Choices In Community Living, Inc.
Fiscal Policy #15
Use of Client Utilities for Agency Purposes

Revised: July 2026

Purpose

To establish agency standards for the responsible use of household utilities, including electricity, natural gas, and water, in homes where individuals with intellectual and developmental disabilities (IDD) receive services, while ensuring clients are not financially responsible for utility costs incurred because of agency business operations.

This policy establishes appropriate reimbursement for the agency's incidental use of client household utilities when employees perform work-related activities within a client's residence. The reimbursement is intended solely to compensate the household for agency operational utility usage and is not compensation to the client, a financial benefit for receiving services, or an inducement to select or retain Choices In Community Living, Inc. as a provider.

This policy aligns with Ohio Administrative Code 5123-17-02 and is intended to promote sound stewardship of client resources.

Policy Statement

Agency employees may occasionally use client household utilities to operate agency-issued or agency-required equipment necessary for documentation, communication, scheduling, electronic health record access, and other required agency business. While incidental utility use is part of normal operations, personal use of client utilities is prohibited.

- Flat reimbursement of $10 per month for each unlicensed home as a reasonable good-faith estimate of agency operational utility usage.
- The reimbursement is solely intended to reimburse the household for agency operational utility usage.
- The reimbursement is not compensation to the client, a gift, or an inducement to select or retain CICL as a Medicaid provider.
- Use of client utilities for personal purposes by staff, contractors, or visitors is strictly prohibited.

Reimbursement Procedures

1. Applicability

- Applies to unlicensed homes where employees perform agency business.
- Covered utilities include electricity, natural gas, and water.

2. Reimbursement for Agency Use

- $10 per month per unlicensed home.
- Payments processed monthly by the Finance Department and documented as 'Client Utility Reimbursement.'
- Payments distributed equally among clients residing in the home.
- Amount reviewed annually and adjusted if warranted.

3. Documentation

- Finance shall maintain supporting documentation for all reimbursements.

4. Review and Adjustment

- Finance and Compliance will review the reimbursement annually.
- The reimbursement may be modified if utility costs, agency operations, or regulatory guidance change.

Prohibited Personal Use

- Charging personal electric vehicles.
- Charging personal electronic devices not used for agency business.
- Using client utilities for personal showers, cooking, laundry, or other personal activities.
- Operating personal appliances using client utilities.

Personal cell phones may be charged only when being used to perform agency business. Charging solely for personal convenience is prohibited.

Responsibility

- Managers and Program Directors ensure compliance.
- Business Office ensures timely reimbursements.
- Compliance may be reviewed through internal audits or regulatory reviews.

Staff Acknowledgement

All staff assigned to licensed or unlicensed homes shall sign the Staff Acknowledgement confirming they have read, understand, and agree to comply with this policy.

Review Schedule

Annually by the Administrative Team and Compliance Officer, or sooner if required by changes in law, regulation, or agency operations.

Staff Acknowledgement Form

I acknowledge that I have received, read, and understand Fiscal Policy #15 – Use of Client Utilities for Agency Purposes. I understand that personal use of client utilities is prohibited and that violations may result in disciplinary action, up to and including termination.

Employee Name: ______________________________

Employee Signature: ___________________________

Date: _________________