WTP Support Services Desk Guide

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WTP Support Services Desk Guide #7.1

Date: Updated 04/07/2019

To: All Career Source Pinellas Program Staff

Subject: Support Service Availability, Distribution, Data Entry, and File Retention

Purpose: To provide guidance and overview of Welfare Transition (WT) program availability, distribution, data entry and file retention of supportive services. Eligibility determination and distribution will also be outlined within this desk guide.

SUMMARY

The WT program staff will provide WT participant support services based upon their need <u>AND</u> eligibility. Participants are to be informed that program support services are only to be used to support their continued participation within their assigned activities or assist with their successful obtainment and retention of employment. Additionally, CareerSource Pinellas (CS Pin) assistance is subject to availability of funding and is not a participant entitlement.

Participant support service needs are divided into three categories: Transportation Assistance, Ancillary Assistance & Training Assistance. Specific maximum limits and the required supporting documentation of need are included.

The annual cap for Transportation and Ancillary services combined is $700 per fiscal year, July 1 – June 30. Monetary support services are not available to Applicant participants

Transportation Assistance

A) All participants must be present to receive any service

B) All eligible participants must state their need in the form of a participant Statement of Need signed by the participant and a CS Pin staff member

C) The monthly maximum is up to $50 per month

D) It is preferred that participants receive the monthly transportation assistance on or around the same date every month. This is not required. It is allowable for participants to receive their service earlier the next month if justification is stated. It is always allowable to receive their service later the following month

E) There are rare instances where staff might need to approve $25 bi-weekly, but this is not the usual occurrence.

F) A participant should always receive the monthly transportation in the month it has been determined eligible.

   o There are instances where transportation assistance may be issued by the 10th of the following month for the previous month.

o Examples include, but are not limited to

   o The participant did not receive their check timely due to employer delay in processing or system access errors.

   o 2) Holiday and/or a combination of Holiday and work schedule did not allow the participant to

pick up assistance within the month.

Mandatory participants

- o Services are available to participants after completing one full week of hours as assigned per a current IRP
  1) If the participant misses one week of training/work experience hours due to holiday breaks (i.e., spring break), documented illness or other similar reason, staff must receive supervisory approval before transportation service is provided.

Two parent household participants

1) Both referred parents must be in compliance with the program and IRP(s)
2) If one parent is not in compliance, then the other parent is not eligible to receive services, because the total household is not in compliance.
3) Each referred participant must be assigned to at least 15 hours per week for each parent/participant to be eligible. If one parent is assigned to 10 hours per week and the other parent is assigned to 35 hours per week, only the parent completing the 35 hours per week is eligible.

Transitional participants

- o Months 1- 6 only **(**no transportation assistance is available during months 7 – 24)
  1) Participants must maintain employment with earnings
  2) Program may also assist with vocational training if employment, with earnings, is maintained.
  3) In Two-Parent households, one parent can attend only Vocational Training, at least 15 hours per week if the other parent is employed with earnings.

Ancillary Assistance

- A) Primary services offered are Uniforms and Tools required for employment.
- B) All ancillary services will be requested by the participant, reviewed and approved by a Career Counselor (CC) and submitted to the Programs Coordinator (PC) or Lead for final review and approval
- C) Ancillary services can only be issued via a voucher, check or company credit card purchase, which are all subject a second tier Finance approval process
- D) Service are approved for only the exact amount of the request
- E) Does not include self-employment
  1) Uniforms/Clothing – Must be required for work, are limited to once per fiscal year and cannot exceed $150
     - o The dollar amount will be determined by number of average hours working per week or by case status.

MN Participant working average of fewer than 20 hours per week	up to $50
MN participant working average of 20-34 hours per week	up to $100
MN participant working average of 35 or more hours per week	up to $150
Transitional	up to $50

- o The participant is required to submit the following for consideration:
  1. A participant Statement of Need
  2. Employer/Training Provider Dress Code
  3. Proof of cost; Approved vendors are to be used whenever possible
  4. Employment must be submitted and verified by staff before approval of service
- o Work Clothing is defined as specific items required for employment:
  1. Examples would include, but are not limited to:
     - Black pants required at Walgreens
     - Tan pants required at Target or Walmart
     - Non-skid shoes required at restaurants
     - Steel toed shoes required at factory or outdoor work sites
  2. Business Casual attire does not qualify as required work clothing
- 2) Tools – Must be required for work and not to exceed $100 per fiscal year
  - o Only tools that will be required for the first month of employment are to be approved
  - o Additional tool requests up to $100 can be accepted and approved, as other tools are required by the employer
  - o The participant is required to submit the following for consideration
    1. A participant Statement of Need
    2. Employer statement of tools requirement
    3. Proof of cost; Approved vendors are to be used whenever possible
    4. Employment must be submitted and verified by staff prior to approval of service

D) Two parent households:

1) If one parent is employed and has a need, the eligibility of the service must be determined by the household requirements. If the household is in compliance with activities as assigned the one parent in need could be eligible.
2) Both parents do not need to be assigned to minimum number of hours for the employed parent to be eligible.
3) If one parent is completing less than 15 hours per week, that parent is not eligible for services.

E) Transitional participants
1) Eligible months 1-6 only
2) Must maintain employment with earnings
3) Must submit acceptable documentation
4) The most recent payment form is always preferred

Training Assistance: Vocational Training, On-the-Job Training Assistance, GED/ESOL

    a) Available to all open Mandatory participants & Transitional participants

    b) The training program must be completed prior to the end of TANF time limits or end of the Transitional period

    c) OJT, Vocational Training tuition costs or cost of GED/ESOL exam will be completed through an OJT Contract or the Individual Training Account (ITA)/voucher process.
- Staff members are able to utilize the voucher system. Check request or Credit Card payment to process costs associated with training.

    d) Vocational Training needs will be included in the $5,000 maximum annual ITA budget and $10,000-lifetime limit.
- This includes only required items to complete the training program, i.e., tuition, fees, licensure, books, uniforms, tools, and so forth.
- Uniforms required for training cannot exceed $150, depending on number of weekly attendance hours
  - Approved agency vendor should be used whenever possible

Attending an average of less than 20 hours per week	up to $50
Attending an average of 20-34 hours per week	up to $100
Attending average of 35 or more hours per week	up to $150
Transitional	up to $50

- Tools required for training cannot exceed $300 per fiscal year
  - Only those tools needed for current semester/term should be approved
  - Tools not needed until term 3 should not be purchased until term 1 & 2 have been successfully completed
  - Approved agency vendor should be used whenever possible

    e) Cost of GED courses will be covered with a voucher.
1) GED may be a standalone activity for a Teen Parent
2) GED may be a Core Plus (CP) activity for a non-Teen Parent in combination with a Core activity
   a. Full compliance with both activities is required.
3) The first semester of GED attendance, meaning the participant has not ever received prior GED assistance, is available to all Mandatory and Transitional participants in months 1-46
4) Returning GED participants, meaning participants who have previously received GED tuition assistance, must submit documentation of successful completion of previous quarter and must show progress in obtaining GED.
   i. Successful completion of the quarter is documented by weekly timesheets
   ii. Progress can be documented by increased TABE scores or instructor statement.
   iii. Invoice from Pinellas County School Board is required
   - The cap for GED tuition is $90 per fiscal year
   - $90 Cap does not include cost of exam or exam re-test.

iv. Tuition and exam costs are both included in the $5,000 maximum annual ITA budget and $7000 lifetime ITA budget.

v. Participants must be in compliance with all assigned activity hours as stated on IRP

vi. Participants who have previously received GED assistance but were not successful in obtaining any portion of the GED certification are eligible for <u>one</u> second GED tuition

vii. If a participant received two GED tuition vouchers and fails to obtain at least one portion of the GED certification, the participant is no longer eligible for additional GED tuition vouchers.

viii. To become eligible again, the participant must attend GED using their own resources and complete the semester showing attendance and progress. This will show the participant is now serious about obtaining the GED certification(s).

Emergency Clause: Standard support services and amounts of each service will be the standard used by WT staff. However, on a case by case basis, due to emergency need, funding availability and unless otherwise indicated, WT staff may request a variance based upon staff assessment <u>and</u> supervisory approval. The custom request must be tied to obtaining employment, a direct employer requirement or have the possibility to increase likelihood of employment.

1) Staff may decrease the standard maximum dollar amounts based upon case management assessment and the submitted documentation demonstrates the need does not justify, or is less than, the standard maximum amount.

Support Service DISTRIBUTION AND STAFF HANDLING:

1) Staff will be issued a set inventory of various dollar amounts of Visa Bank cards
2) Staff must retain their cards in a secure safe in their respective offices to maintain security and control.
3) Staff is responsible for managing their card inventories. Each card has a control number which will be used to track and manage.
4) Card supplies are issued and signed out by the Finance department

   a. Cards orders are submitted to Finance by Programs Coordinator or designee, monthly
   b. Orders are determined by what is currently in the center inventory compared to what was issued over the last 30 days. Orders should not exceed what is expected to be used within 30 days.
   c. Orders are approved and processed by the Finance Department
   d. Finance swipes each card through the card track system assigning the card to a center and a designee for each center
   e. The staff member receiving cards from Finance is required to count and sign for the cards.

Approval process:

1) Participant must be present to receive service
2) Front Desk/issuer emails the Career Counselor (CC) stating participant is here for a support service
3) The Career Counselor reviews the case for eligibility
   A) If eligible, the Career Counselor enters one of the copy/paste approval case notes
   B) The CC completes the State of Need form and hands to the issuer. For offsite approvals the State of Need form will be emailed to the issuer
   C) Completion of the form includes:
      o Name & last 4
      o Select appropriate funding
      o Write in the approved dollar amount
      o Select the appropriate approved service
      o Sign the form
   ** If not eligible, the CC will explain the reason to the participant. If offsite, the reason for denial will be emailed to the issuer.

   D) The issuer reviews the form to ensure it is complete, correct and the services marked on the form match the approval note
   E) The issuer obtains the participants signature on the Statement of Need, if not already obtained
   F) The issuer issues the card by swiping the card and photo ID through the card swiper. If the participant does not have a photo ID, instructions are provided below for ID Exceptions.
   G) Both the participant and issuer sign using the card tracker signature pad
   H) The issuer completes all data entry within 48 hours of issuance
   I) The issuer then either e-files the Statement of Need form or scans the form to the appropriate MIS queue

ID Exceptions:

There are two reasons the "ID Exception" button can be used in issuing gas and visa cards

1) The participants does not have or did not bring an ID
2) The card reader will not read the ID black strip

A) Staff members are able to issue a card once without an ID.
   o The participants should be informed that there will only be a one-time issuance without an ID which will occur. After the first time, no ID = no service.
   o Participants who not own an ID should be informed of local resources such as We Help and St. Pete Free Clinic who can assist with the cost of obtaining a Florida ID
   o Participant's signature on the card tracker should be compared to a document in the participant's e-file
   o A special issuance case note is entered for these instances.

Process for using ID Exceptions:

1) Always attempt to swipe an ID before using the exception
2) If the card reader will not accept the ID click the "ID Exception" button
3) Enter the participant first name, last name and last 4 of SSN, click save
4) The issuer and participant sign on the signature pad
5) The issuer prints the signature page
6) The issuer photo copies the card and the ID
7) A supervisor then signs the signature page.
8) The supervisor remains with the issuer until the support service card(s) are handed to the participant
9) By signing this form the supervisor is verifying they witnessed the support service card(s) being handed directly to the participant.
10) The issuer is responsible for e-filing the signature page and photo copies.

Support Service Inventory

1) The designated issuer will maintain and ensure complete/correct recordkeeping of inventory
2) Inventory is completed bi-monthly, on the 15th and last day of each month, or closest business day prior.
3) Inventory is always completed with at least 2 staff members.
4) Inventory will be completed preferably by the issuer and a supervisor, when available. Other designees can be appointed to cover for staff not being available.
5) Cards in the safe are counted by issuer and supervisor, completing and signing the Inventory Cover sheet.
6) The report is then pulled for the center by the supervisor
7) The supervisor than matches the report to the inventory cover sheet and signs the report
8) The inventory cover sheet and report are all submitted via email to the "Finance" email address
9) If for any reason the report and inventory cover sheet do not match the issuer and supervisor are to research and recount.
10) If center reaches the Close of Business (COB) and the inventory cover sheet does not match the report, the Programs Coordinator and Programs Director are to be immediately notified who will in turn immediately notify the Finance Director.

Support Service Monitoring

1) Agency Internal Monitor completes three support service audits monthly
   A) Desk Review
      o Randomly selects a number of issuances from last 30 days of regional issuances card tracker report
      o The card tracker report is compared to OSST tracking system and Atlas. The following questions are part of the review.
         a. Was the correct funding used in card tracker?
         b. Is the OSST approval note & issuance note with correct dates entered?
         c. Is the OSST Skill development data entry complete and correct?
         d. Are documents e-filed where required?
   B) Inventory
      o Occurs at each center including Administration safe
      o Actual count of cards is compared to card tracker inventory report
      o Verifies full balance remains on random sample of cards
      o Verifies a random sample of issued card numbers are not in safe
   C) On site/Issuance Review
      o Occurs at each center, during distribution times
      o Is the issuer safe guarding the cards by not leaving safe open/unlocked, not leaving cards lay on desk or in a drawer?
      o Is the issuer also the same person logged into card tracker?
      o Is issuer/center following established approval process?

OSST ENTRY: Transportation

1) In the Service Plan section of the Skill Development page
   a. Mandatory – Benchmark 9
   b. Transitional – Benchmark 4
2) Providers will be entered as follows:
   a. Mandatory and Transitional participants use the same provider
      i. Clearwater – CareerSource Pinellas 402, FEID 402, Phone number 727-608-2439
      ii. St Petersburg – CareerSource Pinellas 400, FEID 400, Phone number 727-608-2300
3) Cost category entry:
   a. Tracking number – Type in the Last 4 digits of the card
   b. Cost Type – Select Transportation
   c. FMTS code – Select the closest choice (Participant support services, Unemployed participant work related transportation, and so forth)
   d. Date – Enter the Actual Date of Issuance
   e. Cost – Enter the amount on the card issued
4) Enter a case note

OSST ENTRY: Ancillary Support Services

1) In the Service Plan section of the Skill Development page
   a. Uniforms – Clothing
   b. Tools – Tools
2) Providers will be entered as follows:
   a. Mandatory and Transitional participants use the same provider
      i. South Clearwater – CareerSource Pinellas 402, FEID 402, Phone number 727-608-2439
      ii. St Petersburg – CareerSource Pinellas 400, FEID 400 Phone number 727-608-

2300

3) Cost category entry:
   a. Tracking number – Type in the need. Be specific. (Ex: work uniforms, work tools, etc.)
   b. Cost Type – Select the closest choice (Clothing, tools, other)
   c. FMTS code – Select the closest choice (Participant support services, Unemployed participant work related transportation, and so forth)
   d. Date – Actual date card is provided
   e. Cost – Enter the amount of the card issued
4) Dates will be entered as follows:
   a. Anticipated Begin Date – the date the request was submitted to the supervisor for review and approval
   b. Anticipated End Date – 14 business days after the Anticipated Begin Date
   c. Actual Begin Date – Date of Supervisor approval
5) Case note issuance
6) Closing the service on the OSST Skill Development screen:
   a. Click on the open service coinciding with the support service
   b. Reason for Service Outcome – Completed
   c. Actual End Date – The date the voucher or cards are signed out by the participant

WT Support Service Process Participant Need & Maximum Amount Grid

Transportation/Ancillary Needs: Assistance of this type is based upon participant need AND completion of required attendance of vocational/on-the-job training or employment.

Program Year Annual Cap: $700.00 (July 1 – June 30)

Type of Need	Cap	Required documentation
Transportation	Up to $50 per month	• Written statement of need

Type of Need	Cap	Required documentation
Uniforms/Clothing required for work	Up to $150.00	• Written statement of need • Employer dress code/letter from employer • Completed & verified employment verification • Proof of cost from vendor • Dollar Amount dependent on average number of hours employed weekly
Tools Required for work	Up to $100.00	• Written statement of need • Letter from employer • Proof of cost from vendor

Vocational Training Needs:

Are to be included in the $5000 fiscal year maximum and $10,000 lifetime maximum Individual Training Account (ITA) and are to be addressed through the ITA/Voucher process.

CareerSource Pinellas is able to fund up to a 2-year program or the last 2 years of extended training programs that are included on TOL. Participant must be deemed suitable for training and be approved through the supervisor review and approval process.

Type of Need	Cap	Required documentation
Tuition, fees, licensure	Included in the ITA	• Use WTP Training Check List
Book, supplies	Included in the ITA	• Use WTP Training Check List
Uniforms	$150	• Use WTP Training Check List
Tools	$300	• Use WTP Training Check List

WTP Support Services Desk Guide #7.2

Date: Updated 04/22/2019

To: All Career Source Pinellas Program Staff

Subject: MICROIX MIS and Purchase Order and Service Creation, to include credit card and check request purchases.

Purpose: To provide guidance and overview of the creation of MICROIX budgets and purchase orders and service creation. This desk guide will also provide staff with the information needed for successful submission of service requests that will result in prompt approvals. Distribution and file retention will be reviewed and outlined.

The MICROIX software program will be used to create and track training budgets and vouchers or ITA's, credit card purchases and check processes. Credit card and check processing occurs with the Finance and support team level at the Administrative level. This software uploads to the accounting system managed by the Finance Team (MIP). MICROIX is a desktop driven application. The IT department staff must install the Abila Cloud Workflow Modules, referred to as Workflow Modules within this desk guide, software on each needed computer to support access. This system will not be available via the internet or web-based connectivity.

Each staff person is provided a unique user ID and password to access the system. Each user ID is tied to a specific Workflow and funding stream within the MICROIX system. Staff user profiles can be set up as a Requester or an Approver. A requester can create new or edit unapproved purchase orders (PO), also referred to as training vouchers. An approver is a user set to approve a specific Workflow(s). Staff can be designated as a requester and/or approver.

Participant Contract Code Creation

The contract code is the unique identifier for the participant. Staff will ensure that the participant contract code is created accurately.

1. In the Purchase Order/Invoice tab, select Query Chart of Accounts
2. In the Segment drop down box, select Participant
3. On the bottom left hand side of the page, click on the green **+** sign
4. Code box
   a. First initial of participant first name + First initial of last name + Last 3 digits of the participants social security number
5. Title
   a. Participants first and last name

If the contract code generated using the steps provided is already in use, the alternate method to create the code will be: First initial of participant first name + First initial of last name + First 3 digits of the participants' social security number.

Budget Creation

Staff will create a budget for every participant that will need to have a voucher, credit card or checks requested as related to all training requests in MICROIX. Budgets will be created for the amount of dollars that will be obligated for the entire program year. The budget amount will include all training, training related and fees/exams using a MICROIX voucher, check request or credit card request. Budgets will be created by PY for each year in which CS Pin is supporting the participants training.

1. Open the Workflow Modules program and sign in with the User ID provided
2. Select the Budget tab on the upper left hand corner and open My Worksheets
3. Click the New button on the bottom of the page. This will open the Budget Period box
4. The Budget History Period and the New Budget Period should be updated to reflect the current Program Year (PY) that the budget is being created for.
5. Select the appropriate program in the Workflow drop down box
6. Review the information in the Budget Period box for correctness before clicking OK
7. The Worksheet page open with several fields that will need to be completed. MICROIX has numeric fund codes that are created for each allowable funding program and program year. New fund codes are established by Finance prior to the start of each fiscal year. There are several fields that are pre-populated, staff will need to fill out the following:
   a. Document Information:
      i. Description – Insert Participant contract code at the beginning of the box + Budget for PY____
      ii. Comments box – Staff should enter a thorough description of the transaction
   b. Document Detail:
      i. Fund – select the correct drop down option for the current PY
      ii. Function – select the appropriate category of funding for the program
      iii. Activity – select the appropriate activity for which the voucher is being created
      iv. Participant – type in the participant contract code
      v. Group – select the reason for the budget
      vi. GL – select the account title that fits the line item
      vii. Description – This will default to the participant name and contract number however staff enter a brief description of the voucher purpose.
      viii. Monthly Distribution – select the quarter that the voucher is being created in
      ix. Budget – this will be the amount for the transaction item
8. Once all of the required fields in the budget are filled in, the budget can be saved clicking the disk icon on the upper right hand side of the page
9. Review the budget for correctness and submit for approval to Finance by clicking on the paper with green arrow on the upper right hand side of the page

Updates and edits can be made to the budget as long as Finance has not approved the budget. Once a budget has been approved by Finance, then staff can only correct the budget by requesting a budget de-obligation.

Purchase Order (PO)/Service Creation

Prior to creation of a training related request in MICROIX, also referenced as an encumbrance within MIP, there must be a corresponding budget in MICROIX. The exceptions to this are for GED tuition, GED exams, and one time or supported services provided by the WT Program. The participant case file needs to be fully updated and current in the appropriate programs Management Information Systems (MIS) tracking system.

1. Open the Workflow Modules program and sign in with the User ID provided
2. Select the Purchase Order/Invoice tab on the upper left hand corner and open My Documents
3. Click the New button on the bottom of the page. This will open the Select Document Type box
4. The Document Options fields should pre-populate to Document Type: PO/Requisition and Number Prefix: EN. There should be no other fields that need to be updated. Click OK
5. The Document Type-Standard Requisition page open up with several fields that will need to be completed. MICROIX has numeric fund codes that are created for each allowable funding program and program year. New fund codes are established by Finance prior to the start of each fiscal year. There are several fields that are pre-populated, staff will need to fill out the following:
   a. Document Information:
      i. Description – Insert Participant contract code and the participant first and last name
      ii. Workflow ID – select the correct program code from the drop down box
   b. Reason/Justification:
      i. Staff should enter a thorough description of the transaction
   c. Special Instructions/Comment:
      i. Staff should enter specific mailing or pick up instructions
   d. Additional Information (User Defined Fields)
      i. SSN Last 4 – self explanatory
      ii. Training Dates – self explanatory
   e. Vendor Information:
      i. Vendor ID – select the vendor that the voucher, check, or credit card payment will be made to. A vendor not listed will need to be added to the MIP system by Finance.
      ii. Item No. – defaulted to N/A – DO NOT CHANGE
      iii. Qty – defaulted to 1.00 – DO NOT CHANGE
      iv. Units – defaulted to EA – DO NOT CHANGE
      v. Date – this will pre-populate – DO NOT CHANGE
      vi. Vendor ID – this is a drop down box option; select the vendor that the voucher, check, credit card payment will be made to
         - For check and credit card requests the vendor is not the payee but the special vendor labeled as "CHECK REQUEST" OR "CREDITCARD REQUEST" is to be used in the Vendor ID box
      vii. Description - This will default to the participant name and contract number however staff enter a brief description of the voucher purpose.
      viii. Type – defaulted to N/A – DO NOT CHANGE
      ix. Price – type in the amount of the voucher, this amount must be the exact dollar of the requested service.
      x. Amount – auto populates when the Price field is filled in
      xi. Dist Code – defaults to N/A – DO NOT CHANGE
      xii. Fund - select the correct drop down option for the current PY
      xiii. GL - select the account title that fits the line item

    xiv. Function - select the appropriate category of funding for the program
    xv. Activity – select the appropriate activity for which the voucher is being created
    xvi. Participant – type in the participant contract code
    xvii. Group – select the reason for the budget

6. Once all of the required fields in the PO are filled in, the PO can be saved clicking the disk icon on the upper right hand side of the page
7. Review the PO for correctness and submit for approval to Finance by clicking on the paper with green arrow on the upper right hand side of the page
8. Updates and edits can be made to the PO as long as Finance has not approved the voucher. Once a voucher has been approved by Finance, then staff can only correct the voucher by requesting a voucher void.

Staff will need to complete individual line items for multiple GL codes, i.e. Tuition costs will be one line item and GL code, school fees are an additional line item and GL code, and so on.

Voucher Approval, Distribution, and File Retention

The Finance Department will manage the voucher approvals, the MIP voids and corrections, and the voucher void requests submitted by Program staff. Upon receiving a processed voucher, the Finance department staff will review and complete the approval process thru the MICROIX MIP system.

If there are pending questions or issues with the voucher request, the Finance department staff will communicate with the Program staff via the audit notes located within MICROIX.

Program staff will be able to log into MICROIX to review the status of vouchers. Once a voucher is approved by Finance, program staff will use the printer icon in MICROIX to print the voucher. The printed voucher should be reviewed for:

1. Ensure that the "Accounting Approved" statement shows in the Authorization Information section
2. The voucher is made out to the correct vendor
3. The voucher shows the correct dollar amount
4. The line item descriptions are correct

Once printed, the staff will need to sign and date the voucher on the Authorized Signature section. The signed voucher will be embossed prior to the participant picking up the voucher. Upon pick up, the participant will sign the voucher in the Student Authorization section of the voucher.

A copy of the signed and embossed voucher is made for the participants' electronic case file.

Voucher Void Requests

When a voucher has not been picked up or used by the participant a void of the voucher should be requested as part of the Finance Department checks and balance process.

1. Write VOID, staff initials, and date on the voucher
2. Enter a case note into the appropriate MIS tracking system and print the case note
3. Voided voucher requests are entered on a tracking spreadsheet located on U drive.
4. Finance department is responsible for completing all void requests by monitoring the tracking spreadsheet twice a week
5. Staff should review and determine if budget de-obligations or if following program years are effective are needed as result to the void request.

Credit Card and Check Requests process

If staff members are in need of a credit card purchase or check request, the MICROIX request process remains the same as previously stated in this Desk Guide, however the following additional steps are required.

1. Back up documentation is emailed to the Finance designee, copying the designated Director
2. Finance completes the same review of the request and notifies the appropriate agency designee to either complete the credit card purchase or send check for processing.
3. Once the credit purchase or check request has been completed the staff member completing the purchase sends receipt or proof of purchase to requesting staff member for electronic e-filing.
4. The Finance designee approving the request then approves the request sending that request to MPI