

Compliance Audit

of the

Commonwealth of Pennsylvania
Department of Public Welfare
Westmoreland County Assistance Office
Alle-Kiski District

Audit Period

February 1, 2003 to August 12, 2005



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CONTENTS

	Page
REPORT OF INDEPENDENT AUDITORS ON COMPLIANCE	1
BACKGROUND INFORMATION	4
OBJECTIVES, SCOPE, AND METHODOLOGY	5
FINDINGS AND RECOMMENDATIONS	
I. Random Eligibility Audit Results	
Finding 1 - CAO lacks procedures for identifying instances where recipients fail to provide proper eligibility information.....	9
Finding 2 - CAO personnel failed to obtain and/or document information required in establishing recipient eligibility.....	9
Finding 3 - CAO personnel failed to follow applicable DPW procedures	10
II. Closed Cases	
Finding 4 - Over-Issuances Totaling \$4,031 Occurred as a Result of County Assistance Office Personnel Sending Case Records to the Closed Case File Without Proper Review.....	13
III. Overpayment Control System	
Finding 5 - Untimely Verification and Referral of Overpayments and Over-Issuances Totaling \$2,539 and Overstated and Understated Overpayments Totaling \$1,783 Occurred as a Result of Procedural Deficiencies in the Overpayment Control System.....	15
AUDIT SUMMARIES	20

CONTENTS

	Page
GLOSSARY	21
APPENDIX.....	23
AUDIT REPORT DISTRIBUTION LIST	27

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 Westmoreland County Assistance Office, Alle-Kiski District, covering the period February 1, 2003 to August 12, 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 closed case file and the Overpayment Control System.

Our eligibility review identified non-monetary exceptions as well as \$14,333 in net monetary exceptions. Review of the closed case file identified procedural deficiencies that resulted in \$4,031 in monetary exceptions. Overpayments totaling \$4,322 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 \$22,686 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 Westmoreland County Assistance Office, Alle-Kiski District 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 16, 2005

**Commonwealth of Pennsylvania
Department of Public Welfare
Westmoreland County Assistance Office
Alle-Kiski District**

BACKGROUND INFORMATION
AND
OBJECTIVES, SCOPE, AND METHODOLOGY

Background Information

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 (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 either direct payment to medical practitioners and vendors of services, medications, and medical supplies, or a capitation payment to contracted managed care organizations.

Objectives, Scope, and Methodology

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 and the closed case file for the audit period February 1, 2003 to August 12, 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 and the closed case file 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 Westmoreland CAO, Alle-Kiski District.

As previously noted, due to Internal Revenue Code §6103, the Department no longer has access to recipient resource information contained on the 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 cannot ascertain whether the Westmoreland CAO, Alle-Kiski District 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, closed case file, and the Overpayment Control System detected instances of noncompliance; therefore, we submitted findings in these areas.

Objectives, Scope, and Methodology

During the February 7, 2006 exit conference, the Department's staff reviewed these findings and recommendations with the Westmoreland CAO, Alle-Kiski District representatives. We have included CAO personnel comments, where applicable, in this report.

**Commonwealth of Pennsylvania
Department of Public Welfare
Westmoreland County Assistance Office
Alle-Kiski District**

FINDINGS AND RECOMMENDATIONS

Findings and Recommendations

I. Random Eligibility Audit Results

During the course of our audit, we examined 229 out of 661 case records from the Westmoreland CAO, Alle-Kiski District 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 119 exceptions in 79 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 Westmoreland CAO, Alle-Kiski District 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 119 exceptions was \$14,333. Of this amount, the most significant exceptions are discussed in the following findings:

- CAO lacks procedures for identifying instances where recipients fail to provide proper eligibility information. (refer to Finding No. 1);
- CAO personnel failed to obtain and/or document information required in establishing recipient eligibility (refer to Finding No. 2); and
- CAO personnel failed to follow applicable DPW procedures (refer to Finding No. 3).

Findings and Recommendations

Finding 1 - CAO lacks procedures for identifying instances where recipients fail to provide proper eligibility information

During our audit, we disclosed that the CAO lacks procedures for identifying instances where recipients failed to properly report income, did not disclose criminal history and failed to maintain compliance with court ordered payment plans. Failure to provide proper information to the CAO resulted in 11 exceptions and incorrectly disbursed benefits and overpayments totaling approximately \$10,700.

Lack of CAO procedures for identifying instances when recipients fail to provide information may continue to result in benefits being improperly disbursed.

Recommendation

In order to deter recipients from improper reporting, the Westmoreland CAO, Alle-Kiski District should consider having caseworkers review a sample of cases to determine where these types of errors occur. The results of such a review could be used to determine whether additional procedures should be put in place by this, and possibly other CAOs.

Finding 2 - CAO personnel failed to obtain and/or document information required in establishing recipient eligibility

During our audit, the verification for establishing recipient eligibility was absent from examined case records which resulted in 89 exceptions. These case records lacked detailed documentation of client and CAO actions. Records did not contain required signed releases for Authorization of Information (PA 4). Common Application Form (PA 600) was missing or incomplete. Case records were not properly narrated when cases were closed or adjusted. Finally, social security numbers of Legally Responsible Relatives were known to the CAO, but not entered into the IEVS.

The CAH, FSH, and IEVS Manual, Chapter 1, establish the procedures to be followed when obtaining and documenting recipient eligibility.

Exceptions occurred because caseworkers often failed to have expired forms renewed timely. Case records which lacked required information and material may have been the result of cases being transferred numerous times to different caseworkers. Not detailing the case record narrative with specific dates and events, and not maintaining current documentation in case records, contributed to poor case management.

Findings and Recommendations

Recommendations

The Westmoreland CAO, Alle-Kiski District should implement stricter internal controls for Authorization of Information and application forms. Additionally, supervisors should stress to caseworkers the importance of following established DPW policies and procedures for maintaining case records and processing information obtained from recipients and collateral sources, as designated in the above cited handbooks. The CAO should also stress the need to clearly narrate recipient and caseworker actions in the case record.

Finding 3 - 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 occurred as a result of the CAO personnel's failure to properly utilize the Income Eligibility Verification System.

IEVS is an automated system developed to provide for the exchange of information between the Pennsylvania Department of Labor and Industry, Office of Employment Security, the SSA, and the Internal Revenue Service. IEVS provides information to the caseworker to aid in the determination of eligibility and the amount of the benefit the recipient should receive.

During our audit, we found that CAO personnel failed to review and verify information on IEVS, including wage information reported by employers, and unearned income from Social Security. This resulted in seven exceptions of approximately \$1,300 in overpayments.

The above exceptions occurred because CAO personnel failed to review IEVS when recipients applied or reapplied for welfare benefits.

Chapter 1 of the IEVS Manual provides guidelines to follow when using IEVS.

Recommendations

The Westmoreland CAO, Alle-Kiski District should instruct personnel to review IEVS exchanges for reported and unreported income. Personnel should also review proper disposition of unreported income so overpayments are correctly identified and initiated through the IEVS system.

Findings and Recommendations

CAO Management Response

In a February 21, 2006 memorandum to Department personnel, the Westmoreland CAO Executive Director provided the following response:

“Westmoreland CAO is planning on adopting a model office concept where work will be assigned according to function.

A call change center will take phone calls from customers reporting changes. This unit will make the changes whenever possible. If a change cannot be made, information will be forwarded to a completion unit that will make the change. Thorough narrative entries are essential to both of these functions.

An application unit will be established to handle all MA/FS applications. A TANF unit will take all TANF applications and a GA unit will take all GA cash applications. Once again, thorough narratives must be done.

A renewal unit will be responsible for conducting all face-to-face and phone interviews to do renewals for all MA/FS cases. Thorough narratives are also a requirement of this function.

The final unit will be the MA/FS continuing eligibility function. This unit will handle all IEVS, ARRC/overpayments, and SAR issues. Accurate narratives will be done.

It is Westmoreland CAO’s hope that because functions will be concentrated in units, workers will be more adept in handling these issues and supervisors will be able to concentrate their reviews on these functions and respond to any errors more quickly.

Westmoreland CAO also expects service to our customers to improve and that correct benefits will be issued in a timely manner. This model office concept will also address the 4 findings of this audit and the results in these 4 areas should improve.”

Findings and Recommendations

Status of Prior Audit Finding

Overpayments and Other Exceptions Totaling \$4,816 Occurred as a Result of Recipients Withholding Information and Case Record Maintenance Exceptions

Our current audit covering the period February 1, 2003 to August 12, 2005 disclosed that inadequate/incorrect recipient information and case record management exceptions continue to occur at the Westmoreland CAO, Alle-Kiski District; therefore, a repeat finding is warranted. For additional discussion on these issues, refer to Finding 1 located on page 9 for inadequate/incorrect recipient information, and to Findings 2 and 3 located on pages 9 and 10 for case record management exceptions.

Findings and Recommendations

II. Closed Cases

Finding 4 - Over-Issuances Totaling \$4,031 Occurred as a Result of County Assistance Office Personnel Sending Case Records to the Closed Case File Without Proper Review

We reviewed 17 randomly selected case records from the Westmoreland CAO, Alle-Kiski District file of cases closed when recipients' income exceeded the limit for assistance. Our review disclosed one monetary exception totaling \$4,031 and one non-monetary exception.

The CAH and SH provide CAO responsibilities when a case is closed due to recipients' income exceeding the limit for assistance. The CAO is required to verify income that causes the closing. When income is verified, the CAO will determine if the closing was timely and whether or not an overpayment occurred.

Exceptions occurred because weak internal controls exist for closing cases when income exceeds the limit for assistance. CAO personnel failed to review and reconcile reported income that caused the case closure.

Failure to verify reported income that caused case closures increases the possibility that benefits may not be closed in a timely manner. Also, overpayment procedures could not be established when case closures were untimely. Consequently, a recipient was overpaid.

Recommendations

The Westmoreland CAO, Alle-Kiski District should strengthen internal controls when cases are closed due to recipients' income exceeding the limit for assistance. CAO personnel should be instructed to verify wage information and reconcile this information with the income reported.

CAO Management Response

See CAO management response on page 11.

Findings and Recommendations

Status of Prior Audit Finding

Overpayments Totaling \$205 and Over-Issuances Totaling \$250 Occurred as a Result of County Assistance Office Personnel Sending Case Records to the Closed Case File Without Proper Review

Our current audit covering the period February 1, 2003 to August 12, 2005 disclosed that closed case exceptions continue to exist at the Westmoreland CAO, Alle-Kiski District; therefore, a repeat finding was warranted. Refer to Finding 4 on page 13 for further discussion on this issue.

Findings and Recommendations

III. Overpayment Control System

Finding 5 - Untimely Verification and Referral of Overpayments and Over-Issuances Totaling \$2,539 and Overstated and Understated Overpayments Totaling \$1,783 Occurred as a Result of Procedural Deficiencies in the Overpayment Control System

We reviewed the Westmoreland CAO, Alle-Kiski District Overpayment Control System to determine if CAO personnel properly investigated suspected overpayments, controlled and documented investigations, and referred verified overpayments timely. From 45 entries listed as pending or overpayment on the ARRC Daily Caseload Detail Report dated February 23, 2005, we selected 27 cases.

Our review disclosed the following exceptions:

- **In five cases, exceptions occurred when CAO personnel completed the calculation of the overpayment, but failed to complete the referral within 60 days.**

Section 910.51 entitled, “Deadlines for Submitting Overpayment Referrals”, in the SH provides that the CAO will refer all overpayments to the OIG within 60 days from the date the CAO verifies the overpayment occurred.

The section further provides that in order to recover through recoupment, the OIG must notify the client of the cash overpayment claim within six months of the date the CAO first identified the overpayment, or within one year of the date the CAO first identifies the overpayment, as long as the delay in obtaining verification was caused by an outside source.

Exceptions occurred because inadequate controls were in place to refer overpayments within the required timeframes.

Failure to complete Overpayment Referrals and forward them to the OIG within the required 60 days delayed and jeopardized the recovery of incorrectly disbursed benefits totaling \$4,322 in unprocessed, untimely referred and understated overpayment and over-issuance referrals.

Findings and Recommendations

Recommendations

The Westmoreland CAO, Alle-Kiski District should instruct personnel to compute all verified overpayments within 60 days of receipt of that verification. The CAO should also review internal control procedures for tracking wage information, computing verified overpayments, and reviewing computed overpayments.

- **In 11 cases, CAO personnel failed to update the ARRC system to reflect the status of overpayments.**

Chapter 1 of the ARRC Manual provides that when sufficient documentation is received to make a determination whether or not an overpayment has occurred, the worker must complete this review and determine the disposition of the referral.

Failure to update the ARRC system impeded determining the number and status of overpayment investigations.

Caseworkers failed to data enter appropriate ARRC screens when overpayments were completed, or failed to end-code the system when an overpayment did not exist.

Recommendations

The Westmoreland CAO, Alle-Kiski District should require personnel to continuously update the ARRC file to indicate the status of overpayment investigations thereby ensuring proper count and status of pending investigations.

- **In eight cases, CAO personnel failed to contact non-responding employers.**

Exceptions occurred when caseworkers failed to contact employers or employers failed to respond to initial requests for wage verification within 45 days of the initial request. Caseworkers failed to timely contact employers within ten days to verify employer addresses.

Failure to contact employers timely may have delayed procedures to recover incorrectly disbursed benefits. Also, failure to contact employers hindered procedures to send a second PA78 request.

Findings and Recommendations

Exceptions occurred because caseworkers failed to adhere to the overpayment investigation required timeframes. Additionally, CAO supervisors failed to review the “Non-responding Employer” list. Caseworkers did not contact non-responding employers due to a lack of procedural controls.

Chapter 910 of the SH and the ARRC manual provide procedures and guidelines for contacting non-responding employers.

Recommendations

The Westmoreland CAO, Alle-Kiski District should instruct personnel to contact employers within 10 work days after reviewing the “Non-responding Employer” list. Caseworkers should also verify employer addresses.

- **In six cases, CAO personnel failed to ensure a Request for Employment Information was sent timely. The initial request was not sent timely in two cases and the second request was not timely in four cases.**

Exceptions occurred because CAO personnel failed to ensure an initial and/or a second PA78 was sent timely. Potential overpayments discovered through IEVS result in an automatic generation of a PA78. However, if no response is received after the first PA78 is sent, the CAO is required to manually request income verification after contacting the employer. CAO personnel should verify employer addresses and make any corrections before sending a second request.

Chapter 910 of the SH and the ARRC manual provide procedures and guidelines for contacting non-responding employers.

Recommendations

The Westmoreland CAO, Alle-Kiski District caseworkers should send the initial and second PA78 requests for income verification to the employer as required by DPW policies and procedures. Also, CAO personnel should review reports generated for follow-up and address verification within the required timeframes.

CAO Management Response

The Westmoreland CAO, Alle-Kiski District management provided no written response to this finding.

Findings and Recommendations

Status of Prior Audit Finding

Untimely Verification and Referral of Overpayments and Over-Issuances Totaling \$6,831 and Overstated and Understated Overpayments Totaling \$13 Occurred as a Result of Procedural Deficiencies in the Overpayment Control System

Our current audit covering the period February 1, 2003 to August 12, 2005 disclosed procedural deficiencies continue to exist at the Westmoreland CAO, Alle-Kiski District in the execution of the Overpayment Control System; therefore, a repeat finding was warranted. Refer to Finding 5 on page 15 for additional discussion on these issues.

**Commonwealth of Pennsylvania
Department of Public Welfare
Westmoreland County Assistance Office
Alle-Kiski District**

**AUDIT SUMMARIES
GLOSSARY
AND
APPENDIX**

Audit Summaries

Random Eligibility Audit Results

	Net Value of Exceptions	Cases Reviewed	Monetary Exceptions	Non-Monetary Exceptions
<u>Current</u>	\$14,333	229	27	92
<u>Prior</u>	\$ 4,816	218	9	48

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.

<u>PROGRAM</u>	<u>No. of Cases</u>	<u>Monetary Effect</u>
Closed Cases:		
CAO personnel failed to verify wages.	1	\$4,031
CAO personnel failed to document actions taken.	<u>1</u>	<u>0</u>
Subtotal:	<u>2</u>	<u>\$4,031</u>
Overpayment Control System:		
CAO personnel failed to make referrals timely.	5	\$4,322
CAO personnel failed to update ARRC System.	11	0
CAO personnel failed to contact non-responding employer timely.	8	0
CAO personnel failed to request employment information timely.	<u>6</u>	<u>0</u>
Subtotal:	<u>30</u>	<u>\$4,322</u>
TOTALS: - All Programs:	32	\$8,353

Glossary

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:

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 from benefit determination.

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:

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

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:

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

The Department of Public Welfare Cash Assistance Handbook

<u>Chapter</u>	<u>Title</u>
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

The Department of Public Welfare Food Stamp Handbook

<u>Chapter</u>	<u>Title</u>
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

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

Appendix

Other Department of Public Welfare Policies

<u>Policy Number</u>	<u>Title</u>
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

<u>Manual</u>
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

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

Appendix

Abbreviations Used in Report

ARRC	Automated Restitution Referral and Computation System
CAH	Cash Assistance Handbook
CAO	County Assistance Office
CIS	Client Information System
DO	District Office
DPW	Department of Public Welfare
FS	Food Stamps
FSH	Food Stamp Handbook
GA	General Assistance
IEVS	Income Eligibility Verification System
MA	Medical Assistance
MEH	Medicaid Eligibility Handbook
OIG	Office of Inspector General
OPS	Operations Memorandum
PAEM	Public Assistance Eligibility Manual
SAR	Semi-Annual Reporting
SH	Supplemental Handbook
SSA	Social Security Administration
SSI	Supplemental Security Income
TANF	Temporary Assistance to Needy Families

Audit Report Distribution List

This report was originally distributed to the following:

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