of Public Welfare
ETP	Employment and Training Program
FSH	Food Stamp Handbook
GA	General Assistance
IMCW	Income Maintenance Caseworker
IEVS	Income Eligibility Verification System
FSH	Food Stamp Handbook
LRR	Legally Responsible Relative
MEH	Medical Eligibility Handbook
MDO	Medically Needy Only
OIG	Office of Inspector General
OPS	Operations Memorandum
PAEM	Public Assistance Eligibility Manual
SH	Supplemental Handbook
SPAL	Special Allowances
SPT	Support Pass-Through
SSA	Social Security Administration
SSI	Supplemental Security Income
TANF	Temporary Assistance for Needy Families

## ***Audit Report Distribution List***

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This report was originally distributed to the following:

### Commonwealth of Pennsylvania

The Honorable Edward G. Rendell  
Governor

The Honorable Donald L. Patterson  
Inspector General  
Office of Inspector General

The Honorable Jake Corman  
Majority Chairman  
Public Health and Welfare Committee  
Senate of Pennsylvania

The Honorable Estelle B. Richman  
Secretary  
Department of Public Welfare

The Honorable Vincent J. Hughes  
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Public Health and Welfare Committee  
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Public Health and Human Services  
Department of Public Welfare

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Local 668 S.E.I.U. AFL-CIO

### County Assistance Office

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Executive Director  
Wayne County Assistance Office

John Garrah  
Chairman  
Wayne County Board Assistance Office

This report is a matter of public record. Copies of this report may be obtained from the Pennsylvania Department of the Auditor General, Office of Communications, 318 Finance Building, Harrisburg, PA 17120. If you have any questions regarding this report or any other matter, you may contact the Department of the Auditor General by accessing our website at [www.auditorgen.state.pa.us](http://www.auditorgen.state.pa.us).