

April 09, 2018

ALL-COUNTY LETTER NO.: 18-36

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

SUBJECT: INSTRUCTIONS FOR LOST OR DESTROYED IN-HOME
SUPPORTIVE SERVICES (IHSS) WARRANT REPLACEMENT
REQUESTS

REFERENCES: [STATE ADMINISTRATIVE MANUAL SECTION\(S\) 8426.2](#)

This All-County Letter (ACL) is to provide counties with instructions for processing a request for lost or destroyed In-Home Supportive Services (IHSS) warrants in the Case Management, Information and Payrolling System (CMIPS) and to inform counties that the CMIPS Void/Reissue Warrant feature should not be used for lost, damaged or destroyed warrants.

BACKGROUND

The CMIPS 'Void/Reissue' feature allows county users to immediately void and reissue IHSS warrants handed to a county worker as un-cashable due to damage. Due to counties using the 'Void/Reissue' process, when they do not have the damaged warrant in hand, the California Department of Social Services (CDSS) has found issues with erroneous, duplicate payments being issued to payees. This issue has been exacerbated with the increased use of Mobile Banking, as payees may deposit warrants using a photograph, purposely damage the warrant, and request reissuance through their county IHSS office by handing over the now damaged warrant. The State Controller's Office (SCO), has determined the 'Void/Reissue' feature in CMIPS to be contrary to the procedures defined in the governing State Administrative Manual (SAM) for Lost or Destroyed Warrants, and has advised CDSS that counties should be replacing all IHSS warrants through the Lost or Destroyed Warrant process using the Duplicate Controller's Warrant/Stop Payment Form (STD 435).

The purpose of this ACL is to inform all counties, effective immediately, that the warrant replacement process for all IHSS warrants is the Lost or Destroyed Warrant process using the Duplicate Controller's Warrant/Stop Payment Form STD 435.

In addition, counties should not begin the replacement process until five (5) business days have elapsed from the warrant's issue date. This will allow for the warrant mailing time as well as to allow for updated warrant information, including the indication of whether a warrant was cashed or not, to be populated into CMIPS.

Lost or Destroyed Warrant Process (STD 435)

Per SAM Section 8426.2 when a warrant is lost, damaged, destroyed, or never received, a Duplicate Controller's Warrant/Stop Payment Form STD 435 (STD 435) should be completed by the payee (provider or recipient).

Upon request by a payee, the IHSS county worker shall verify the warrant has not been cashed or voided in CMIPS (Cleared or Void status). Warrants displaying a 'Paid' status in CMIPS may have the STD 435 process initiated. The county worker shall initiate the process by completing the top portion of the STD 435 form describing the warrant details and county contact information. The county worker is responsible for either giving the form directly to the payee or sending the form through the US Postal Service to the payee's address of record in CMIPS.

The payee is responsible for completing the certification and declaration portions of the STD 435. Upon completion of the STD 435, the payee retains a photocopy of the completed first page and returns the original signed form to the county worker.

The county worker must verify that all required information is present on the STD 435. If the address supplied on the form is different than the original warrant address, the county worker indicates NEW Address to the left of the STD 435 mailing address lines when different addressing is to be noted. To assist the SCO in mailing a replacement warrant to the correct address, the county should highlight the address written on the STD 435 address lines in yellow to better identify the different address.

The county then processes the void/replacement request in CMIPS and indicates a replacement warrant is being requested by selecting the Void/Reissue/Replacement button on the *View Payment Detail* screen of the warrant.

The county then selects the 'New' link and completes the Type field by selecting the 'Replacement' type and the Reason field with 'Damaged, Destroyed, Lost, Stolen or Never Received' selection and submits the request.

To complete the request, the county then sends the completed STD 435 to the State Controller's Office, Disbursements Bureau – Post Issuance Unit at P.O. Box 942850, Sacramento, CA 94250-5871.

The [CMIPS Payroll Job Aid](#) and [CMIPS User Manual](#) also have instructions and information pertaining to the STD 435 process.

CMIPS Void/Reissue Function

During the California 2017 wildfires, CDSS received calls for emergency assistance in replacing warrants for providers who were evacuated or tragically lost their homes and belongings including their IHSS warrants in the fires. In this state of emergency, the CDSS authorized county workers to use the 'Void/Reissue' feature for those impacted. In the future, the 'Void/Reissue' feature may only be used for wide scale state of emergency disasters and with the prior authorization by the CDSS. County workers must adhere to the Lost or Destroyed Warrant STD 435 process for all other individual issues.

If you have questions or comments regarding this ACL, please contact the Adult Programs Division, CMIPS Systems Operations Unit at County Assistance Line (916) 551-1003. For assistance in processing the STD 435, please contact the CMIPS Help Desk at 877-844-5844.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: CWDA