

## **Family Services Initiative Purchases and Receipts Procedures**

***GUIDING PRINCIPLE:** FSI is highly accountable for every dollar spent. All purchases must be accompanied by a receipt.*

### **Purchasing Card**

#### **Purpose**

Named purchasing cards are used by authorized Agency Staff designated by the Agency Director/Manager to enable staff to make purchases on behalf of families in order to establish or maintain the family's emotional environmental stability and to reduce/remove barriers.

#### **Requirements**

In order to receive a named purchasing card (p-card), a person must be an employee of an agency that is actively involved in the Family Services Initiative and have a current MOU with the Juvenile Welfare Board of Pinellas County (JWB). Staff and management must complete and submit to JWB the Purchasing Card Request Form, the Purchasing Card Agreement and attend a Central Florida Health Data System (CFHDS) training in order to receive a p-card.

#### **Role and Responsibilities**

##### **FSI Cardholder:**

FSI cardholder must ensure that all purchases are made in accordance with the FSI Manual and each Agency's MOU/MOA.

##### ***Security***

Cardholders must ensure that reasonable precautions are taken to prevent p-card, p-card number and p-card statement from loss or theft. P-cards should never be left out unsupervised by the cardholder.

##### ***Purchases***

Cardholders must enter in an incidental and authorization through CFHDS for each good/service request for the family. Once an authorized purchase has been made on behalf of a family, the cardholder must ensure the family signs the receipt acknowledging that the good(s)/service(s) have been received. All receipts should be obtained at the time of purchase. Before closing out a family, the cardholder must ensure that the family signs the Receipt of Services form acknowledging the collective total good(s)/service(s) that the family has received from the Family Services Initiative. All signed receipts are uploaded into the corresponding incidental. The Receipt of Services form must be scanned into CFHDS. If purchases are made directly to the vendor via phone, payment confirmation number must be documented on the bill and scanned

into CFHDS within the Incidental Attached Documents tab or documented in the notes tab in CFHDS.

### ***Sales Tax***

Cardholders must use their Agency's Tax Exemption Certificate (Consumer's Certificate of Exemption DR-14) when making purchases on behalf of FSI families. If a store does not accept the tax exemption certificate, the cardholder must notify their supervisor prior to making purchase. If an exception is made by the supervisor, cardholder must document this in the primary client's Face Sheet under the Notes tab.

### ***Purchasing Card Limit Changes***

Agencies must submit a "Purchasing Card Change Request Form" approved by the FSI Agency Manager/Director in order for JWB to make changes to any p-card limits.

### ***Reconciliation***

Cardholders will receive a monthly purchasing card statement detailing all charges made for the previous month. For each charge on the purchasing card statement, the cardholder must:

- make sure there is an **approved** request in CFHDS
- verify eligibility documents have been collected for the family, verify all receipts have been signed by the family and scanned into the CFHDS under the approved incidental for that purchase
- state the family's client ID# associated with that incidental

Cardholders must sign and date each p-card statement related to their assigned p-card number prior to giving it to their supervisor for review, approval and signature. By signing the p-card statement, cardholders are stating that all information stated above has been obtained, scanned, and/or documented.

### ***Fraud/Misuse***

In the case of accidental misuse of a p-card, the cardholder must immediately alert their Supervisor and JWB and reimburse funds to JWB for the accidental misuse. Frequent accidental misuse or intentional misuse may result in removal of card up to and including termination from the FSI program.

FSI Staff shall not use their personal accounts to make purchases on behalf of a FSI family. If a personal card is used for a FSI purchase, JWB will only reimburse the agency. Agency must reimburse staff member prior to JWB reimbursing the agency after all appropriate documentation is obtained.

If the cardholder finds an unidentified charge not made by the cardholder on their p-card statement, the cardholder must immediately notify their Supervisor and JWB and contact the vendor to have the charge reversed. If unsuccessful, the cardholder must contact JWB to file a dispute report.

## ***Termination***

***Upon involuntary or voluntary termination of employment with the agency/provider, the employee must make reasonable effort to provide all necessary documentation for all charges made on their purchasing card to their supervisor and return their p-card on or before their last day of employment. The supervisor must then ensure the p-card for the terminated employee is returned to JWB within 10 business days.***

## **Purchases**

### **Methods of Payment**

A purchase can be made through the following methods of payment:

- ***Named Purchasing Card:*** Staff assigned purchasing card (p-card) used to purchase wrap-around services
- ***Generic Purchasing Card:*** A p-card not assigned a name to be loaded for families to use
- ***Check:*** A check may be used only if a vendor does not accept a purchasing card
- ***Inventory-*** Bus passes only – please see Transportation section
- ***Taxi Corporate Account*** – please see Transportation section
- ***Authorization Form:*** Only used for vendor agreements, see FSI guiding principle for “Vendor Agreements”
  - Child Care Authorization Form (only approved agencies)- please see Child Care section
  - Emergency Housing Authorization Form

### **Receipts**

All receipts must be signed by the family and scanned into the web-based Central Florida Health Data System (CFHDS) clearly visible under that family’s primary client identification number and related incidental. Original receipts should be obtained at the time of purchase and kept, at minimum, until the agency/provider staff’s supervisor has verified all receipts are present and signed-off on the agency/provider’s p-card statement relating to that receipt.

All receipts must include the following information:

- Date the transaction occurred
- Amount paid
- Itemized list of purchases made
- Last four digits of the p-card number which was used for the transaction
- Hotel receipts must also include dates of stay, family name or CFHDS ID number and room number

In instances where a receipt is lost, agency/provider staff must provide the information listed above as required on a receipt. This document requires both the staff and supervisor signature prior to being uploaded into CFHDS under the family’s primary client identification number.

If a client returns a receipt that includes any unauthorized items, it may impact future FSI assistance. If previous services were provided and the family failed to return receipts, no further services will be provided unless receipts are obtained for the previous purchases.

## Receipt of Services Form

All incidental requests require a Receipt of Services form to be completed. A family must initial next to each line item purchase made by or on behalf of the family and sign and date the bottom of the form after a good/service or a set of goods/services (including generic p-cards) have been received by the family. Once completed, the form should be scanned and uploaded into the Attached Documents tab in CFHDS located on the client's Face Sheet (See below). The document should be opened to confirm all elements are present and legible.

The screenshot displays the CFHDS (Case File History and Data System) interface. On the left is a navigation menu with options: Leave a Comment, Return To Main, Facesheet, My Access History, My Case Load, Concurrent Review / Discharge Plans, Assessments/Care Plans, Diagnosis Entries, and Attached Documents. The main area shows a client profile for 'TEST SCREEN Z Female' born 8/1/1980, with SSN T25080180 and ID Num 352804. Below the profile is a large grid for recording services, with columns for Date, Description, and Initials. A 'Select Date' dropdown is visible. At the bottom, there is a form for adding a new entry with fields for Name, Address, Race, and Ethnicity, and a 'Save' button.

## Online/Phone Purchases & Payments

**Staff may only purchase online if they are not able to travel for extenuating circumstances with supervisor approval and have obtained tax exempt status with the vendor.** Online

Purchases & Payments must follow the Receipt guidelines stated above. Staff must provide receipts for the online purchases & payments made. If paying a bill on-line or over the phone it must be paid directly through the vendor website or vendor customer payment line. The vendor site may redirect to a third party for payment as set up by the vendor. Staff cannot go directly to a third party vendor to make a payment. All online purchase & payment receipts must include the following:

- Date the transaction occurred
- Amount paid
- Itemized list of purchases made
- Last four digits of the p-card number which was used for the transaction
- Name and address (i.e. shipping address, physical address of utility, etc.)
- Order/payment confirmation number

Online purchases that are shipped to the family must include the family's name whom the order is going to and the shipping address that the order is to be shipped to in the receipt/uploaded documentation. The name and shipping address must be derived from the online purchasing website and cannot be handwritten or typed by staff.

Online payments must include the name and physical address of the account which the payment was made to. The name and physical address must be derived from the online payment website and cannot be handwritten or typed by staff.

**\*\*\*RECEIPTS ARE REQUIRED FOR ALL PURCHASES\*\*\***

**Receipt Procedure**

- Each incidental request is required to have all corresponding receipts of purchases attached to the incidental request in the client record in CFHDS. This includes the Check Stub if a check was requested for that purchase.
- Select Attached Documents tab in the corresponding incidental request

- When selecting type of file, choose RECEIPT

Other examples of required documentation to accompany an incidental would be when requesting services that require the family/client to complete a registration form.

**Procedure if receipts are not returned:**

If a receipt is NOT returned back to the provider agency that requested the incidental, no additional FSI funds may be requested until the client turns in receipt or can verify the items purchased. Each incidental request is required to have a receipt attached to confirm the items purchased.

If receipts are not submitted, additional community resources and alternative funding options can be provided to the family.

**Note Pad: can be utilized to notify other agencies if the client did not return receipts.**



## Reconciliation

### **Supervisor:**

Supervisors are responsible for ensuring that staff make all purchases in accordance with the FSI Manual, and each Agency's MOU/MOA.

### ***Reconciliation***

Supervisors must ensure that staff receives their monthly purchasing card statement detailing all charges made for that month. For each charge on the p-card statement, the supervisor must:

- make sure there is an **approved** request in CFHDS
- verify eligibility documents have been collected for the family, verify all receipts have been signed by the family and scanned into the CFHDS system under the approved incidental for that purchase
- document the family's client ID# associated with that incidental

Supervisors must review, sign, and date each staff's p-card statement related to their assigned p-card number once their cardholder has completed and signed the p-card statement. By signing the p-card statement, supervisor is stating that all information stated above has been obtained, scanned, and/or documented.

### ***Request for Changes – Provider Responsibility:***

In *rare instances* vendor or purchasing information may end up changing from when the original incidental request was made. If the purchase amount changes and is less than the original incidental request, no request for changes is required. If the purchase amount is greater or vendor information changes, then the FSI Supervisor must obtain the following written information from the FSI cardholder:

- Family's primary client ID#
- Authorization #
- Incidental Approval Date
- Current Amount/Vendor Information
- New Incidental Amount/Vendor Information
- Reason why information changed



Agency staff must complete and submit the Request for Change Form and email it monthly to [fsi@jwbpinellas.org](mailto:fsi@jwbpinellas.org).

***Request for Changes – JWB Responsibility:***

If the amount spent is 10% or greater under the approved amount **and** the difference is greater than \$100, the JWB Procurement Card Coordinator will document the adjustment on the Request for Change spreadsheet and send the information to CFBHN to update the approved incidental to reflect actual amount spent. For example: A furniture request is approved for \$1200. The actual amount spent is \$1000. The difference is \$200, which is greater than 10% under the approved amount, **and** over \$100. This adjustment would be documented on the Request for Change spreadsheet for an update.

***Manager/Director:***

The Manager/Director is responsible for the following:

- Signing off on cardholder p-card statements when supervisors are not available
- Designate and authorize approved cardholders
- Approve card limit changes
- Periodic review of supervisor p-card reconciliation oversight

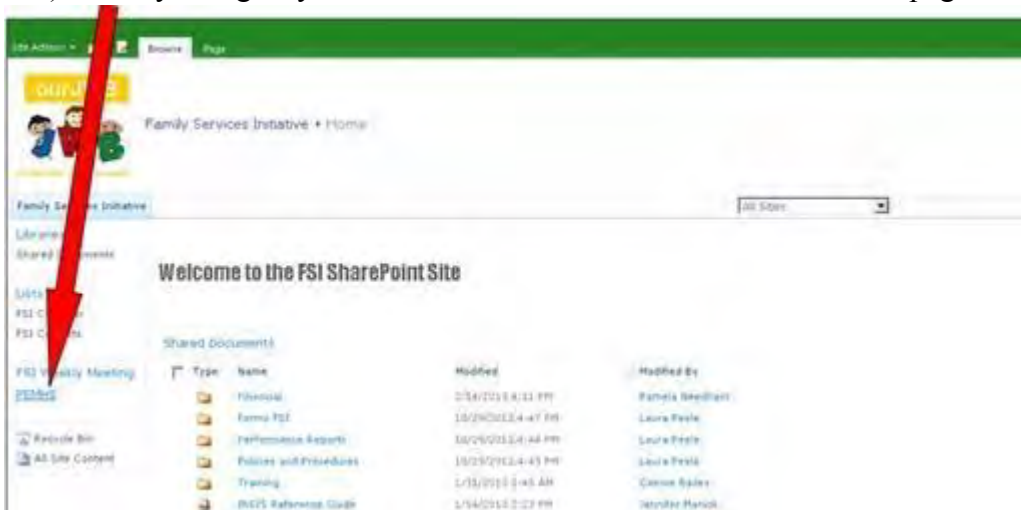
Each agency utilizing FSI Funding is responsible for reconciling all individual and generic p-card statement(s) from Bank of America monthly. JWB Finance Department will upload the monthly provider statements and the CFHDS approved incidental report to the FSI SharePoint site by the 10<sup>th</sup> of the month following the date of purchase, under each individual agency folder. **Agencies must reconcile the statements and upload to their agency’s “Signed Statement” folder in Share Point by the 10th of the following month the statements were received.** Please follow the steps below to access the statements.

SharePoint link:

<https://share.jwbpinellas.org/Collaboration/FSI/SitePages/Home.aspx>

After logging onto the FSI SharePoint site:

- 1) Select your agency folder located on the left side of the FSI homepage.

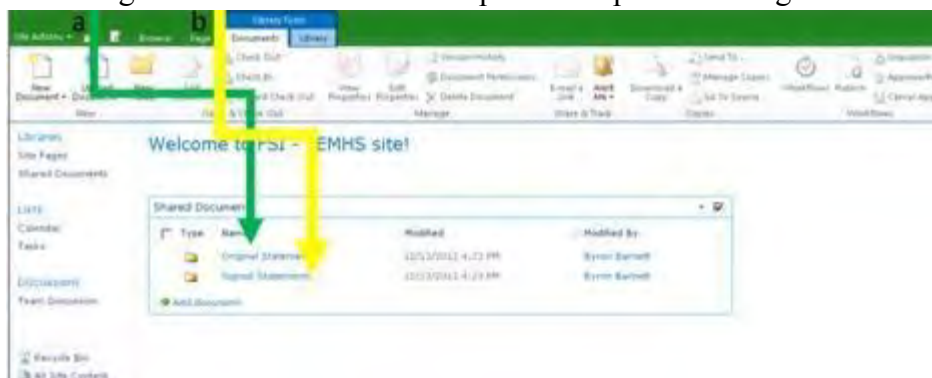


Double click on the folder labeled P-Card Statements



To locate/print original statement and also uploaded completed statements

- a. Original Statements: location of monthly statements to be reconciled
- b. Signed Statements: folder to upload completed and signed statements



### Monthly Statements

If you did not make any charges on your p-card, then you will not have a p-card statement. Please check to see if there is a statement(s) for your agency each month; sometimes charges from the previous month roll into the next month. If you have a p-card statement and are not sure what to do, please see the file below (also located on the SharePoint site, “P-Card Statement – Read only”). You can also review the Purchasing Card Policy you received prior to receiving your p-card. Managers and Supervisors are responsible for making sure that the agency staff receives their p-card statement, reconciles it appropriately, and that you review their reconciliation in accordance to the Purchasing Card Policy.

After reconciliation is complete, staff and supervisors will have reviewed and signed off. Statements must then be uploaded onto the FSI SharePoint site (see (b) above) by the 10<sup>th</sup> of the month following receipt of the statement.

Please upload each month’s statements in **one** file and label it in the format of:

“Year-Month Agency Name”



**Example: 2014-01 Suncoast or 2014-02 PEMHS**

If you do not have access to SharePoint, you need to obtain access. You can get access to JWB's SharePoint site by reading the attached Technology policies and filling out the SharePoint Access Form attached as well, please send the SharePoint Access form to [help@jwbpinellas.org](mailto:help@jwbpinellas.org). Once the forms are received, you will receive an email stating that you have access to the FSI SharePoint site, you will then need to call for your password. SharePoint will be our main point of access for all documents going forward as well as any updates and changes to the FSI program.

**Financial Folder (located on the main FSI SharePoint page)**

This folder contains a working copy of the current month's reconciliation spreadsheet which has both Bank of America and CFHDS information combined. All items need to be reviewed, verified and/or resolved.

**See Sample Monthly Statement on next page.**

Sample Monthly Statement

APR 07 2014



**Your Name Here**

727-547-5600 FAMILY SRVC  
 727-547-5600 FAMILY SRVC  
 XXXX-XXXX-XXXX-8294  
 March 01, 2014 - March 31, 2014

**These are the last 4 digits of your p-card.**

**Purchasing Card**

**Cardholder Activity**

Account Information	Payment Information	Account Summary
<b>Mail Billing Inquiries to:</b> BANKCARD CENTER PO BOX 982238 EL PASO, TX 79998-2238  <b>Customer Service:</b> 1.888.449.2273 24 Hours  <b>TTY Hearing Impaired:</b> 1.800.222.7365 24 Hours  <b>Outside the U.S.:</b> 1.509.353.6656 24 Hours  <b>For Lost or Stolen Card:</b> 1.888.449.2273 24 Hours	Statement Date ..... 03/31/14 Credit Limit ..... \$150 Cash Limit ..... \$0 Days in Billing Cycle ..... 31 Total Activity ..... \$149.46  <b>THIS IS NOT A BILL - DO NOT PAY</b>	Credits ..... \$0.00 Cash ..... \$0.00 Purchases ..... \$149.46 Other Debits ..... \$0.00 Cash Fees ..... \$0.00 Other Fees ..... \$0.00 Total Activity ..... \$149.46

Transactions						
Posting Date	Transaction Date	Description	Reference Number	MCC	Charge	Credit
03/18	03/17	CIRCLE A FOOD STORE CLEARWATER FL	24607944077207353200590	5310	10.00	
03/18	03/17	WAL-MART #1712 LARGO FL	24445004077400004192972	5310	139.46	

**Staff should:**

- put the ihsIS client ID next to each charge made on behalf of the client
- make sure that there is an approved incidental for each charge
- make sure that the receipt for each charge has been uploaded into ihsSUS under the clients's record
- make sure all other appropriate documentation has been entered into ihsSIS
- sign on the "Cardholder Signature" line at the bottom to state that staff has reviewed all charges for the items listed above and that all charges have been legitimately charged for the FSI program
- turn statement into supervisor for review of all items above and signature as proof of review

**NOTE:** Please notify you supervisor if you requested an incidental and the purchase amount was more than the requested amount.

↑  
**Client ID**

00000000 00000000 00000000 4715291209678294

Account Number: XXXX-XXXX-XXXX-8294  
 March 01, 2014 - March 31, 2014

BANK OF AMERICA  
 PO BOX 15731  
 WILMINGTON, DE 19886-5731

727-547-5600 FAMILY SRVC  
 727-547-5600 FAMILY SRVC  
 14155 58TH ST N  
 CLEARWATER, FL 33760-3725

Total Activity ..... \$149.46

**Your Signature Here**

Cardholder Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager Signature \_\_\_\_\_ Date \_\_\_\_\_

## Lost or Stolen Family Services Initiative Purchase Cards or Statements

- If P-card(s) or statement(s) have been identified as missing, immediately contact JWB FSI staff by phone to place a hold on the card. Agency staff must suspend all card activity for the identified card as soon as the issue is discovered.
- If the P-card(s) or statement(s) are stolen, the agency who is assigned the P-card(s) must immediately file a police report with the appropriate law enforcement agency.
- Agency staff must submit JWB's "Incident Report" form, along with the police report, if applicable, electronically to [IRreviewteam@jwbpinellas.org](mailto:IRreviewteam@jwbpinellas.org) within one (1) business day of incident. This form is available on JWB's website. The type of incident reported should be "Other Incident".
- JWB FSI staff will run an FSI Billing Statement report for the past 30 days on the identified P-card(s). Once all reports are run, JWB FSI staff will notify the bank to inactivate the P-cards and issue new P-cards as appropriate. If needed, JWB FSI staff will provide generic cards immediately to agency staff until new named P-cards are able to be received and distributed to agency staff.
- JWB FSI staff will provide the FSI Billing Statement reports to the agency. The appropriate agency staff will review each report to verify the validity of all charges. Once all charges are verified, agency staff will sign, date and return to JWB FSI staff within one (1) business day.