



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Earl Ray Tomblin
Governor

Bureau for Children and Families
Deputy Commissioner of Operations
350 Capitol Street, Room 730
Charleston, West Virginia 25301-3711
Telephone: (304) 356-4519 Fax: (304) 558-6646

Michael J. Lewis, M.D., Ph.D.
Cabinet Secretary






July 20, 2011

Dear Vendor:

The West Virginia Department of Health and Human Resources (WVDHHR) will be distributing the annual 2011 Temporary Assistance for Needy Families (TANF) School Clothing Allowance (SCA) in July. The maximum authorized amount on the vouchers will be either \$100.00 or \$200.00 each. Customers may receive two \$100.00 vouchers. The expiration date on the vouchers for the coming year will be October 31, 2011. The deadline for submission of vouchers for payment is January 31, 2012.

The voucher remains the same as last year. Customers will be presenting a single page form voucher. The upper section is retained by the vendor, and the lower section is to be returned to our office for payment. An **itemized cash register receipt must be attached** to the section returned for payment. (Please attach the receipt to the back of the voucher.)

WVDHHR recommends that stores share the SCA packets with all personnel who will be working with customers using the vouchers. Enclosed with this letter is:

-  an example of a correctly completed voucher;
-  a list of items approved for purchase with the voucher;
-  a list of items that cannot be purchased with the voucher;
-  a list of commonly asked questions and answers; and
-  a checklist for making sure each voucher is completed correctly.

We look forward to working with you on the SCA program and appreciate your continued support. If you have questions, please contact this office at (304) 356-4541, (304) 356-4550, or (304) 356-4524. You may also e-mail dhhrbcfpayment@wv.gov with any questions or comments.

Sincerely,

A handwritten signature in blue ink that reads "Melissa D. Rosen".

Melissa D. Rosen
Chief Financial Officer

MDR/siw

Enclosures

STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Children and Families
350 Capitol Street, Room 730
Charleston, West Virginia 25301-3711
Telephone: (877) 716-1212 Fax: (304) 558-6646

John Doe
123 Name that street

Anytown, WV 12345

Governor
(name)

Secretary
(name)

SCHOOL CLOTHING ALLOWANCE VOUCHER

Case Number: 1234567891 Benefit Number: 1234567 Voucher Number: 123456

VOUCHER AMOUNT: \$XXX.00

INVOICE AMOUNT: \$XXX.00

The purchase is exempt from sales tax by Certificate #55-6000771.
This voucher is NOT valid for purchases after **October 31, 2011**.

REQUIREMENTS OF MERCHANT

1. Purchases limited to wearing apparel for school-age children and sewing materials.
2. Discounts are encouraged, but no cash rebates are allowed.
3. If customer returns clothing purchase with this voucher, do not refund in cash.
4. Ensure the INVOICE AMOUNT does not exceed VOUCHER AMOUNT.
5. Attach register receipt.
6. Both the customer and the merchant must sign this document.
7. Tear at perforation and submit signature section for payment to Office of Operations, Division of Payments and Vendor Maintenance at the above address.

CERTIFICATION OF SCA VOUCHER REDEMPTION

John Doe
123 Name that Street

Case Number: 1234567891
Benefit Number: 1234567
Voucher Number: 123456

Anytown, WV 12345

VOUCHER AMOUNT: \$XXX.00

INVOICE AMOUNT: \$XXX.00

I CERTIFY THAT I HAVE RECEIVED MERCHANDISE
EQUAL TO THE INVOICE AMOUNT REFLECTED ABOVE.

I CERTIFY THAT ALL MERCHANT REQUIREMENTS HAVE
BEEN MET AND THAT CLOTHING HAS BEEN DELIVERED
TO THE CUSTOMER.

Customer's Signature

Date

Merchant's Signature

Date

Store Name (and Number): STORE NAME
Location: ANY STREET HIGHWAY
Address: 123 NAME THAT STREET
City, State Zip: ANYTOWN, WV 12345
FEIN: 123456789

Remittance Address: (If different from local address)
PO BOX 12345
ANYTOWN, WV 12345

ELIGIBLE ITEMS

Belts
Blouses
Boots
Bow Ties
Caps
Coats
Dresses
Ear Muffs
Gloves
Handkerchiefs
Hats
Hosiery
Insoles
Jackets
Jeans
Mittens
Mufflers
Neckties
Pants
Piece Goods - Patterns, Thread, Zippers, Buttons, Shoulder Pads, Elastic Material
Raincoats
Shirts
Shoes
Shoestrings
Shorts
Skirts
Slacks
Socks
Suspenders
Sweaters
Tennis Shoes
Underclothes - Panties, Bras, Briefs, Under Shorts, T-Shirt, Slips
Vests

INELIGIBLE ITEMS

Accessories: Anything listed as "Accessories", "Basics", "Miscellaneous", "Fixtures", "and Furnishings", etc., will automatically be deducted from the total owed to the store.

Back Packs

Bandanas

Belt Bags

Belt Buckles

Billfolds

Book Bags

Calculators

Dancewear

Duffle Bags

Exercise Wear

Food Items: Candy, Potato Chips, etc

Hair Accessories: Hair bows, Ribbons, Barrettes, Combs, Brushes, Ponytail holders, Hair bands, Hair wrap, etc.

Health and Beauty Aids

Infants Clothing

Jewelry: Earrings, Watches, Necklaces, Bracelets, etc.

Key Rings

Paper, Notebooks, etc.

Pencils, Pens, Crayons, Pencil Sharpeners, Erasers, Pencil Case

Pouches

Promo Bags

Purses

Rulers, School Box, Scissors

Scarves and Headbands

Scout uniforms, Scout scarf, Scout scarf holder

Sewing Supplies: Needles, Lace, Appliqués, Ribbons, Bobbins, Baste & Sew Stick

Shoe Cleaner - Garment Dye

Sleepwear: Pajamas, Nightgowns, Dorm shirts, Slippers (house shoes), Robes (housecoats), Sleep shirt, Slipper socks, Two (2) piece lounge set (pj's), **Flannel lounge pants**

Sporting Goods, Hunting outfits, Fishing accessories

Sun Glasses

Sweat Bands

Swimwear

Umbrellas

Visors

Wallets

Wrist Bands

QUESTIONS AND ANSWERS

1. **Q. When should we submit the completed vouchers for payment?**

A. *Vendors are encouraged to submit the completed vouchers to our office weekly - submitting the vouchers only once a month will slow down the payment process. The Office of Finance and Administration audits and processes vouchers daily - using the first in first out method. Checks are processed once a week.*

2. **Q. Must we enter the FEIN number (Federal Employee Identification Number) on all vouchers?**

A. Yes

3. **Q. What do we send in for payment?**

A. *Separate the voucher at the perforation and return the bottom section with the **itemized** cash register receipt attached to the back.*

4. **Q. Can a parent buy clothes for more than one child on a voucher?**

A. Yes.

5. **Q. Do we include sales tax?**

A. *No, the purchase is exempt from sales tax by Certificate #55-6000771.*

6. **Q. When the customer uses the voucher to purchase school clothing items and later returns the clothing, are we to give them cash?**

A. *No. If the clothing is returned you may use your store policy pertaining to this **EXCEPT THAT YOU MAY NOT** give the customer cash.*

7. **Q. Is it permissible for a customer to purchase adult clothing with the voucher?**

A. *Yes. Many children wear adult size clothing. Infant clothing, however, should never be purchased on the school clothing allowance voucher.*

8. **Q. Who should sign the voucher?**

A. *Vouchers should be signed by the customer (or spouse) whose name appears on the voucher and a store employee.*

9. Q. Should the store manager sign the voucher or is it permissible for any store employee to sign the voucher?

A. *This would be the decision of store management. Remember initials are not acceptable.*

10. Q. Do we include shipping and handling or lay away fees?

A. *No, we do not pay for shipping and handling or lay away fees; this is the responsibility of the customer.*

11. Q. May we accept vouchers even if the deadline date has passed?

A. **ONLY UNDER SPECIAL CIRCUMSTANCES.** *Prior approval must be obtained by the vendor. Please contact the Office of Operations at the following numbers for prior approval: (304) 356-4524, (304) 356-4550, (304) 356-4552 or (304) 356-4541. If the store accepts a voucher without prior approval from the Office of Operations, **the voucher will not be paid.** The expiration date is printed on each individual voucher.*

12. Q. Does the customer get a copy of the voucher?

A. *No*

13. Q. What information is needed in order to check the payment status of a voucher?

A. *In order for us to check the payment status of a voucher, we must have the case number (ten digits), the voucher number (seven digits) and the invoice amount. Please e-mail this information to dhrbcpayment@wv.gov or you may use our fax number (304) 558-6646. Our staff will respond to your request after it has been reviewed.*

14. Q. Can customers purchase the flannel pants aka pajamas?

A. *No*

**CHECKLIST FOR COMPLETION OF VOUCHERS
PRIOR TO SUBMITTING FOR PAYMENT**

1. Vouchers must be completed in ink; not pencil. Be sure all employees **check the expiration date** to verify the voucher is valid.
2. Complete the Store Name, Number if applicable, Location, and complete address which includes your zip code. The FEIN field must be completed. This is normally a nine or 10 digit number. Corporate offices (Wal-Mart, Kmart, etc) must use their 12 digit FEIN number. Smaller stores will use their West Virginia state tax number. There is also a section where remittance address should be listed if different from the local address.
3. The State of WV will only reimburse the merchant for items listed on the **ELIGIBLE** listing. **INELIGIBLE** items will be deducted from the invoice amount and must be removed from your Accounts Receivable ledger.
4. Invoice Amount - This is the amount WV DHHR owes to the store. This amount cannot exceed the voucher amount printed on the invoice. The Invoice Amount must be entered in **two** places, the upper portion of the voucher and the lower portion. Please be sure that these figures are legible. This purchase is exempt from sales tax by Certificate# 55-6000771.
5. Customer's Signature & date – It is the responsibility of the store to have the customer sign and date the voucher **before the customer leaves the store**. This signature should match the name on the left hand side of the voucher or be the spouse of that person.
6. Merchant/Vendor=s Signature & date - Must be signed by any store employee – initials are not acceptable. **Note - This is not the store name.**
7. Attach the **itemized** cash register receipt to the **back** of the bottom section of the voucher.
8. Separate the document at the perforation and return the bottom section with the itemized cash register receipt to the following address:

Bureau for Children & Families
Office of Operations
350 Capitol Street, Room 730
Charleston, WV 25301