

11/1/96  
2230 D1

Bulletin No. 96-72

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P-2230 Protective Payments (Continued)

D. Benefit Issuance

See WAM 2235.4 for benefit issuance guidelines.

When any bills in addition to rent are being vendored, consider all bills due in the month and how much of the 60 percent benefit must be retained to pay bills due in the latter half of the month. Issue PN&I and chore money (see WAM 2245.2) based on the 60 and 40 percent payment schedule.

Record all payments made on behalf of a recipient in CATN.

When a recipient is on RVP or CVP, do not make any payments to a former landlord without the client's consent.

If a recipient asks that you withhold rent money due to a landlord/tenant dispute, verify that it is legitimate (see WAM 2235.1[B][1]). Examples of verification include copies of letters to and from the landlord and dated notes on conversations. If the recipient and landlord disagree on the need for repairs related to health and safety, ask the recipient to involve the town health officer. Keep the rent money in the client's account (see WAM 2235.1 [B][1]). Do not pay any rent money until the dispute is over, the recipient's health and safety issues are resolved, and the recipient so informs you.

If a landlord contacts you to inform you of a rent increase, advise the landlord to notify the client directly. Take no action until you discuss it with the recipient. If the recipient is aware of the change, explain how it will affect the budget and make any necessary adjustments. If the recipient is not aware of it, tell the recipient to contact the landlord and get back to you. Take no action until the recipient confirms knowledge of the rent increase. Discuss how it will affect the budget and make any necessary adjustments.

When a recipient is on CVP, make payments only for current expenses unless the recipient has agreed to other payments (such as those to a current or former landlord, to repay a family loan or for past-due fuel or utility bills). Ask the recipient to sign a DSW 207 authorizing you to make arrearage payments.

On grocery vendors, write "attach register receipt." The Finance Department will not pay grocery vendors without receipts.

The department does not pay sales tax or rooms and meals tax when

providing goods and services for a recipient through vendor authorization or a district office check. If you pay a bill with a district office check, deduct the tax and write "tax exempt" on the bill. When authorizing a purchase by vendor authorization, write "exempt" in the sales tax space on the form. Most retailers have the state agency tax exempt number on file. If they ask for it, it is 44498.

Vermont  
ANFC  
Social Welfare

PROCEDURES

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P-2230 Protective Payments (Continued)

D. Benefit Issuance (Continued)

If a recipient's expenses exceed the family's income, or shelter costs alone exceed the family's income, have the client negotiate with the landlord and other providers for a payment system. As appropriate, explore ways to lower costs. Examples are moving, getting a roommate, participating in Reach Up, and increasing income. Be flexible in the allowance made for PN&I and chore needs. Consult with your supervisor, who may then consult with Operations for other suggestions.

E. Fair Hearing Requests (WAM 2235.6)

If a recipient requests a fair hearing prior to the effective date for implementation of protective payments:

- \* continue the protective payments if the reason was determined under criteria at WAM 2235.1 (1)(A).
- \* discontinue the protective payments if the reason was not determined under criteria at WAM 2235.1 (1)(A). Send a MAIL message to PPS to delete the information from SUBS. That action will create an eligibility result to approve and generate a notice. Create a manual letter to notify the landlord and other service providers that protective payments are suspended until further notice.

F. Review Schedule

At each scheduled eligibility review, also review the continued need for protective payments (WAM 2235.5). The district director will review each case every two years. Reviews may be done more frequently, and all reviews must be documented in CATN. Discuss progress with remedies such as those listed in P-2230 B(2)(a). Evaluate how the recipient is managing non-ANFC cash in the form of other income or the child support disregard. Consider referral to a money management counselor, if available in your district, with payment made by a special needs grant. Consider allowing the recipient to begin some part of money

management (such as electricity bills) after each review. Gradually increase the recipient's responsibility for money management to decrease vendor dependency, if appropriate.