



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

POLICY AND PROCEDURE:

Direct Deposit

REVIEW FREQUENCY:

Every two years

POLICY # 2000601-1015-17

DISTRIBUTION:

- | | |
|--|--|
| <input type="checkbox"/> Employment Services | <input checked="" type="checkbox"/> Eligibility Services |
| <input type="checkbox"/> CSOA | <input checked="" type="checkbox"/> Quality Mgmt |

EFFECTIVE DATE: December 1, 2001
ORIGINAL DATE OF ISSUE: November 29, 2001
LAST REVISION DATE: August 23, 2017

APPROVAL:

| | | |
|------------------|-------------------------------------|-------------|
| | Eligibility Services Manager | Date |
| APPROVAL: | <i>Lynn Perez</i> | 8/20/17 |
| | SSSD Deputy Director | Date |
| APPROVAL: | <i>John DePina</i> | 8-29-17 |
| | HHS Director | Date |

POLICY STATEMENT:

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to offer direct deposit of benefits. As part of the introduction of this service to recipients, the County shall provide verbal information of the personal responsibility and possible repercussions of direct deposit. The decision to use direct deposit is voluntary and participants must not be compelled to obtain a bank account or participate.

ADMINISTRATION:

Eligibility Worker (EW)

DEFINITIONS:

None

END OF POLICY

PROCEDURE

I. Criteria

- A. In order to be eligible for Direct Deposit (DD), a person must meet the following criteria:
1. Eligible to receive CalWORKs (CW), Adoption Assistance Payments (AAP), or be a caretaker relative in a Kin-GAP (KG) case.
 2. Have an established and active checking or savings account.
 3. Provide a voided check or statement from the bank that includes:
 - a. Full name
 - 1) Must be an exact match to the Payee's Name in the case.
 - b. Address
 - 1) Must match address of the payee in the case
 - c. Name of financial institution
 - d. Account Type
 - e. Account number
 - f. Routing number

II. Initiation of Direct Deposit

- A. If the applicant/recipient elects to use direct deposit, the EW shall collect from the recipient the following documents:
1. Consent to release information form (ABCDM228), complete with signature and name of financial institution used for direct deposit.
 2. A complete and signed SSSD 2005 – Direct Deposit Information Sheet and Authorization Request
 3. Voided imprinted check or copy of check if the account type is checking; copy of bank statement if the account type is savings or is checkless checking.
- B. EW informs the recipient of expected begin date of direct deposit.
1. If information is entered prior to the 20th of the month, direct deposit will begin the next calendar month.
 2. If information is entered after the 20th of the month, direct deposit may begin the calendar month following the next calendar month.
- C. EW enters direct deposit information into C-IV:

| Step | Action |
|------|---|
| 1. | Place the cursor over Eligibility in the Global navigation bar. |
| 2. | Click Case Summary in the Local navigation bar. |
| 3. | On the Case Summary page: a.) Click the View Detail button for in the <Appropriate program> section. |
| 4. | On the <Program> Detail page: a) Click the Issuance Method button. Note: The Issuance Method button does not display if the program does NOT have a Payee Administrative role. |
| 5. | On the Issuance Method Detail page: |

| | |
|----|--|
| | <ul style="list-style-type: none"> a.) Click the Edit button b.) Select Direct Deposit in the Issuance Method drop-down box. b.) Enter the <Routing Number> in the Routing Number text box. c.) Enter the <Account Number> in the Account Number text box. d.) Select the <Account Type> in the Account Type drop-down box. e.) Click the Save and Return button. |
| 6. | <p>On the <Program> Detail page:</p> <ul style="list-style-type: none"> a.) Click the Close button. |

- D. EW images and indexes direct deposit documents
- E. EW completes a journal entry
 - 1. Journal Category = Eligibility
 - 2. Journal Type = Narrative
 - 3. Short Description = Direct Deposit
- F. Fiscal sends the FIN 202 CIV – Approved Direct Deposit Account Change form to the client.

III. Request to Change Direct Deposit Account

- A. If a client would like to change accounts for DD or the type of account, the EW must first cancel the current DD.
 - 1. EW shall print out the SSSD 2005 from C-IV for the current DD in place.
 - 2. EW shall obtain the client’s signature requesting cancellation of current DD.
 - 3. EW shall contact the warrant clerk in fiscal and request that the DD be inactivated.
- B. The EW will then set up the new DD account following all the steps in Section II A.-F. – Initiation of Direct Deposit.
- C. EW completes a journal entry
 - 1. Journal Category = Eligibility
 - 2. Journal Type = Narrative
 - 3. Short Description = Direct Deposit Change

IV. Cancel Direct Deposit

- A. If the client informs the EW that he/she no longer wishes to have DD:
 - 1. EW shall inform the client that cancellation will occur with the next assistance check if cancellation request is received by the 20th day of the month. Cancellation requests received after the 20th of the month will not be effective until the end of the following month.
 - 2. EW shall print out the SSSD 2005 from C-IV for the current DD in place and a signature requesting cancellation of DD.
 - 3. EW contacts the warrant clerk in fiscal and request that DD be inactivated.
 - 4. EW updates Issuance Method to EBT for CalWORKs and Warrant for AAP or Kin-GAP and ensure cash access is active
 - 5. EW sends the M16-325E – Direct Deposit Cancellation Notice of Action when the client continues receiving aid.

6. EW completes a journal entry
 - a. Journal Category = Eligibility
 - b. Journal Type = Narrative
 - c. Short Description = Direct Deposit Canceled.
- B. If CW discontinues due to no SAR 7 received the EW will cancel the direct deposit following the above listed steps and change the issuance method to EBT. Set up an EBT account for CW, if one has not been set up yet.
 1. EW sends the M16-325E – Direct Deposit Cancellation Notice of Action when the client continues receiving aid, however aid will not be received on the client’s EBT card.
 2. This must be completed prior to rescinding or restoring CW after receiving a late SAR 7.
 3. If client wants to continue with Direct Deposit, the EW shall:
 - a. Inform client of the importance of turning the SAR 7 in timely due to the impact it has on their direct deposit account.
 - b. Obtain a new SSSD 2005 (voided check and ABCDM 228 is not necessary if account information has not changed).
 - c. Follow the steps to initiate Direct Deposit
 - d. Create a journal entry for all action(s) taken.

V. Client Notification

- A. All applicants/recipients shall be notified of the availability of DD at intake and annual renewal.
 1. Notification shall be done orally and in writing using the SSSD 2005.
 2. Journal Entry shall include that client was informed of DD and their decision on whether to accept or deny DD.

REFERENCES:

[ACIN I-25-99](#) – Direct Deposit of CW Benefits
 C-IV Job Aid – Direct Deposit Accounts – Clarifications and Process
 C-IV Job Aid – Direct Deposit Accounts - Manage
[MPP 25-301.13](#)
 MPP [44-302.1](#)

FORMS

ABCDM 228
 FIN 202 CIV – Approved Direct Deposit Account Change
 M16-325E – Direct Deposit Cancellation Notice of Action
 SSSD 2005 – Direct Deposit Information Sheet & Authorization Request

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

| Revision | Date | Description of Change | Requested By |
|-----------------|-------------|---|---------------------|
| 1.0 | 11-01-11 | Biennial Review. Updated with new C-IV instructions | S. Gardner, SSA |
| 2.0 | 03-26-15 | Biennial Review. Updated w/new SSSD 2005 form | S. Gardner, SSA |
| 3.0 | 08-23-17 | Biennial Review. Change in process for inactivating DD accounts due to EW's not having security rights to do so. Updated to include M16-325E NOA and FIN 202 CIV. | S. Gardner, SSA |