



## Cash Card Integrity Review Process

We use cash cards to provide financial assistance when other forms of assistance are not practical. ***We review the use of cash cards to make sure customers are using the funds for their intended purpose.*** There are multiple roles involved in the cash card review process. The Career Office, the Tracking Unit, and the Payment Office must work together to ***verify proper use of cash cards.*** **In all instances, staff must document actions taken in case notes.**

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

### **For new and existing customers**

- Help customers understand that all financial assistance provided by Workforce Solutions must be used for authorized purposes identified in their request for assistance.
- ***Advise customers that receipts must be submitted within five business days of them receiving the funds.***
- Assist customers in completing the Financial Assistance Request Form ***and load documents in the document management system.***
- Verify the legitimacy of previous purchases seen in the cash card system ***before each reload.***
- 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 ***reload.***
- If staff identify the customer used the cash card for unauthorized, staff will:
  1. Advise the customer 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 support services.
    - Career office staff reports information about the unauthorized purchases to the Financial Aid Payment Office via FACS.
    - ***Career office staff will inform the customer a letter will be sent to them outlining the amount owed and their payment options. All payments must be mailed to FAPO.***
    - ***FAPO will send the customer the initial recoupment letter with information about their right to appeal. A copy of the letter will be sent to the office manager along with a FACS issue notifying them of recoupment initiation. FAPO will enter the appropriate case note:***
      - ***First Recoupment Notice***
      - ***Second Recoupment Notice***
      - ***Recoupment Payment Agreement Received***



- *Recoupment Late Payment Notice*
  - *Recoupment Paid in Full*
  - *Failure to Honor Recoupment Agreement*
  - *The customer has the right to request an appeal within 14 calendar days of the date of the initial recoupment letter. FAPO will immediately send any requests for an appeal to the office manager via FACS. The office manager must follow the steps in the Financial Aid Scholarship Appeals process map.*
2. *Customers in recoupment for support services may continue to receive scholarship assistance as long as they remain in good academic standing in accordance with Workforce Solutions scholarship policy.*

**The Tracking Unit** is responsible for:

- a. Adding funds to cash cards authorized by the career office, and
- b. Verifying cash card use before adding additional funds to the cash card.
  - If the tracking unit identifies questionable purchases that are not referenced in case notes, tracking unit 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.**

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

- a. Checking cash card use 45 days after the most recent date the tracking unit added funds to the cash card and removing funds from cash cards for customers with no card activity for 45 days, and
- b. Managing recoupment of unauthorized purchases.