

Family Services Initiative

Service Transaction Requests

All service transaction requests should be entered into the JWB data collection system and approved prior to ANY purchase being made (unless otherwise stated in an agency's MOU/MOA). Utilization Management (UM) must review all supporting documentation to ensure that service transaction requests are within the Family Service Initiative (FSI) and agency MOU's, as well as for data entry accuracy. Upon UM review, UM staff can either approve or not approve service transaction requests. Should there be extenuating circumstances, a request can be made and reviewed by the Exceptions Committee.

Service Transaction Request (For specific data entry steps, please refer to the JWB data collection system data entry guide)

Requests are made in the JWB data collection system. Requests must include the following information:

- Family demographic information, including family support (other members of the household)
- Reason for request
- Goal for request (prevention) and sustainability plan
- Qualifying Event/Timeline of Events
- Amount of request
- Payment method
 - **Please Note:** If a client does not return a generic p-card receipt, no generic cards will be provided unless receipts are obtained for previous purchases. If there is identified FSI fraud or misuse, JWB must be notified to determine if family is eligible for future FSI funds.
- Vendor details
 - Fiscal Supporting Documentation must be obtained from vendor as outlined below and uploaded to the JWB data collection system:

Rent - Move in

1. One of the following documents is required:
 - Copy of Move in or Approval Letter including Client Name, Address, move in date, costs broken out and identified and blank copy of lease (if obtainable). If lease is not obtained, confirm amount requested does not include any items on excluded list (Service Transaction Requests page 5)
 - Copy of Full signed and dated Lease
 - Section 8:
 - **Deposit only:** Documentation that property passed housing inspection

- **Deposit and/or Rent:** Written documentation from housing authority that property passed housing inspection and verifies tenant rent portion (i.e. Portion Letter, email, etc.)
- 2. Verbal Verification of accuracy of information in letter or lease documented in narrative (who they spoke to, when they spoke to them, what they confirmed)
- 3. If the request doesn't match documentation, discrepancies must be explained in the narrative
- 4. W-9 not required for approval from UM; if not already on file with JWB, W-9 is required by JWB for check issuance
- 5. Supervisor approval comment required in service transaction request

Rent - Current Placement

The Following is required:

1. Copy of Full Lease, signed and dated by vendor and tenant. If lease is expired with no renewal clause, vendor must provide written statement on continued rental status
2. Section 8:
 - **Deposit only:** Documentation that property passed housing inspection
 - **Deposit and/or Rent:** Written documentation from housing authority that property passed housing inspection and verifies tenant rent portion (i.e. Portion Letter, email, etc.)
3. Written documentation from vendor itemizing month(s) and amount(s) owed (i.e. ledger)
4. Verbal Verification of accuracy of information in letter or lease documented in narrative (who they spoke to, when they spoke to them, what they confirmed)
5. If the request doesn't match documentation, describe discrepancy and correct information in the narrative
6. A breakdown of amount due, past due amount, total due, and due date must be included in the narrative
7. W-9 not required for approval from UM; if not already on file with JWB, W-9 is required by JWB for check issuance
8. Supervisor approval comment required in service transaction request

Mortgage - Current Placement

The Following is required:

1. Written documentation from mortgage company and/or individual lender itemizing specific month(s) and amount(s) owed including the account/loan number (i.e. mortgage statement)

2. Supporting documentation to confirm FSI household member resides at the property and is not just the owner (i.e. license, utility bill, paystub, etc.)
3. Verbal Verification of accuracy of information in letter or mortgage statement documented in narrative (who they spoke to, when they spoke to them, what they confirmed)
4. If the request doesn't match documentation, describe discrepancy and correct information in the narrative
5. A breakdown, itemized by month, of total amount due, past due amount, and due date must be included in the narrative
6. W-9 not required for approval from UM; W9 not required if the lender is a company (i.e. Wells Fargo); W9 is required if the lender is an individual; if not already on file with JWB, W-9 is required by JWB for check issuance
7. Supervisor approval comment required in service transaction request

Utilities - Move in

1. Documentation showing that client is moving into address and amount of deposit required. The attached documentation must include: account #, client name, client address, amount due, past due amount identifying which months are included (Ex: \$589 for March-May 2022), total due, and due date
2. Verbal Verification with vendor documented in narrative confirming documentation is accurate (who they spoke to, when they spoke to them, what they confirmed)
3. For utility deposit, if no documentation from utility company, property address documentation is required (i.e. one of the following with the address- lease, mail, pay stub, etc.)
4. If the name on the account/bill is not a household member, the relationship to the client must be noted in the service transaction request
5. If request doesn't match documentation, describe discrepancy and correct information in the narrative
6. Supervisor approval comment required in service transaction request

Utilities - Current Placement

1. Utility bill with the following details: account #, client name, client address, amount due, past due amount identifying which months are included (Ex: \$589 for March- May 2022), total due, and due date
2. Verbal Verification with vendor documented in narrative confirming documentation is accurate (who they spoke to, when they spoke to them, what they confirmed) and confirm there are no other guarantees or commitments on the account
3. If the name on the account/bill is not a household member, the relationship to the client must be noted in the service transaction request

4. If request doesn't match documentation, describe discrepancy and correct information
5. Supervisor approval comment required in service transaction request

After a service transaction request has been made, the request then goes through Utilization Management (UM). All agencies must follow the standard utilization management process unless otherwise stated in a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA). In a standard UM process, all requests must be approved before FSI staff can make purchases.

Each request should be entered under the appropriate category and client as a separate service transaction request. **If you are purchasing items from two categories and one category totals less than \$50, these items can be included in one service transaction request as long as the additional under \$50 items are stated in the JWB data collection system.** The service transaction request should be identified by the category where most of the funds are being expended. Ex: The staff is requesting \$250 for children's beds and one case of diapers for \$38.99. These two items can be included in one request for furniture.

Each agency has their own stated level of approval that is defined in their MOU. All requests over \$1000 and items on the Exceptions Committee (EC) list require EC review and approval or rejection. See below for the Exceptions Committee list.

- ***All Providers except Gulf Coast JFCS and Eleos Wellness are considered Level 2 or 3 requests***
- **Level 1:** Please refer to your agency MOU/MOA
 - Named P-cards can be used to make a purchase on behalf of a family prior to UM approval
 - Create service transaction request within two business days of purchase
 - Maximum time from purchase date to service transaction request approval is seven business days****Utility deposits are not included in Level 1 purchase authority. Staff must receive approval by UM prior to making payment on behalf of a family**
- **Level 2:** Please refer to your agency MOU/MOA
 - Staff must receive approval by UM prior to making purchases on behalf of a family
- **Level 3: Exceptions Committee (EC): \$1000 or more and/or any item on the below Exceptions Committee list**
 - Staff must receive approval by UM and the FSI Exceptions Committee prior to making purchases on behalf of a family.
 - ❖ All documentation must be obtained for Level 2 & EC requests; and uploaded into the JWB data collection system unless otherwise stated by a contractual agreement. In addition, if a JWB program has already obtained necessary eligibility documents stated above for the family, they are exempt from uploading documents into the JWB data collection system but must document verification of the documents.

- ❖ Requires Exceptions Committee (EC) review & approval prior to purchase. The UM team will forward all EC requests (see list below) to EC for review. A rejection is a unanimous decision and is considered final. UM will upload email documentation of approval or rejection from the EC.
- ❖ EC requests include:
 - Requests for services/goods over \$1000
 - Transportation outside Pinellas County
 - Relocation assistance for out-of-county or out of state requests (regardless of dollar amount or request category)
 - Retirement of debt, collections, or write off/late fees, finance charges and interest (Exceptions MAY be made for Family Services Initiative incidentals)
 - Vehicle repairs (This type of request can only be made once)
 - Minor vehicle repairs less than \$300 to make the vehicle operable for identified transportation needs
 - Owner must provide documentation of valid driver's license
 - Other as identified by UM (regardless of dollar amount)

Services/goods that are excluded from the FSI program are as follows, but not limited to:

- EDUCATIONAL RELATED EXPENSES (Ex: CNA testing fees and CNA course fees)
- LEGAL FEES
- SMOKING FEES/DEPOSIT
- PET FEES/DEPOSIT
- CO-PAYS
- GIFT CARDS
- MEDICAL/PRESCRIPTION MEDICATIONS
- INSURANCE
- ENTERTAINMENT EXPENSES (CD's, DVD's, NETFLIX, HULU, MOVIE THEATRE, ETC)
- ALCOHOL AND TOBACCO
- ADULT BEDS and LIVING ROOM FURNITURE
- SMALL/LARGE APPLIANCES (MICROWAVE, TOASTER, MIXER, REFRIDGERATOR, ETC)
- TOWING
- MOVING EXPENSES (MOVING COMPANY'S/STORAGE UNITS/RENTAL VEHICLES)
- GAS CARDS
- MONEY ORDER
- TRANSACTIONS MADE THROUGH PURCHASING CARDS AT ANY FINANCIAL INSTITUTION IS STRICTLY PROHIBITED
- SCHOOL SUPPLIES
- ACQUISITION OF REAL PROPERTY (DOWN PAYMENTS)
- NON-SUFFICIENT FUNDS (NSF) FEES/RETURNED CHECK-ELECTRONIC PAYMENT

6/9/2025