Cash Card Integrity Review Process

We use cash cards as an additional means to provide short-term or substantial assistance when other forms of assistance are not practical. Use of cash cards for financial expenses are the exception and only apply to customers in education/training supported by Workforce Solutions or for when extraordinary circumstances exist.

There are multiple roles involved in the cash card review process. The Career Office (including tracking units), the Call Center and the Payment Office must work together to ensure the timely issuance of financial support to customers who needs it.

**Career Office** staff determine need for support services and determine the use of a cash card is the most appropriate method for providing the support service. They are responsible for managing cash cards for customers who qualify for such assistance in the manner listed below:

* 1. **For new customers** 
     1. Establish a need for this type of assistance and documenting actions in Counselor Notes
     2. Help customers understand that all financial assistance provided by Workforce Solutions must be used for authorized purposes identified in their request for assistance.
     3. Assist customers in completing the Financial Assistance Request Form.
     4. Contact the Call Center to add funds to the cash card.
  2. **For existing customers** 
     1. Establish a continued need for assistance and verify the legitimacy of previous purchases based on a review of the first page of charges seen in the cash card system.
     2. If previous purchases are determined to have been used for authorized purchases, follow existing procedures to provide additional financial assistance. Staff may apply unused balances on the cash card toward the customer’s next month’s financial assistance.
     3. If a discrepancy is noted in the review of the first page of charges for previous customer purchases, a review of all customer transactions is required.
     4. If staff identify the customer used the cash card for unauthorized purchases and the cumulative total of unacceptable purchases equals $25 or greater, staff will:

1. Advise customers that they are not eligible for additional financial assistance for support services until arrangements have been made to repay Workforce Solutions and the customer makes a payment (full or partial) for unauthorized purchases. If the repayment will occur over time, the customer must meet payment timelines to continue to receive financial assistance.

* Career Office staff report information about the unauthorized purchases and any repayment arrangements made with the customer, via FACS, to the Financial Aid Payment Office and document in TWIST counselor notes.
* If the customer did not arrange to repay the unauthorized purchases, the Financial Aid Payment Office will initiate recoupment procedures.

1. Failure to repay Workforce Solutions for unauthorized costs will affect the awarding of future Financial Aid from Workforce Solutions.
2. Help the customer understand that all financial assistance provided by Workforce Solutions must be used for authorized purposes identified in their request for assistance.
   * 1. If purchases are identified as unacceptable and the cumulative total is less than $25, staff are responsible for helping the customer understand that all financial assistance provided by Workforce Solutions must be used only for authorized purposes identified in their request for assistance and that the customer will be required to repay any future misuse of the cash card. Customers only get one warning regarding misuse of the cash card if the cumulative misuse is less than $25. Additional infractions will require repayment of misused funds. Staff should offset the misused funds from future requests for financial assistance.

In all instances, staff must document actions taken in Counselor Notes.

**The Financial Aid Call Center** is responsible for:

1. Adding funds to cash cards authorized by Career Office
2. Checking cash card use before adding additional funds to the cash card
   * If the Call Center identifies questionable purchases that are not referenced in Counselor Notes, call center staff will notify the career office to verify if purchases are authorized. The Career Office staff are responsible for determining whether the customer used the cash card for an authorized purpose.

In all instances, staff must document actions taken in Counselor Notes.

**The Financial Aid Payment Office** is responsible for:

1. Checking cash card use 45 days after the most recent date the Call Center added funds to the cash card and deobligating funds from cash cards for customers with no card activity for 45 days whose balance exceeds $10.
2. Managing recoupment of unauthorized purchases.

In all instances, staff must document actions taken in Counselor Notes.