

SECTION I – ADMINISTRATION

Procedure: Client Assistance Card
Department: Community Services
Issue Date: May 14, 2017

SOP No. N/A
Division(s): Human Services
Rev. Date: N/A

I. Section:

- A. **Purpose:** The purpose of this procedure is to describe the setup and the distribution of client assistance cards

Basic Procedure:

1. Purchase of the Client Assistance Cards - Client Assistance Card purchases requires prior approval from the County Administrator. A Client Assistance Card check request or Purchase Card authorization must be approved by the Human Services Director or Manager.
 - a. Once the Client Assistance Cards are purchased the original copy of the receipt(s) will be forwarded to the Finance department for proper back-up documentation and copies maintained in the disbursement book.
2. All cards purchased must be controlled and tracked from the time of purchase until the cards are awarded to the recipient.
3. Client Assistance Card inventory will be maintained in a secure location by the Human Service Manager. Access to cards will be limited to the Human Services Coordinator or Manager.
4. Once the application is complete, eligibility is determined and the need for the client assistance card(s) is established, the Human Services Manager or Coordinator must be notified to release the requested card(s). A copy of the card(s) serial numbers are to be made and the client is to sign the copy to include the date that they have received the client assistance card(s). One copy is placed in the disbursement book and the other copy is placed in the client file.
5. The disbursement log must be maintained and signed by the Human Services Manager or designee. This log can be found in the Human Services Managers office. The log must include:
 - a) Vendor
 - b) Client
 - c) Amount of Client Assistance Card
 - d) Date Purchased
 - e) Date Disbursed to client
 - f) Remaining Client Assistance Cards
 - g) Remaining value of Client Assistance Cards on file
 - h) Client Assistance Card serial number
 - i) Employee's Initials
 - j) Manager or designee Initials
6. Independent, unannounced physical counts of the Client Assistance Card inventory will be performed on a periodic basis by office representatives of the Finance department.