**DOCUMENTATION PROCEDURES**

**GENERAL:**

Saratoga Bridges is responsible for managing individuals’ personal allowance and must track all transactions. Accounts will be created in Therap for: Cash On Hand, checking accounts, clothing allowance, gift cards, rewards, savings accounts, and burial accounts. Staff Access Accounts will be recorded on paper ledgers. Account entries should correctly show all deposits, withdrawals, transfers, expenditures, and interest. There must be a brief description of each transaction. The balance on the COH account must match the cash in the residence at any given time. All entries will be documented as they occur. Any time money is leaving or entering the account, an entry must be made to reflect the transaction.

**WITHDRAWAL AND DEPOSIT DOCUMENTATION:**

See **Therap Finance Module Instructions** for detailed information on creating Therap transactions.

1. All money must be deposited into the individual’s bank account first and then transferred into the COH Account.
2. Clothing Allowance checks, received for the residents every 6 months, **are not** deposited into the COH or savings. The checks are to be picked up by the Residence Manger or Assistant Resident Manager within 3 business days of issue, and are to be locked in the house safe. When each check is cashed, the money must be spent within 24 hours. The Clothing Allowance money must be spent in total and the ledger must equal 0 within 4 weeks of receiving the clothing allowance checks.
3. Managers or Assistant Managers will enter all deposits to and withdrawals from COH and clothing allowance account in the Therap finance module.
4. Managers or Assistant Managers will take pictures of all receipts and fund withdrawal request forms with the Ipad and attach them to the appropriate transaction in the Therap finance module.
5. All receipts and fund withdrawal request forms must be numbered starting with the number 1. The numerical sequence will end each month. Receipt numbers will match the number of the request they are associated with. Letters will be added to the number when multiple receipts are associated with the same request (e.g. 1a, 1b, 1c etc).
6. Fund requests that are made into the staff access account must be entered into Therap with a picture of funds request form indicating the dollar amount transferred and the date attached. A Staff Access Tracking form must be filled out by staff taking money from the staff access account. The funds request form and receipts must be signed and verified by the manager.
7. Fund requests that are made directly to a staff, family member, day program, or a resident must be entered into Therap with a fund request indicating the dollar amount transferred and the date. The fund request must be signed and verified by the manager and by the staff, family member, or resident receiving the money. Funds must be requested prior to the purchase. The request should be in accordance with the Personal Expenditure Plan. (**NOTE:** Money transfers to a resident must correspond to the amount allowed on their individual money assessment; receipts for purchases are not necessary.)
8. Individuals, if capable, must sign all Requests to verify the purchase, even when someone else is receiving the money. This will be used in lieu of signing off on the ledger.
9. When money is sent to day program for an individual, a receipt must be obtained from the day program. The Residence Manager or Assistant Manager must file the day program ledger card in the individual’s COH book quarterly.

**DOCUMENTATION OF EXPENDITURES**:

1. Staff or family member will return the receipts and change **directly** to the Residence Manager or Assistant Manager. If the Asst. Manager or Residence Manager is not present, the receipt and change should be placed in an envelope and secured in the grey lock box in the residence. If the amount of change is greater than $20, staff may hold onto it for up to 5 days in order to give it directly to a manager.
2. The Residence Manager or Assistant Manager will sign and verify that the amount of change and receipts equal the amount signed out by the staff.
3. The Residence Manager or Assistant Manager will enter the full amount given as a deposit in Therap with the completed Request Form attached. The change and receipts must equal the initial withdrawal from the account. Each receipt will be entered as a separate Expense in Therap with a copy of the receipt attached to the transaction.
4. The Residence Manager or Assistant Manager will reconcile the staff access account weekly or as needed. Staff Access will be tracked on a paper ledger.
5. The Residence Manager, Assistant Manager or Asst. Director will sign and verify on the balance check form with a second staff person that the balance in the COH accounts for each resident equals the actual cash on hand. Two entries will be made in Therap: a Deposit of $1 and a Withdrawal of $1, each with a tag of Balance Check, with a Remark indicating whether or not the balance matched, and corrective actions taken if it did not match. A picture of the Balance Check Form will be taken and attached to the Balance Check entry.
6. Residence Manager or Assistant Residence Manager will create a monthly Balance Check for each bank account and attach picture(s) of the passbook or bank ledger to verify transactions for that month.
7. Gift Cards must be tracked in Therap indicating the original amount of the card and subsequent purchases as they occur.
8. No one person can sign money out to themselves. The Assistant Manager, a second Residence Manager, or Asst. Director must verify the withdrawal of funds.
9. Residence Manager’s, or Asst. Director’s signature verifies the following: staff signatures, the individual’s withdrawal and expense has occurred, that the expenditure was appropriate for the person and was in accordance with Saratoga Bridges’ policies and the individual’s financial agreement.
10. Any purchase, single or combined, exceeding $100.00 must have an Asst. Director’s signature to verify the expense.
11. Assistant Directors will create an AD Review entry in Therap after monthly managers’ meetings to verify that all Requests for purchases greater than $100 and all Handwritten receipts have been signed, if applicable. RMs/ARMs do not need to replace the original Requests or Handwritten Receipts in Therap as this entry will serve as verification that they were signed. No entry will be created if nothing needed to be signed.

**REWARDS:**

Any coupons or rewards that can be redeemed for cash, merchandise or anything else of value that is given out by a retailer with an individual’s purchase may only be redeemed by the individual. Any physical coupons, certificates or other rewards that the individual wishes to use should be stored in the safe with their money. Anything the individual does not wish to use should be shredded. Any non-physical rewards programs should be documented and tracked using Therap.

**TIPS:**

When eating at a restaurant, individuals should leave a standard 15-20% tip. Larger tips may be given if it is the choice of the individual. The individual should understand what it means to leave a larger tip and how it will affect their budget.

**RECEIPTS:**

A receipt is necessary to document any spending from an individual’s funds or a pre-paid card. The receipt must be numbered and correspond to the ledger card entry and clearly show:

1. What the item is
2. Its cost
3. The vendor’s name
4. The date of purchase

**HAND WRITTEN RECEIPTS:**

Hand written receipts from vendors are discouraged. If a hand written receipt is received from a vendor it must contain all of the above items (1-4) that are required. The Handwritten Receipt Form should be used if a vendor receipt cannot be obtained. The Residence Manager and Asst. Dir. of Residential must sign off on the receipt to verify the expenditure.

**GROUP RECEIPTS:**

Group purchases are discouraged. Group receipts, if necessary, must show all of the requirements for receipts, and list the number and initials of each person in the group. It must also reflect that each person paid only for the portion he/she used or consumed. A picture of the receipt will be taken and Attached to each individual’s account in Therap.

**DOCUMENTATION OF PERSONAL ALLOWANCE, EARNINGS AND MISC. GIFTS:**

1. All earnings from paid employment and Personal Allowance checks must be deposited into the individual’s bank account.
2. All money from any source, (including money from family, gift cards, Bingo winnings, etc.) must be tracked and accounted for as it is a resource and can affect a person’s benefit eligibility. Misc. monies, if in small amounts, can be deposited into the individual’s COH account without going through the savings account. Large amounts must be deposited into the bank account. (COH balance must be kept below $150.) If additional monies result in an individual exceeding the amount the individual can carry according to the money handling assessment, the excess needs to be deposited into COH or savings and documented. Any money received, even if it remains within the amount the person can carry, needs to be documented. Staff will document the additional money as a deposit on the COH ledger, and can then fill out a Request For Funds to give the money to the individual, up to the amount the person has been assessed to carry
3. Balances under staff control cannot exceed $150, except for limited time periods for large purchases. When more than $150 is taken out for a specific item(s), the money must be spent with change and receipts returned within three days. If the purchase cannot be made within three days, money must be re-deposited in the bank and withdrawn again at a later date. When more than $150 is taken out for several purchases, such as Christmas shopping, the money must be spent with change and receipts returned within five days. Money being used for a large purchase counts towards the COH total, so more money cannot be withdrawn from savings until this money has been reconciled.
4. All balances in the bank accounts, checking account and the COH ledger cannot exceed $1,800. When a Therap Report is generated, a balance total for all accounts will be shown. Note that Burial Accounts are exempt as a resource and do not count towards the $1800 total resources allowed.
5. The Residence Manager will ensure that all outside employment earnings are reported by faxing the pay stubs to the Saratoga Bridges’ business office and to the Social Security Administration on the required Social Security Administration form by the 10th of the following month. Copies of the fax receipt and supporting payroll documents must be kept on file in the residence in the COH ledger. Unearned income, including the sale of artwork, must also be reported for any individual who receives SSI.
6. Bank and burial account interest must be entered into Therap as a Deposit for the appropriate account at the end of each quarter.
7. Gift Cards must be tracked as a separate Therap account indicating the original amount of the card and subsequent purchases as they occur with a receipt.

**PERSONAL ALLOWANCE STAFF ACCESS:**

**Rationale:** It is the intent, in the establishment of a staff access account, to make Personal Allowance monies available to the individual in the absence of the Residence Manager and Assistant Manager. The staff access account practice is to maintain safety, security, and accountability of all residents’ funds in the residence.

**PROCEDURE:**

When the Residence Manager or Asst. Manager moves PA into the staff access account, the transaction must be entered in Therap as a COH Transaction and a funds request form must be completed indicating the dollar amount transferred and the date. The funds request form must be signed by the Residence Manager or Asst. Manager, and a picture needs to be attached to the Therap transaction.

1. The Residence Manager or Asst. Manager will record the dollar amount transferred from COH to the staff access account in Therap, not to exceed a $20.00 balance per resident.
2. The staff access monies must be kept in a locked area.
3. A staff for each shift must be assigned to be accountable for the staff access funds.
4. **The assigned staff will**:
   * Sign on for the key to access the account funds.

* Verify and, if correct, sign and three-part date the ending balance on the ledger to confirm the balance of receipts and money are correct.
* Any staff making a purchase with SA money will complete a Staff Access Tracking form, and then log any individual’s expenses onto the ledger card, initial the expense line and balance the money (the fund request form with the receipts and change must equal the initial deposit.)
* Ensure that individual’s money is balanced before they end their shift.
* Secure the key and sign out.

1. **The Residence or Asst. Manager will**: reconcile and replenish the staff access account funds on a regular basis (at least once a week) by:

* Subtracting the ending balance from the staff access account to equal 0
* Re-depositing the remaining funds into COH and attaching the receipts to the Therap entry for money Deposited back from Staff Access. If no money was spent, indicate this in the Remarks column of the Therap Transaction where the money was Withdrawn to Staff Access.
* Completing a fund request form and re-depositing money from COH to replenish the account with a new Expense transaction entered in Therap and a new Deposit entry on the paper Staff Access Ledger.

7. During weekly Balance Checks and at the end of the month, Manager or Assistant Manager will take a picture of the Staff Access Ledger and Attach it to the second of the two $1 Balance Check Transactions entered into Therap.