

**LONG TERM CARE OMBUDSMAN 10A
POLICIES AND PROCEDURES**

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I. General

A. Budget process

1. The Executive Director and Business/HR Manager will develop a draft budget for the next fiscal year by mid-October of each year. The draft will be reviewed with other staff as applicable.
2. The budget will be reviewed by the Finance Committee and the Executive Committee.
3. The final draft of the budget will be presented to the full board for review and approval at the November Board of Trustees meeting.

B. Financial statements

1. Monthly statements will be prepared by the Business/HR Manager and given to the Executive Director for review by the 15th of the following month.
2. Bi-monthly statements will be prepared by the Business/HR Manager for the bi-monthly Board of Trustees meetings.
3. Monthly financial statements will also be forwarded to the Treasurer and Finance Committee for review prior to the Board of Trustees meetings.

C. Bank accounts and check signing

1. LTCO will maintain a checking account at a local bank that is covered by FDIC.
2. The following persons will have check signing privileges: President and Treasurer of the Board of Trustees, the Business/HR Manager, and the Executive Director.
 - a) The Business/HR Manager is responsible for completing the check signing process with the bank when there is a change in the persons with check signing privileges.

D. Chart of Accounts

1. LTCO will follow the Chart of Accounts as specified by United Way of Greater Cleveland.

E. Electronic Financial Records

1. All financial transactions may be completed by electronic means whenever possible, including deposit of checks,

F. Finance Committee

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1. The LTCO Finance Committee is chaired by the Treasurer, and includes at least two other members of the Board of Trustees with financial expertise, as appointed by the Board President.
- II. Receipts
- A. All mail is opened by the Administrative Assistant (or alternate if necessary). Any checks are immediately stamped with the bank deposit stamp, copies are made for the binder, logged in the e-file, and checks and accompanying paperwork are then given to the Business/HR Manager.
 - B. The B/HR Manager prepares the deposits and takes to the bank (or delegates to the Administrative Assistant) as needed, but within two days of receipt.
- III. Disbursements
- A. Most vendor payments are issued through the UWGC accounts payable system.
 1. The Business/HR Manager prepares the UWGC Invoice Form which includes documentation of the expense, and gives it to the Executive Director for approval.
 - B. If needed, LTCO checks are prepared in the following manner:
 1. All LTCO checks are pre-numbered and used in sequence.
 2. The Business/HR Manager prepares the checks, records them on the system, and gives them to the Executive Director for approval.
 3. Voided checks are defaced and filed with the bank statements.
 4. Blank checks and petty cash are stored in a locked cabinet.
 5. Signing of blank checks is prohibited.
 6. Checks may be made payable to "cash" only for obtaining cash to give change at a special event, or for other special purposes, as approved by the Executive Director.
- IV. Revenue and Accounts Receivable
- A. All checks and cash received are recorded by the Business/HR Manager.
 - B. Every donation received will be recorded in the specified e-file, and will be acknowledged in writing within 2 days of receipt. A copy of the acknowledgment letter will be given to the Executive Director and maintained in the hard-copy files.
 1. Records include the donor's name, date of receipt, amount, and restrictions or special designations.

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- C. Past due receivables over 60 days are investigated by the Business/HR Manager.
- V. Expenses
 - A. Expenses are recorded according to function and expense category from the Chart of Accounts.
 - B. Expenses are allocated by actual amounts, if applicable, or by time.
- VI. Purchasing / Accounts Payable
 - A. The Executive Director approves and signs invoices and other requests for payment prior to payment.
 - B. Major Purchases
 - 1. Major purchases are considered to be any (individual) item over \$500.
 - 2. Only items approved by the Board of Trustees within the annual budget can be purchased without separate review/approval of the board Treasurer.
 - C. Expense Reports
 - 1. All LTCO staff must submit monthly expense reports. Reports for each month must be submitted to the B/HR Manager by the 15th of the following month; final reports for each calendar year must be submitted by January 15th or the expenses may not be reimbursed.
- VII. Payroll
 - A. On the first date of employment all employees will complete forms W-4, IT-W-4, Form 7048, and I-9 and an employment application (if not completed previously).
 - B. Time sheets and/or attendance records are signed and completed by all hourly employees and are approved by management each pay period.
 - C. Payroll information is kept in each employee's file in a locked file cabinet.
- VIII. Property and Equipment
 - A. A log of fixed assets, including date of purchase, descriptions, serial numbers and manufacturer's number if available, is maintained by LTCO and is updated at least annually.
 - B. Donated items are recorded at fair market value at the time of receipt by LTCO.

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- C. The Business/HR Manager will review property and liability insurance policies annually to determine if coverage is sufficient and will make recommendations to the Board of Trustees if substantial changes are needed.

IX. Reconciliation

- A. The bank statements are received by the Business/HR Manager, who conducts the monthly reconciliation.
- B. The Business/HR Manager will report any unresolved, outstanding items to the Executive Director and will pursue further as necessary and/or instructed.
- C. The Executive Director receives a copy of the electronic bank statement from the Business/HR Manager and the deposit log from the Administrative Assistant and compares for variations. As needed, these are addressed and reconciled by the Business/HR Manager.

X. INVESTMENT POLICY

- A. LTCO may decide to invest funds in excess of what is needed for daily operation in a money market account that is linked to the checking account. Other allowable investment products include certificates of deposit and fixed U.S. Treasury Obligations. Investments outside of these listed products will require the approval of the Board of Trustees. If necessary an investment committee can be established including both Board members and LTCO management.
- B. Detailed records maintained by the Business/HR Manager will include:
 - 1. a description of the investment
 - 2. date of acquisition and purchase price (or fair market value at date of donation)
 - 3. physical location of item; for example, safety deposit box, etc.
 - 4. interest / dividend / income rates and accrual / receipt dates.
 - 5. restrictions on segregation or pooling and disposition or use of income or proceeds (if applicable)
 - 6. lapse date of any restrictions (if applicable.)
 - 7. date of board approval for investments outside of the above-listed products
- C. When the Executive Director determines that investments are at a significant or diverse level, separate accounts within the accounting system will be maintained for:

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1. interest and dividends.
 2. realized gains/losses on sales of investments.
 3. unrealized gains/losses on investments.
 4. investment fees.
- D. Statements from banks / brokers will be reconciled to accounting records on a monthly basis and reviewed by the Board or Committee at least annually.

XI. USE OF CORPORATE CREDIT CARD

- A. Personalized corporate credit cards, as necessary to provide efficient and proper accounting of expenses, may be authorized by the Executive Director or his/her designee for certain professional staff of LTCO who frequently incur business expenses. Limits will be set by the Executive Director for the staff. All receipts for charges made on the credit card are to be submitted to the Business/HR Manager for coding and recording.
- B. Only business related expenses will be charged to the credit card. Personal expenditures will NOT be charged to the credit card. Failure to adhere to this policy will result in an immediate revocation of the credit card and may be grounds for disciplinary action up to and including termination. Charging personal expenditures, in addition to being a violation of this policy, will subject the employee making such charge(s) to personal financial responsibility for the expenditure(s).