



Local Operating Procedure

SECTION: Case Management	PROCEDURE#: LOP01	PAGE 1 of 4
TITLE: Gas and Gift Card Disbursement Procedure	EFFECTIVE DATE: March 8, 2024	

DISTRIBUTION: CareerSource North Central Florida Staff

PURPOSE:

To establish guidance for CareerSource North Central Florida (CSNCFL) staff and DEO employees located in CSNCFL facilities and other authorized users for the procedure to disburse and issue gas and gift cards for support services and incentives to eligible participants.

Issuance

Gas/gift cards will be processed from the Alachua County Clerk's office by the CEO, Program Manager and Administrative Coordinator. The cards will be counted and inventoried into the current control system. They will then be placed into the Gainesville career center safe for disbursement to staff for issuance to eligible participants. On a weekly basis, the program supervisors will request the number of cards needed for the Starke office for the following week. A member of management will transport the cards to the Starke office where the Center Lead will secure them in the safe.

When staff have appointments scheduled with participants that are eligible to receive cards for supportive services or incentives, they will make arrangements with their program supervisor to receive the correct number of cards to issue on the day of the appointment in the Gainesville Center. The program supervisor will assist by scheduling with the Program Manager to have the cards issued to the staff person. If the Program Manager is not available to issue the cards, the Administrative Coordinator or the CEO may issue the cards.

In the Starke Center, the staff will request the needed cards for the day from the Center Lead. The Center Lead will complete the Gas/Gift card issuance form and scan in to the Administrative

Coordinator and the Program Manager. If the cards are not issued that day for whatever reason, the Center Lead will secure them back in the safe.

At the time of issuance to the staff person, the Program Manager, Administrative Coordinator, or the CEO will record the issuance in the current control system, with the date and what staff the cards were issued to. The issuing staff will also complete a Gas/Gift Card Issuance form, which will be signed by both parties and maintained in a Microsoft one-drive folder. The program supervisor must ensure the staff are only receiving cards that will be given out that day, and if not given to participants, the program supervisor must secure the cards in a locked location.

Staff issuing the supportive service or incentive will, prior to the appointment, ensure that the participant is enrolled in Gazelle or the current voucher/prepaid tracking system and has an open Support Service account with adequate funds. The staff will issue a disbursement receipt at the time of the appointment. Staff will record the following information in the note section of the disbursement receipt.

1. Reason gas card(s)/bus pass was issued to the Participant
2. Gas card(s)/bus pass numbers
3. Amount of support service given

For example, if a WT participant was returning for their appointment and brought in paystubs, Staff can enter a comment such as:

- "Participant submitted paystubs from pay period 12/01/2022-12/15/2022 and completed 100% of their employment activity. They were issued two \$25 Visa cards, 03754884 and 03754885, for transportation support services on 12/21/2022. '

Both staff and the participant must sign a hard copy of the disbursement receipt. The signed receipt should be scanned and emailed to the Administrative Coordinator and the Program Manager. The Administrative Coordinator and/or the Program Manager will record the participant information and program in the current control system. The signed receipt will also be maintained in the customer's case file.

Reconciliation

During the monthly allocation process, the Administrative Support Manager will review all gift cards that were disbursed during that month and allocate the expense to applicable programs through a journal entry in New World. Each month the prepaid tracking spreadsheet will be updated to account for all cards that have been disbursed and expensed to the GL.

At the end of each quarter, the Administrative Support Manager will reconcile the prepaid GL account to the prepaid tracking spreadsheet. The Administrative Coordinator will provide the on-hand card count. The on-hand card count will be reviewed against the reconciliation and any discrepancies will be identified and corrected. An inventory of each on-hand card will be signed off by both the Administrative Support Manager and Administrative Coordinator and filed with the prepaid reconciliation.

OFFICIAL SIGNATURE

A handwritten signature in blue ink, appearing to read "Phyllis Marty", with a stylized flourish at the end.

PHYLLIS MARTY
Chief Executive Officer



Gas/Gift Card issuance form

Date: _____

Type of Card	Card Number

Staff issuing cards: _____

Signature

Staff receiving cards: _____

Signature