

Family Services Initiative Purchases and Receipts Procedures

***GUIDING PRINCIPLE:** The Family Service Initiative (FSI) is highly accountable for every dollar spent. All purchases must be accompanied by a receipt or payment confirmation.*

Purchasing Card

Purpose

Named purchasing cards are used by authorized Agency Staff designated by the Agency Program Supervisor or 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 or 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 JWB data collection system 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 a service transaction request through the JWB data collection system 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 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 JWB data collection system service transaction request. The order slip or estimate of the items does not equate to the final purchase receipt. Payment confirmation must include at a minimum: detail of items purchased, last 4 # of card used for payment, date of purchase, vendor, total paid.

If purchases are made directly to the vendor by phone or online, payment confirmation number and other required receipt information must be documented and scanned into JWB data collection system within the corresponding service transaction request's support documentation section.

If ordering online, shipment should be done directly to the family's address. The receipt/packing slip, or email confirmation of delivery should be used as final receipt to verify items ordered vs actually shipped/received.

Purchasing Card Limit Changes

If a temporary increase in a cardholder's limits are needed, the staff member's Supervisor must submit a request on either the "Purchasing Card Change Request Form" or email a request to JWB Procurement Card Administrator specifying which limit(s). The limits that can be increased are Monthly, Daily, Single transaction, and number of card transactions per day. The request must specify which limit(s) and identify new and old amounts. All temporary increases are for 8 days unless requested otherwise with justification. The card will automatically revert to the previous spending limits after the 8 days.

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 an FSI purchase, JWB will reimburse the staff when provided all documentation for the charge and with their supervisor's approval. Once JWB provides payment, if a request is made for FSI vendors, the staff name will appear on the list unless staff notify JWB they meet an exemption under the Sunshine Law.

*****If the cardholder finds an unidentified charge not made by the cardholder on their p-card statement spreadsheet, 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 or dispose of as directed by JWB.

Purchases

Supervisor

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

Below are the methods of payments utilized within FSI system and are stated in the Agency's MOU/MOA.

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, provided to families to make purchases on a time limited basis
- **Check:** A check is used for all rental payments and other vendors that do not accept a purchasing card
- **Bus passes:** Please see Transportation section
- **Placement Authorization Form:** Only used by the Agency that has it specified in their MOU.
 - Emergency Placement Authorization Form

Receipts

All receipts must be signed by the family and scanned into the web-based JWB data collection system clearly visible under that family's primary client identification number and related service transaction request. 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 spreadsheet 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
- Signed and dated by primary client

In instances where a receipt is lost or NOT returned, agency/provider staff must attempt to obtain a replacement or copy from the vendor directly or from the website used for purchase. Vendors can typically reprint sales receipts at the place of purchase with the date of the transaction and the card used. Online purchase history can be reprinted from the account used to purchase.

If staff are still unable to obtain a replacement or copy, they 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 JWB data collection system 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, the family will not be provided any further generic p-cards unless receipts from previous purchases are obtained. A client note will be placed by JWB staff within the Client Profile section of JWB data collection system under primary client's identification number. The note will inform all staff reviewing the record if a client has been deemed ineligible for further FSI assistance or a generic p-card. If ineligible for a generic p-card, agency staff would need to purchase & deliver items to family, whether online, dropped off to client, or client picks up item(s).

Online/Phone Purchases & Payments

Staff may only purchase online, with supervisor approval, if they are not able to travel due to extenuating circumstances. Online Purchases & Payments must follow the Receipt criteria stated above. Staff must provide receipts for all online purchases & payments made. If paying a bill online 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
- Total 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, or utility account # 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.

****BILLING address should be JWB main office: 14155 58th St N, Clearwater, FL 33760.**

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*****

Reconciliation

JWB's fiscal responsibility includes a review and final reconciliation of all approvals in the FSI data collection system and all payments for the FSI program. Staff who make purchases or request generic cards for a family, will provide JWB with information related to the payment including documentation and verification that all FSI process are approved and completed as outlined in this

manual. Once JWB staff review all approvals and payments, the Budget and Business Services Director will approve each month's final fiscal reconciliation submitted by the Procurement Card Administrator in spreadsheet format.

Monthly Statements

FSI Statement Process

Each agency utilizing FSI Funding is responsible for reconciling all their individual and generic p-card charges monthly.

JWB Finance Department will upload the monthly provider statement spreadsheets to the FSI SharePoint site by the 10th of the month following the date of purchase. The spreadsheets will be uploaded under each individual agency folder or can be provided via email. The spreadsheet includes all the JWB data collection system approved service transaction requests. Each Agency will designate staff(s) who will access SharePoint to facilitate this process. Further guidance will be provided by JWB Finance once Agency staff obtain access.

Agencies must reconcile the statement spreadsheets and upload to their agency's "Signed Statement" folder in SharePoint or return via email by the end of the month the spreadsheet was received. *If returning via email, Agency staff must ensure there is no confidential data within the spreadsheet before emailing.*

- 1) Each supervisor should forward the staff their spreadsheet to complete.
- 2) Staff must fill in the requested information on the 1st tab titled (Month) BOA, columns H-L on their individual spreadsheet. No confidential data should be documented on the spreadsheets that are returned to JWB.
- 3) No information is required to be recorded on tab 2, information only.
- 4) Staff must ensure receipts are uploaded to the applicable JWB data collection system Service Transaction request.
- 5) Once staff have completed their portion, they submit it to the Supervisor for review and approval.
- 6) The Supervisor will review and approve the information by completing Columns M-N.
- 7) After the Supervisor has approved all transactions, the spreadsheet is then submitted to JWB.
- 8) Submission of the information to JWB will certify statement/charge information provided in lieu of signature and date, like on the paper statements.

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

Lost or Stolen Family Services Initiative Purchase Cards or Statements

- If P-card(s) have been identified as missing, immediately contact JWB FSI staff by phone to place a hold on the card. Agency staff must then also notify their supervisor after contact with JWB. .
- If the P-card(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 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.

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