GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency

Administrative Issuance: CFSA-12-11

TO: All Staff

FROM: Debra Porchia-Usher
Principal Deputy Director

DATE: December 21, 2012

RE: Demand Payments

It is the policy of the Child and Family Services Agency (CFSA) to make available timely individualized services or supports that promote children's safety, permanence, and well-being. "Demand payments" are payments specifically for services that are emergent in nature to ensure the needs of a child or family are being met. The demand payment process cannot be used for contracted services. Further, the Office of the Chief Financial Officer (OCFO) is authorized to deny such payments.

This administrative issuance provides guidance to CFSA social workers on the actions required for utilizing the demand payment process when immediate services or supports are needed to promote the safety, permanence, and well-being of children and families. *Note: Social workers will not be reimbursed for their own expenses, specifically "miscellaneous expenses up to $250.00" (District of Columbia Financial Administrative Issuance, revised June 22, 2011). Miscellaneous expenses may include personal items, supplies, etc.*

If you have questions regarding this issuance, please contact the Office of the Principal Deputy Director.

Services that Require Demand Payments

Immediate services and supports that require the use of the demand payment process may include but are not limited to the following examples:

1. Medically necessary payments that are outside of the Medicaid-serviceable area
2. Services provided by Flexible Family Services funds (available through Entry Services under Program Operations)
3. College tuition
4. Graduation expenses (see *Administrative Issuance CFSA-11-2 Graduation Expenses*)
5. Summer camps
6. Daycare services
7. Out-of-state birth certificates
8. Back payments for utilities and water
9. Security deposits and rent payments for first and last month (*See "Security Deposits" section below*.)
10. Respite care
11. Housing-related support for youth and families
12. Application fees for post-transition housing for youth

Requesting a Demand Payment

Social workers are required to take the following steps when requesting services and supports through the demand payments process:

1. Initial steps
   a. Identify client need. (In this issuance, a client is a child, youth or family member who receives services referred or paid by CFSA or a CFSA contracted agency.)
   b. Review available and applicable contracted services.
   c. Review all applicable CFSA policies.
   d. Research available and applicable community resources (e.g., Salvation Army, Catholic Charities, and the Healthy Families/Thriving Communities Collaboratives).
   e. Determine amount of support or resources the family may be able to provide.

2. When the initial steps are completed, the social worker discusses justification and documentation of the demand payment with the assigned supervisor.

3. Social workers prepare the following documentation to support the payment:
   a. An invoice or receipt.
   b. A written memorandum describing the need for the service, an explanation of the reasons the client and/or family are in CFSA care, and a description of the research for available community resources as well as family support and resources (if applicable).
      - The memorandum includes the client name and FACES.NET ID. It also indicates the entity or organization that is to receive the payment.

4. Documentation is submitted along with the *Demand Payment Request Form* (attached) to the supervisor, program manager, and program administrator for review. The program administrator has final approval authority of the request. His or her signature must appear on the request form.

5. Requested information is entered in FACES.NET. The information automatically goes to the supervisor for approval. Once the supervisor approves the request in FACES.NET, the request is automatically forwarded to the OCFO Accounts Payable department.

6. Simultaneously, the request form and any receipts or invoices with all supporting documentation are scanned and forwarded to the OCFO Accounts Payable department at cfsa.accountspayable@dc.gov for review and approval.

7. Copies of all demand payment requests along with the corresponding documentation are placed in the child's file.

OCFO Approval Process

Once the demand payment request in FACES.NET and the *Demand Payment Request Form* and accompanying documentation are received in the OCFO Accounts Payable department, the following steps occur in the approval process:

1. Accounts Payable staff processes the request within 5 to 7 business days of receipt.

2. If additional information is needed, the Accounts Payable staff contacts the social worker.

3. Once the request is approved, an electronic file is forwarded to the District's Office of Finance and Treasury. The Treasury's Payment Operations Center mails the check directly to the designated business or organization.

4. Exceptions to mailing a check directly to a designated business or organization include payments to summer camps, utility and water bills, or payments to a school (for tuition or other expenses). In any of these types of cases, the social worker shall be notified.
5. If the request is denied by the Accounts Payable manager, the request is referred back to the social worker with explanation. In cases of emergency, the program administrator may over-ride the denial.

Security Deposits

If a request includes a housing security deposit, or the first or last month rent, the prospective landlord is required to sign a form stating that they will reimburse CFSA if the client and family moves at the end of the lease.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency
Fiscal Operations Administration-Accounting Office

DEMAND PAYMENT FORM

Date: _____

Payment ID No: _____ *Total Amount: _____
Requested by: _____ Requestor's Phone No: _____
☐ [**New] Provider's Name: _____ Provider's ID #: _____
Provider Address: _____ Tax ID No: _____
_____ Provider Phone #: _____

For the following clients:

Name	Client ID	Client DOB	Service Dates	Amount

Brief Justification:

_____
_____
_____
_____
_____
_____
_____

Note: for daycare payments please include CFSA rate, number of days, and confirmation the provider has been linked to the child's service log

Approval: _____ _____
Supervisor/*Program Manager or Designee Date

For private agencies:

Approval: _____ _____
Monitoring Supervisor Date

Approval: _____ _____
Monitoring Program Manager or Designee Date

*All requests in excess of $300 must be approved by a program manager or designee
** All new providers must provide a W-9

This form must be received in the accounting office before payment is approved
Check will be generated within 5-7 business days after fiscal operations approval