Financial Assistance Work Flow

2019 Internal Audit

How do clients come to us?

Themselves
- Phone
- E-Mail/ Website
- "Walk In"

Referral
- Churches
- Other agencies

Screening is next

- Wilmington clients (majority of referrals) are screened by Genell (at the office)
  - She verifies their income, any existing financial commitments, checks to see if they are wanted by the police, confirms their story
- Newark, Millcreek and MOT area clients are passed directly to those centers

What happens next?

APPROVED FOR INTERVIEW

- If it looks like they qualify for financial assistance, Genell sets them with an appointment at our Wilmington Empowerment Center.
- Newark, Millcreek and MOT reach out to client directly.

DENIED

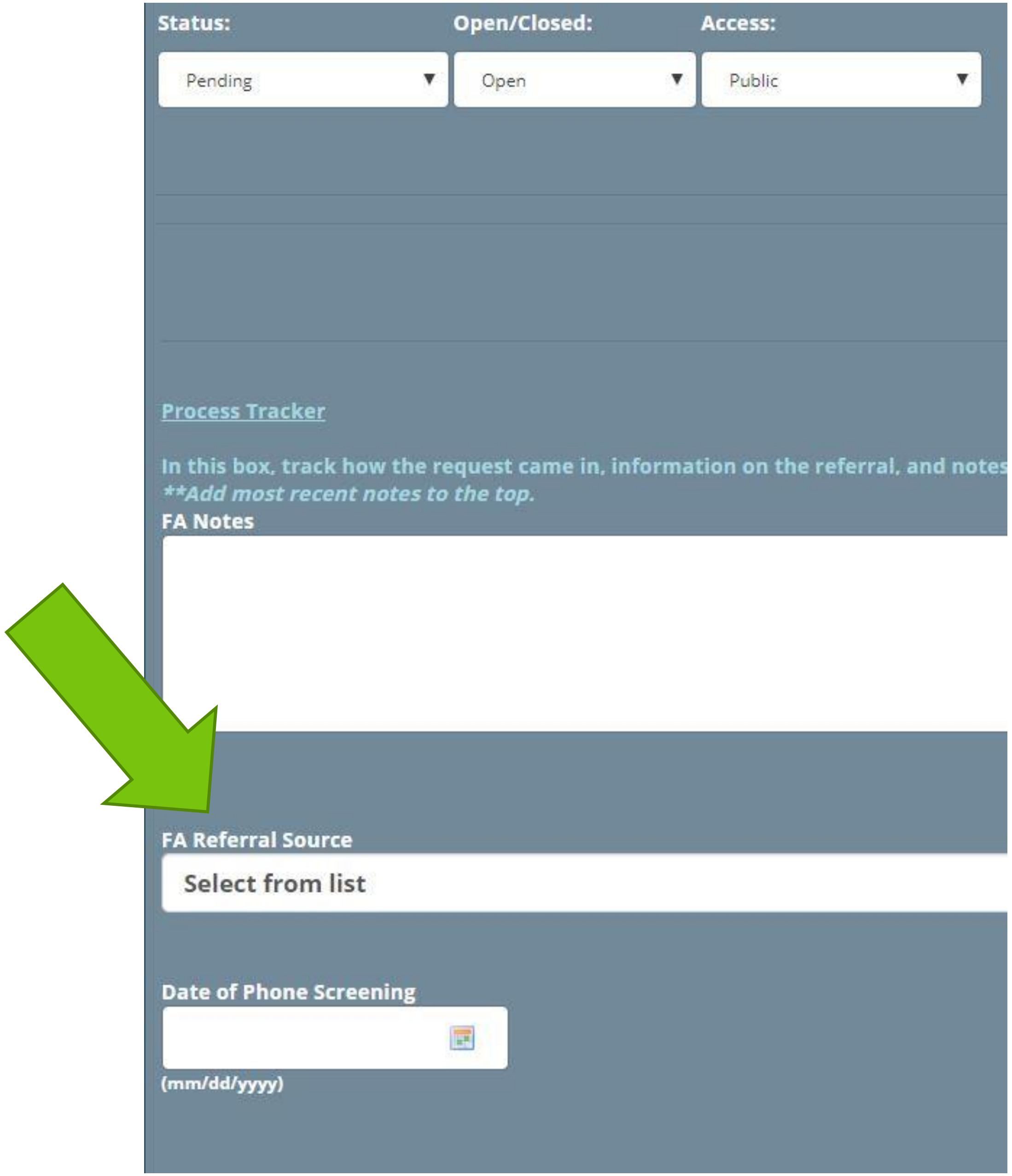
- Client is given reason and then it is marked in system
  - Reasons: overwhelming amount of money owed, client is wanted by police, recently received help from us, client does not return our calls.
- Does not mean denied permanently – client can work on issue and call back. (Needs more money, clear capias, get better documentation.)

Next: Case Management

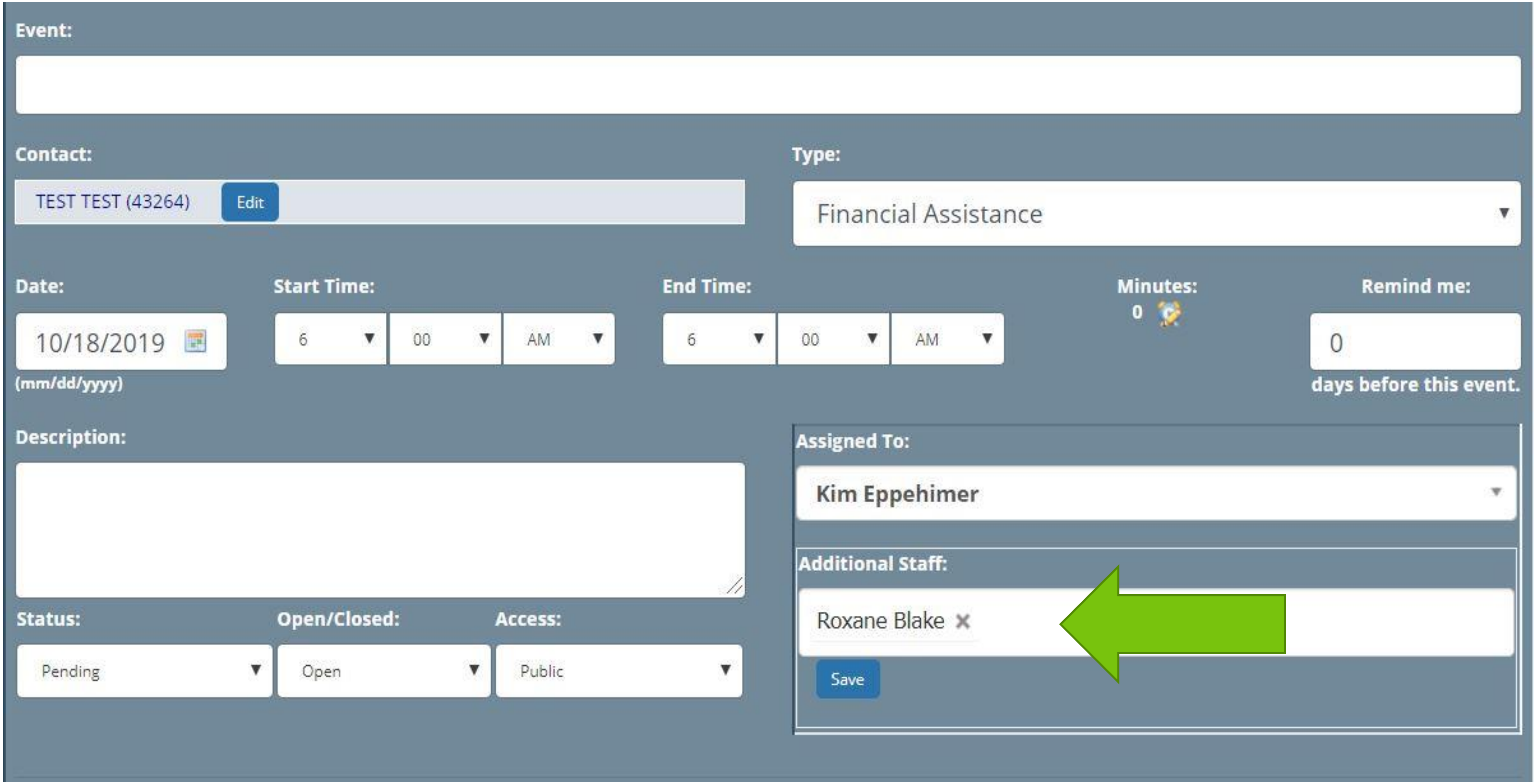
- Financial assistance case work is always done through face to face interviews, with follow up on the phone if necessary
- We take a holistic approach with consulting and planning (look at future status of client, help in other ways as able – ID, Budgeting, Job Hunting)
- Upon completion of interview process, a decision will be made on what we can do to help client financially
- System is updated with notes including dollar amount of committed money

How Data Is Entered

Using New Org Database


Status:
Open/Closed:
Access:
Pending
Open
Public
Process Tracker
In this box, track how the request came in, information on the referral, and notes
**Add most recent notes to the top.
FA Notes
FA Referral Source
Select from list
Date of Phone Screening
(mm/dd/yyyy)


Date of Face-to-Face Interview
(mm/dd/yyyy)
Date of Approval/Denial
(mm/dd/yyyy)


Event:
Contact:
TEST TEST (43264)
Edit
Type:
Financial Assistance
Date:
10/18/2019
(mm/dd/yyyy)
Start Time:
6
00
AM
End Time:
6
00
AM
Minutes:
0
Remind me:
0
days before this event.
Description:
Status:
Pending
Open/Closed:
Open
Access:
Public
Assigned To:
Kim Eppehimer
Additional Staff:
Roxane Blake
Save


Check / MO Details

Date Check / MO Provided

(mm/dd/yyyy)

How was Check / MO Delivered

How we track internally check and money order processes in New Org.

See next slide for further details.

Checks & Money Orders

- **Money Orders** can be done by staff on site and are given for state identification payment because the client will take the MO with them to the DMV
- They are tracked by Roxane by number when given to a center. Centers hold Money orders on site in a locked location.

- **Checks** are written from the office for all locations except Millcreek for Bill, however we will be moving to all checks being written from office for all soon.
- Checks are then mailed to payee.
- Exceptions: Medical co pays because client needs to go to pharmacy with check – less than $5, separate account then financial assistance checks.

FH Account

Account Other

[Financial Details](#)
Enter total amount as well as breakdown of amounts by funding source below.

Total Amount

(numbers only)

Amount (1)

(numbers only)

Funding Source (1)

Select from list

Date Money Received (1)

(mm/dd/yyyy)

Reporting

- Reporting is done by Roxane to churches if they request annually, quarterly, monthly
- We run reports to see how much is spent from different funds (Widow's Mite, Starfish Fund, Perkins Fund, etc.)
- Although Roxane reconciles the bank accounts, Kim signs all Financial Assistance checks (except for Bill's, process to change soon) and will periodically review reconciliations.