

Health & Human Services

Social Services

Back up for Agenda Item # 25298

On December 12, 2016, a new employee in the Social Services department inadvertently copied vendor information and dollar amount allowed from a housing voucher to a food voucher, These vouchers were for the same client.

The clerical error was not caught by the clerk at the store, resulting in a grocery bill for \$239.40 which is in excess of the amount allowed for Food Vouchers (\$97).

The Social Services Department and Health & Human Services Administration has investigated this situation and found it to be a simple error with no concern of improper use of funds.

Two new administrative controls will be put into place in the Social Services Department to prevent similar future errors:

- 1) The voucher forms (food, shelter, medication) are being reworked to include the funding limit and adding a check off for allowable vendors
- 2) Vouchers will require a second signature from within the department before being issued to the client

The agenda item requests permission to make this one-time excess payment (\$239.40-\$97 = \$142.40) to the Fiesta store.