

**PALM BEACH COUNTY  
BOARD OF COUNTY COMMISSIONERS  
AGENDA ITEM SUMMARY**

[illegible]

Department  
Submitted By: Community Services  
Submitted For: Human Services Division

## I. EXECUTIVE BRIEF

**Motion and Title: Staff recommends motion to approve:** Division of Human Services Policy and Procedure Manual, Chapter 18, Human Services Program Payments.

**Summary:** The Division of Human Services (Division) Policy and Procedure for Program Payments establishes guidelines and requirements for the payment of services provided to individuals in assisting them with maintaining or obtaining housing and to provide case management in support of these services. These policies and procedures were last revised in 2004. As the services provided by Division staff expand in response to new service models, there is a need to expand the categories of service authorized for financial assistance. The Program Payments Chapter 18 provides for expanded payments related to housing residents as well as supporting immediate food and medical needs. Funds for these services are included in the Division budget. (Human Services) Countywide (HH)

**Background and Justification:** The Division of Human Services requires Procedures for Program Payments to guide staff in making payments for services benefiting clients. Providing the means for Division staff to expand financial support to residents will expedite housing placement and ensure rapid access to critical needs items including medications and related supplies. Funds will also be used to assist residents in obtaining birth certificates in order to obtain state identification cards.

**Attachments:** PPM#:HS-O-418

**Recommended By:** C. L. W. 11/25/15

Approved By:  12/3/15  
Deputy County Administrator Date

## II. FISCAL IMPACT ANALYSIS

### A. Five Year Summary of Fiscal Impact:

Fiscal Years	2016	2017	2018	2019	2020
Capital Expenditures					
Operating Costs					
External Revenue					
Program Income					
In-Kind Match (County)					
NET FISCAL IMPACT	-0-				

# ADDITIONAL FTE POSITIONS (Cumulative)					
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Is Item Included In Current Budget: Yes \_\_\_\_\_ No \_\_\_\_\_

Budget Account No.:

Fund \_\_\_\_\_ Dept. \_\_\_\_\_ Unit \_\_\_\_\_ Obj. \_\_\_\_\_ Program Code \_\_\_\_\_ Program Period: \_\_\_\_\_

### B. Recommended Sources of Funds/Summary of Fiscal Impact:

None

Departmental Fiscal Review: \_\_\_\_\_

*Tmal*  
Taruna Malhotra, Director of Financial & Support Svcs.

## III. REVIEW COMMENTS

### A. OFMB Fiscal and/or Contract Development and Control Comments:

*Sherry Bm*  
OFMB KP  
11/30  
AK  
11/30

*Dr. J. Jacobson* 12/3/15  
Contract Development and Control  
*B. Wheeler* 12-2-15

### B. Legal Sufficiency:

*Delane C. Dwyer*  
Assistant County Attorney

### C. Other Department Review:

\_\_\_\_\_  
Department Director

This summary is not to be used as a basis for payment.

To: Channell Wilkins, Director Department of Community Services

From: Claudia H.Tuck, Division of Human Services, Director

Subject: Chapter 18: Human Services Program Payments

PPM#: HS-O-418

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**Issue Date**  
October 8, 2015

**Effective Date**  
October 8, 2015

**Chapter 18**  
**Human Services Program Payments**

**PURPOSE**

To establish guidelines and requirements for the payment of services provided to individuals served through any Human Services Program. These programs are funded through the Board of County Commissioners, Caremark Funds and various grants. The purpose of Human Services programs is to assist individuals in maintaining or obtaining housing and to provide case management in support of these services.

**POLICY**

To provide housing and case management services to individuals in Palm Beach County who are homeless or at risk of losing their housing.



## **PROCEDURES:**

Payment will be made to vendors through the following process:

Case manager will develop a case plan for the client. An invoice will be created using the Human Services database and electronically forwarded to the Case Worker Supervisor for approval. The invoice will be approved by the Case Work Supervisor.

The invoice along with back up documentation will be electronically submitted to the Fiscal staff.

Fiscal staff will print, review and approval the invoice and back-up documentation. Once approved, all original documentation will be sent to the Finance Dept for processed for payment, or, for certain rent payments, will be delivered to the fiscal P-Card representative who will make the payments directly to the vendors. (See P-Card section below).

Finance will review the invoice and back up documentation and process for payment to the vendor.

The following items are allowable for payment under Homeless Services program:

- Rent-Deposit, First Month and monthly rent
- Utilities-electric, gas and water
- Items to set up apartment including furniture which can be purchased through a vendor. These items can be purchased for the move- or to replace due to normal wear and tear of the furniture.
- Uncovered medical expenses
- Medical Supplies as documented by Physician
- Bus Passes
- Food Voucher
- Destruction of Property caused by client. Client payment will be based on ability to pay.
- Basic Needs- cleaning supplies, household items, toiletries, incidentals and other items as referenced in 25.4. Case Managers should utilize donated items before other items are purchased.

- Other items as needed will be approved on a case by case basis by Casework Supervisor in writing.

Case Managers should attempt to use other sources of funding for Utility Deposits from SHIP, LIHEAP or private non-profit resources.

### **Back up Documentation:**

In addition to case notes documenting the need for services and the development of the case plan back up documentation must be provided with the invoice for payment.

Examples of documentation:

For Rent payments- copy of signed lease

Utilities- copy of utility bill or invoice

Medical expenses or supplies- prescription from doctor or doctors note

Basic Needs- receipt from vendor

### **P-Card Usage**

For rent payments, including security deposits but not including last month rents, a P-Card will be available for use by fiscal staff in order to expedite payments to vendors who are able and willing to accept credit card payments. The workflow for these items will remain the same as above with the exception being the invoices will not be sent to Finance but will be given to the department's approved P-Card liaison who will reach out to the vendors to provide payment.

These payments will only be made once each invoice is approved for P-Card payment via signature from an authorized Department signatory. Program staff will need to add a stamp on the invoice declaring it a P-Card payment and this stamp will be initialed by approving staff.

The P-Card liaison will make the payments and note the date and time on each invoice. The liaison will check the online statement of payments each

week to ensure no incorrect charges are posted. At the end of each billing cycle, this person will reconcile the billing statement with the invoices and will deliver this reconciliation to Finance for payment of the monthly credit card statement.

## Vendors


All vendors providing services to Palm Beach County must be registered through Vendor Self Service (VSS) available at <https://pbcvssp.co.palm-beach.fl.us/webapp/vssp/AltSelfService>.

## Petty Cash

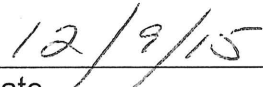
One petty cash account will be established for purchasing allowable items. The account is to be used in accordance with the Petty Cash PPM #CSF-005. The petty cash account that is established may not exceed \$200.

Allowable items for petty cash include:

- Basic Needs- cleaning supplies, household items, toiletries, incidentals, food and water
- Medical Supplies as documented by Physician
- Birth Certificates and Identification Cards

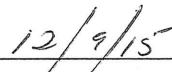
  
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Claudia H. Tuck, Director

Division of Human Services

  
\_\_\_\_\_  
Date 12/9/15

  
\_\_\_\_\_  
Channell Wilkins, Director

Department of Community Services

  
\_\_\_\_\_  
Date 12/9/15