

## Choices in Community Living – Client Funds/Credit Card Receipt Best Practices and Processes

1. All staff will be trained on Choices' Client Funds Management Policy and the State Rule governing client personal funds. This will be done through Acceltrax in the form of a test annually. Staff will be required to read the agency policy and state rule and answer a few questions pertaining to policy and rule.
2. All managers/administrators will receive the Client Funds Training within 90 days of becoming a manager. HR will collect the sign in sheets for the training and keep the documentation in the personnel files.
3. Missing/Incomplete Receipts – staff will answer a question in one of the Acceltrax tests pertaining to who is responsible for missing receipts. Once this is complete, they will be responsible for missing receipts and receipts that do not provide sufficient detail pertaining to the items purchased. It is recommended that staff take pictures of their receipts in case they get lost after being turned in.
4. Handwritten receipts for credit card purchases will not be accepted unless there are extenuating circumstances.
5. Online subscriptions should be set up in order for the receipts for monthly payments to be emailed to the Director or Administrator/Manager in order to be attached to the credit card activity report.
6. No tip is permitted for drive thru purchases or carryout.
7. The per meal maximum for staff is as follows:
  - a. Sit down meal (one with a server waiting on you) - \$16.00 total. Max before tax/tip = \$13.92.
  - b. Drive thru/fast food (no server, no tip) - \$11.00 total. Max before tax = \$9.57
8. Buffets – Choices will cover the full cost of a buffet meal with no drink included when no alternative menu is available.
9. Special events – Administrator/Manager may ask SSA for client to pay for staff activity.
10. Choices will pay for entry to the movies (if the theater does not offer free companion/caregiver tickets). Choices will not pay for food or snacks at the movie.
11. Whenever possible, it is best to get separate receipts for each client/staff purchase to make the allocation process easier.
12. If a card is used for another program, the original receipt will need to stay with the card activity report at the end of the month and a copy should be made to be kept with the program for which the purchase was made.
13. Staff Activity Sheets should be kept and managed in the home to track monthly spending.

14. Pizza Delivery – staff meal will be broken down on receipt. A 15% tip should be included for the driver.

15. Each individual's team will be responsible for creating and maintaining the individuals budgets. The team consists of the Director, Administrator/Manager, Consumer Benefits Specialist and any other guardian/payee or County staff member involved in the management of client funds.

16. Delivery Service Charges – Choices discourages the use of delivery services such as Uber Eats, Doordash, etc. Clients should not be charged these delivery charges, nor should Choices in Community Living. These will be charged to the staff person utilizing the service. This does not include standard delivery fees for Pizza or Chinese.

10/15/21