

ABILITIES, LLC

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# Finance

## *Department Handbook*

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# Welcome

This handbook contains the policies that govern the Finance Department at Abilities, LLC. It applies to:

- The Finance Director.
- The Quality Assurance Professional, jointly supervised by the Director of Residential Operations and the Finance Director.
- The Payroll Administrator. This role lives within the Finance Department and reports to the Finance Director.
- Any other staff with delegated financial responsibilities.

This handbook works alongside the Abilities, LLC Employee Handbook. The Employee Handbook covers universal policies that apply to all staff. This handbook provides Finance-specific operational standards.

Finance Department staff operate under heightened fiduciary and compliance obligations. Every financial transaction, record, and decision must meet the standards set by SSA, DMH, MMAC, and MO HealthNet. Errors in individual financial management or Medicaid billing are not simply administrative problems. They carry regulatory, legal, and reputational consequences for the agency and for the individuals we serve.

**This handbook is a living document. Abilities, LLC reserves the right to update, revise, or replace policies at any time. Employment at Abilities, LLC is at-will. This handbook is not a contract of employment.**

**Organizational Compliance and Legal Standing:** The Executive Director is responsible for maintaining the agency's good standing with all regulatory bodies, including business licenses, tax filings, Medicaid provider enrollment, DMH certification, and insurance policies. The Finance Director pays insurance premiums and all related compliance bills on time so coverage and certifications do not lapse.

## ► Finance and Tiered Supports

Missouri DMH's Tiered Supports framework shapes how the Finance Department serves every individual at Abilities, LLC. Universal protection is the foundation. Targeted support is added when the situation calls for it. Intensive coordination is reserved for the most complex cases.

### What This Looks Like for the Individuals We Serve

- **Tier 1: Universal Financial Protection:** Every individual receives complete separation of their funds from agency funds, accurate real-time ledgers, monthly reconciliation, verification before every deposit entry, receipt documentation for every transaction, and full transparency to guardians. This is what every individual gets every month, without exception.
- **Tier 2: Targeted Financial Support:** Some individuals need additional planning. Examples include individuals for whom Abilities serves as SSA Organizational Representative Payee (federal fiduciary obligations, annual SSA reports, monthly close-out), individuals whose Christmas funds are topped up by the agency, and individuals whose guardian payment timing requires Abilities to front PSA from the business checking account.
- **Tier 3: Intensive Financial Coordination:** The most complex situations. Examples include individuals whose finances are subject to SSA audit or investigation, individuals whose payee

status is changing (moving out, regaining capacity, guardian assuming, death), and individuals whose financial supports intersect with rights restrictions requiring due process.

## ► Our Values in Finance

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Abilities, LLC operates by three core values: Integrity, Community, and Empathy. In Finance, those values translate directly into how the work is done.

### Integrity

- Every transaction is documented accurately at the time it happens.
- No deposit is entered before it is verified against the bank.
- Errors are corrected through transparent edits, never by deletion.
- When something goes wrong, we tell the truth and tell it early.

### Community

- Coordination with ISL Management, RPMs, the DRO, HR, and the Executive Director is part of the daily job, not an interruption to it.
- Guardians are partners. They receive accurate monthly reports, timely responses, and the respect of being kept informed.
- Vendors, auditors, and external agencies are treated with the same care and professionalism as anyone else.

### Empathy

- The numbers represent people's lives. Every PSA disbursement is an individual's spending money. Every R&B invoice is part of someone's home. Every paycheck supports an employee and their family.
- Time-sensitive errors (a paycheck shortage, a missed PSA disbursement, an unfunded household card) are fixed the same day, not the next cycle.
- When something goes wrong, we look at what the person needed before we look at what they did wrong.

## ► Physical Requirements of Finance Roles

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Finance Department work is primarily desk-based, with extended periods at a computer and on the phone. The physical demands of the role are real, even when the work looks quiet from the outside.

- **Sitting:** Extended periods at a desk, typically 6 or more hours per day.
- **Standing and walking:** Movement between office spaces, mail and filing areas, and the bank.
- **Lifting:** Up to 25 pounds, including boxes of records, supplies, and office equipment.
- **Vision:** Sustained computer screen use, reading detailed financial records, and reviewing handwritten receipts.
- **Hearing:** Phone calls with guardians, vendors, banks, and government agencies, often for extended periods.
- **Fine motor:** Typing, writing, signing checks, and handling paperwork throughout the day.

Reasonable accommodations are available through Human Resources. See the Universal Employee Handbook for the full accommodation process.

## CHAPTER

## 1

## Individual Financial Accounts

*This chapter covers the financial accounts used to manage individual finances, the rights of individuals served, and the operational standards for account administration and recording.*

Abilities, LLC manages individual finances using three distinct account types. These accounts differ in ownership, purpose, and governing rules. They must never be combined or co-mingled.

- Every individual receiving residential services has both a PSA and an R&B account.
- Individuals for whom Abilities serves as SSA Organizational Representative Payee also have a Payee Account.

Account Type	Also Called	What It Contains	Who Owns It
Personal Spending Account	PSA	The individual's personal discretionary spending money.	The individual, always.
Room and Board Account	R&B	Restricted-use funds for rent, utilities, groceries, and household items only.	Held by Abilities in trust for the individual.
Payee Account	Payee	The account that receives the individual's SSA benefits and is the source for PSA, R&B, and other authorized expenses each month.	The individual. Abilities acts as fiduciary when serving as SSA Organizational Representative Payee. Full requirements in Chapter 2.

## F1.1

## Individual Financial Rights

Every individual we serve has the right to control, access, and account for their own money. These rights are the foundation of all financial operations at Abilities, LLC.

► **The Rights**

- The right to access their personal funds when requested, within reasonable logistical constraints.
- The right to spend PSA funds on any legal items of their choosing. No staff approval is required for individual spending decisions.
- The right to receive an accurate accounting of their account balance upon request.

- The right to have their funds kept separate from agency funds and from any other individual's funds.
- The right to receive all required staff assistance in accessing or using their funds, without undue delay or restriction.

### ► Rights Restrictions

Limiting an individual's access to their personal funds for any reason is a rights restriction. It must be documented in the PCSP with due process, approved through DMH, and treated as a restrictive procedure.

## F1.2

### The Verification Standard

This is the most important rule in this handbook. Apply it without deviation.

**The Standard:** No deposit may be entered into any ledger in SetWorks before the actual transaction has been verified against the bank statement. This applies to every entry, every time.

### ► What Verification Means

Before entering a deposit in any ledger, the person making the entry must:

- Open the actual bank statement or current bank account view.
- Locate the specific transaction.
- Confirm the amount on the bank matches the amount being entered.
- Confirm the date the transaction posted matches the date being entered.
- Confirm the source matches expectations (SSA, SSI, employer, guardian, or other).
- Only then enter the deposit in SetWorks.

### ► Why This Standard Exists

- SSA and SSI deposits do not always arrive on the same day, amounts change due to cost-of-living adjustments, benefit recalculations, overpayment recoveries, and back-pay events, and deposits are occasionally reversed and reposted.
- Without verification at the moment of entry, the ledger drifts away from the bank and the month-end reconciliation breaks.
- Verifying at the moment of entry takes less than a minute. Tracking down a reconciliation error a month later takes hours and creates an audit trail of corrections that auditors notice.

## F1.3

### Personal Spending Account (PSA)

The Personal Spending Account holds the individual's personal discretionary spending money. It belongs to the individual, always. PSA is disbursed to the individual on the 1st of every month.

## ► When Abilities Is Organizational Payee

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### How PSA Is Delivered

Every individual chooses how they receive their PSA. The options are:

- **Cash:** The individual or their management team picks up their PSA cash at the office.
- **Check:** The individual receives a check written directly from their Payee Account, made payable to the individual or their guardian.
- **PEX card:** The individual has a PEX card in their name that loads automatically on the 1st of each month in the approved PSA amount. The PEX option is only offered to individuals who want it and can use it. PEX is not automatic for everyone with payee services.

### Timing

- **PEX:** Auto-loads on the 1st of every month, including weekends and holidays.
- **Cash and check, weekday 1st:** Issued to the individual on the 1st.
- **Cash and check, weekend or holiday 1st:** Issued to the individual on the business day before the 1st.

### PEX Load Documentation

- The Quality Assurance Professional takes a screenshot of each monthly PEX load on the 1st of the month.
- The screenshot serves as the receipt for the load.
- The screenshot is uploaded to the corresponding PSA expense entry in the Payee Ledger in SetWorks.

### Custody, Entry, and Oversight

- PSA cash is picked up at the office by the individual or their management team. PEX card funds are auto-loaded on the 1st.
- ISL Management is responsible for safeguarding PSA funds, retaining all receipts, and entering PSA transactions in the individual's SetWorks ledger.
- The Finance Director does not enter PSA transactions. Finance reviews PSA ledgers only for audit purposes or investigation.
- RPMs review PSA ledgers monthly.

## ► When Abilities Is Not Organizational Payee

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This applies to individuals who live in Abilities housing but have a guardian or external payee managing their finances.

**PSA Is Always Disbursed on the 1st.** PSA is given to the individual on the 1st of every month. If the guardian's payment has not yet arrived by the 1st, Abilities fronts the PSA from the business checking account. Reconciliation occurs once the guardian's payment is received. The individual is never made to wait for their PSA because of guardian payment timing.

### How PSA Is Delivered

The delivery method is determined by the individual's preference and is documented in the PCSP. Available delivery methods:

- PEX card load on the 1st of the month.
- Cash picked up at the office by the individual or their management team on the 1st of the month.
- Check made payable to the individual on the 1st of the month.

### Timing

- **PEX:** Auto-loads on the 1st of every month, including weekends and holidays.
- **Cash and check, weekday 1st:** Issued to the individual on the 1st.
- **Cash and check, weekend or holiday 1st:** Issued to the individual on the business day before the 1st.

### Invoicing and Reconciliation

- The Room and Board invoice sent to the guardian includes Room and Board and PSA as two separate line items.
- The guardian sends one combined payment, deposited into the Abilities business checking account.
- Once the guardian's payment is received, the R&B portion is entered as a deposit in the R&B ledger and the PSA portion is reconciled against the PSA already disbursed on the 1st.

**Example:** Invoice is R&B \$650 + PSA \$50. On the 1st, the individual receives their \$50 PSA via their preferred delivery method, even if the guardian's \$700 payment has not yet arrived. Once the \$700 is received, \$650 is recorded as a deposit in the R&B ledger and \$50 reconciles against the PSA already given.

## F1.4

## Room and Board Account (R&B)

The Room and Board Account holds restricted-use funds for the individual's housing-related expenses. R&B funds are held by Abilities in trust for the individual and may only be used for rent, utilities, groceries, and household items.

### ► The House PEX Card

Each ISL has a designated House PEX card that holds the pooled grocery and household allocation drawn from each resident's R&B funds. The House PEX card is an operational mechanism for managing shared household spending. It is not a separate account type. The House Manager is custodian. Funds on the card belong to the individuals they were allocated from. See F3.1 for funding cycle and permanence rules.

### ► R&B Account Management

#### Invoicing

- A Room and Board invoice is required for every individual every month.
- Invoices are generated in QuickBooks. They may not be handwritten or rolled forward from a prior month.
- Standard format: R&B and PSA combined.

- Detailed format (for example, for Johnson County Public Administrator): itemized line entries for each expense.
- For payee individuals, the invoice is uploaded as the receipt in the Payee Ledger expense entry in SetWorks.
- The R&B invoice deadline is 5:00 PM on the 3rd of the month. See F3.1 for the full monthly funding cycle.

### Rent

- Every individual must have a monthly rent deduction.
- Rent must match the approved ISL budget.
- The merchant on the ledger entry is always “Abilities, LLC.”

### Utilities

- Utilities are divided evenly among all housemates unless an alternative allocation is otherwise approved.
- Utility bills must be labeled with the house name and the per-person allocation amount.
- Total per-person allocations must equal the full bill.
- Bills are uploaded once per individual.

### Groceries and Shared Household Items

- Receipts must list all individuals sharing the expense.
- Shared costs must be evenly allocated.
- Each individual receives a separate ledger entry for their share.

## F1.5

### Income Recording

Every dollar received on behalf of an individual whose payee is Abilities, LLC must be recorded as a deposit in the appropriate ledger before any of that money goes back out. This includes, without exception:

#### ► Recorded in the Payee Ledger

- Social Security (SSA) benefits.
- Supplemental Security Income (SSI) benefits.
- Cash gifts from family or others.
- Tax refunds.
- Any other external income source received at the agency on behalf of the individual.

#### ► Two Entries: In, Then Out

After income is recorded as a deposit, when the funds are then given to the individual or spent on their behalf, the transaction is recorded again as a disbursement. Two entries: in, then out.

## F1.6

### Hard Household Items

Some household items cannot be reasonably divided or allocated among multiple individuals. These are hard items. Examples include vacuums, microwaves, small appliances, bedding and linens, furniture, electronics, and durable household equipment.

### ► The Rules

- Every hard household item must be owned by one individual. Shared ownership is not permitted.
- The owning individual must be clearly identifiable in SetWorks.
- Receipts for hard items may not be split and may not allocate costs across multiple individuals.
- Hard items must be purchased on a stand-alone receipt, or on a receipt that includes only items purchased for that individual.
- The full cost must be charged to the R&B ledger of the owning individual and entered into that individual's Inventory Record in SetWorks.
- No reimbursement or buy-out arrangements are permitted among individuals.

## F1.7

### Prohibited Conduct

The following conduct is strictly prohibited and may result in immediate termination and referral to SSA, DMH, or law enforcement:

- Using individual funds for agency expenses, staff expenses, or any purpose that does not benefit the individual.
- Co-mingling individual funds with agency funds or with another individual's funds.
- Falsifying receipts, ledger entries, or financial records of any kind.
- Denying or unreasonably delaying an individual's access to their personal funds.
- Borrowing from an individual's account under any circumstance.
- Purchasing items for an individual without proper documentation.
- Delaying receipt uploads to SetWorks.
- Splitting hard item receipts across multiple individuals.

## CHAPTER

## 2

## SSA Representative Payee Compliance

When Abilities, LLC serves as the SSA Organizational Representative Payee for an individual, the agency accepts federal fiduciary obligations. This chapter governs those obligations.

## F2.1

### Payee Account Setup and Fund Use

Improper use or documentation of SSA payee funds may result in removal as payee and federal criminal penalties. All Finance Department staff operating payee accounts must understand and comply with this policy completely.

#### ► Account Setup

Each Organizational Payee Account is established with the following:

- **Checks:** Issued in the individual's name and Abilities, LLC's name as organizational payee.
- **Debit card:** Issued in the individual's name and Abilities, LLC.
- **Bank:** Central Bank of Missouri.
- **Separation:** Fully separated from agency operating accounts.

#### ► Permissible Uses of Payee Funds

Payee funds may be used for any expense that benefits the individual, including:

- Food and dining out.
- Clothing.
- Entertainment, tickets, and community activities.
- Personal items and preferences.
- Room and board (as an authorized deduction).
- Medical and dental expenses not covered by Medicaid or other insurance.

The Finance Director should support individuals in spending down excess balances on personal items, leisure, and quality of life, rather than accumulating funds beyond SSA resource limits (\$2,000 for SSI recipients).

When an individual's payee account is approaching the resource cap, the Finance Director notifies the individual's RPM. The RPM notifies the individual and helps them spend their funds the way they want.

#### ► Prohibited Uses of Payee Funds

- Agency operating expenses, payroll, or overhead under any circumstance.
- Purchases or expenses that benefit staff, the agency, or any other individual.
- Any purpose that does not serve the individual's current or future needs.

### ► Required Purchase Method

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Purchases must be made directly from the individual's Payee Account whenever possible, using the payee debit card or check. Reimbursement to Abilities, LLC is a last resort, not a standard practice.

### ► Reimbursement to Abilities, LLC

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- Agency reimbursement from an individual's payee account is only permitted when a direct purchase was not available or feasible.
- Reimbursement must be exact. The expense amount and the reimbursement amount must match precisely.
- No batching, rounding, or delayed reimbursement is permitted.
- Reimbursement may be made via check or Central Bank transfer. A bank transfer requires a memo note clearly explaining the purpose.
- Reimbursement must be approved by the Finance Director.

### ► Receipt Handling

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- All receipts for payee fund transactions must be labeled with the individual's name and the word "Payee."
- The Quality Assurance Professional uploads all receipts to the Payee Ledger in SetWorks.

### ► Room and Board Under Payee Status

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- When Abilities, LLC is both the service provider and the Organizational Payee, the authorized R&B amount may be deducted monthly.
- R&B must not exceed SSA-allowable limits.
- The R&B deduction may not reduce the individual's personal spending below the approved PSA amount.
- The R&B deduction is documented as a housing cost in the Payee Ledger, not as a service fee.
- The agency may not charge the individual separately for services already covered by Medicaid waiver funding.

## F2.2

## Payee R&B Payment Procedure

For individuals where Abilities, LLC is the organizational payee, R&B is paid from the individual's payee account to the Abilities business checking account by the 10th of every month.

### ► The Procedure

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- **Step 1:** Confirm the R&B invoice was generated in QuickBooks and reflects the approved amount.
- **Step 2:** Verify sufficient funds are present in the individual's payee account against the actual bank, not against assumption.
- **Step 3:** Print the R&B check from the individual's payee account, payable to Abilities, LLC, in the exact invoice amount, and sign the check.
- **Step 4:** Deposit the check into the Abilities business checking account.

- **Step 5:** Record the deposit in the individual's R&B ledger in SetWorks the same day, in the exact invoice amount.
- **Step 6:** Record the corresponding disbursement in the individual's payee ledger in SetWorks the same day, in the exact invoice amount.
- **Step 7:** Confirm three numbers match: invoice amount, check amount, R&B deposit amount. Complete by the 10th of the month.

**Invoice, Deposit, and Check Must Match Exactly.** The amount on the R&B invoice must equal the amount deposited into the R&B account, which must equal the amount of the check from the payee account. Three numbers, one value. No rounding, no shortcuts. One invoice per individual per month. One deposit per invoice. One check per invoice. Multiple months may not be combined on a single invoice or payment. If a month was missed, it gets its own invoice and its own payment, dated correctly.

### ► When a Payee Individual Cannot Pay R&B in Full

If the individual's payee account does not have sufficient funds to cover the R&B invoice in a given month:

- Do not skip the payment.
- Do not partial-pay without documentation.
- Do not roll the unpaid balance into the next month's invoice.
- Notify the Executive Director the same day.

The Executive Director and Finance Director determine the appropriate action. The determination is documented in writing in the individual's payee ledger and retained for audit. Acceptable actions include:

- Partial payment with a documented note explaining the shortfall.
- Holding the invoice with documented authorization.
- Other actions consistent with SSA representative payee rules.

## F2.3

### Monthly Reports to Guardians

Guardians and external payees receive a monthly accounting of every individual's financial activity.

#### Residential Program Manager

- Sends the individual's PSA Ledger for the previous month to the guardian by the last day of the current month.

#### Finance Director

- Answers specific questions and handles problems or issues that arise from the report.

## F2.4

### Individual Tax Filing

The Finance Director manages individual tax filing for every individual for whom Abilities serves as SSA Organizational Payee.

### ► Finance Director Responsibilities

- Determines which individuals require a personal tax filing based on income, benefits, or SSA/IRS requirements.
- Prepares and submits individual tax filings on or before annual IRS deadlines.
- Files the Missouri Renters Rebate by April 1 each year for all individuals for whom the agency serves as SSA Organizational Payee.
- Maintains organized tax records for each individual, including filed returns, IRS or state correspondence, and proof of submission.
- Deposits approved tax refunds into the individual's personal spending account, provided the refund will not push the individual over SSA resource limits.
- Assists individuals in planning how they wish to use their refunds, consistent with their preferences and SSA compliance requirements.

## F2.5

### Individual Christmas Gift Funding

Abilities, LLC is committed to ensuring every individual we support receives Christmas gifts annually. The Finance Director coordinates funding.

### ► Funding

- By the first week of November, the Finance Director verifies what funds are available for each individual.
- For individuals with a guardian or external payee, the Finance Director contacts that party to request holiday funds by a specified date.
- The individual's SSA Payee account, savings, or personal discretionary funds are always the first source for Christmas gifts.
- Every individual receives at least \$150 toward Christmas gifts. If the individual's available funds are less than \$150, the agency tops up the difference so the total reaches \$150.

### ► Shopping and Documentation

- Shopping is done by the individual's team, staff who know the individual well.
- All purchase receipts are submitted to the Office Manager to confirm that each item was purchased, received, and gifted.
- All purchases must be completed by December 1. Every individual receives Christmas gifts, without exception.

## F2.6

### Annual SSA Rep Payee Report

SSA requires all Organizational Representative Payees to submit an annual accounting report for each beneficiary.

### ► Finance Director Responsibilities

- Completes and submits all required SSA annual payee reports by SSA deadlines.
- Ensures each report covers payee account income and how it was spent during the reporting year.
- Retains all submitted reports and supporting documentation for a minimum of seven years.
- Responds promptly to any SSA follow-up inquiries or audit requests.

## F2.7

### Change in Payee Status

The Finance Director notifies SSA promptly when any of the following events occur:

- The individual moves out of an Abilities, LLC ISL.
- The individual regains the capacity to manage their own funds.
- A legal guardian or other party assumes financial management responsibility.
- The individual passes away. SSA must be notified immediately. Any benefits received after the date of death must be returned.

## CHAPTER

## 3

## Payee Account Administration

This chapter covers the operational mechanics of maintaining individual payee accounts: the monthly funding cycle, ledger requirements, PEX card management, monthly reconciliation, discrepancy resolution, and Finance Department roles.

## F3.1

## Monthly Funding Cycle

The monthly funding cycle has hard deadlines. Missing any deadline creates a compliance issue and disrupts the household.

## ► Monthly Deadline Calendar

Date	Time	Action	Owner
1st of month	8:00 AM	PSA PEX cards auto-load for every individual who has elected the PEX delivery option	PEX system (auto)
1st of month	8:00 AM	Household PEX cards loaded for every house	Finance Director
1st of month	Business day before if the 1st is a weekend or holiday	PSA cash and checks ready for distribution	Finance Director
1st of month	Day of load	PEX load screenshots taken and uploaded to SetWorks ledger entries	Quality Assurance Professional
3rd of month	5:00 PM	All R&B invoices generated in QuickBooks and sent to guardians	Finance Director
10th of month	End of day	Payee R&B checks printed, signed, and deposited into agency checking	Finance Director
Following month	10 business days	Monthly reconciliation and close-out complete	Finance Director

## ► PSA Funding

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Every individual's PSA must be available to them on the 1st of every month. The delivery options are PEX card, cash, or check, chosen by the individual.

- **PEX card:** Auto-loads on the 1st of every month, including weekends and holidays. The Quality Assurance Professional confirms the load posted, takes a screenshot of the loaded balance, and uploads the screenshot to the corresponding ledger entry in SetWorks.
- **Cash and check, weekday 1st:** Issued to the individual on the 1st.
- **Cash and check, weekend or holiday 1st:** Issued to the individual on the business day before the 1st.

Checks are written from the individual's payee account, payable to the individual, and never pass through any Abilities business account.

## ► Household PEX Card Funding

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Every house has a designated household and grocery allocation calculated from each resident's individual contribution rates. On the 1st of every month, by 8:00 AM, the Finance Director transfers the full monthly allocation to the House Manager's household PEX card.

**Household Funds Are Permanent Once Transferred.** Once household funds are loaded onto the House Manager's PEX card, that money belongs to the individuals it was allocated from. It cannot be removed, reduced, or trued up against a target balance. If a card already has a balance from a prior month that was not fully spent, transfer the full new month's allocation on top of it; the card balance accumulates and that is correct. Transfer the full allocation, every month, on the 1st, by 8:00 AM. Do not skip a month because the card already has money on it.

## ► Room and Board Invoicing

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Every R&B invoice for the current month must be generated in QuickBooks and sent to the guardian or external payee no later than 5:00 PM on the 3rd of the month. This applies to every individual receiving residential services, regardless of whether Abilities is the organizational payee.

- Invoices are generated in QuickBooks. They are not handwritten or pulled from a prior month.
- Each invoice reflects the current month and the approved amount for that individual.
- For payee individuals, the invoice still generates and is retained internally as the source document for the R&B payment.
- For non-payee individuals, the invoice is sent to the guardian or external payee by 5:00 PM on the 3rd.
- Detailed-format invoices, such as for the Johnson County Public Administrator, include the breakdown required by that guardian.
- The Finance Director confirms invoices were generated and sent by the deadline.

## ► Payee R&B Payment

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For every individual where Abilities, LLC is the organizational payee, the Finance Director prints the R&B check from the individual's payee account, signs it, and deposits it into the Abilities business checking account no later than the 10th of every month. The full procedure is in F2.2.

**F3.2****Ledger Maintenance**

Individual financial ledgers in SetWorks are the working record of every transaction. They must be accurate, current, and reconcilable to the bank at all times.

**► Account Structure**

- All individual payee funds are held in accounts clearly designated for individual use and fully separate from agency operating accounts.
- Each individual has a dedicated ledger in SetWorks and a corresponding QuickBooks tracking record maintained by the Finance Director.
- Physical cash held at an ISL on behalf of an individual must be stored in a secure, locked location accessible only to authorized staff.
- Individual accounts may not be used to cover agency costs of any kind.
- SSA Payee client debit cards are stored with the Office Manager. Individuals check out their card for use and return it with a receipt. The receipt is turned in to the Quality Assurance Professional upon return.

**► Who Maintains What**

- The Quality Assurance Professional maintains payee and R&B ledgers in SetWorks.
- ISL Management makes PSA ledger entries.

**► Timing**

- Entries on payee and R&B ledgers are made in real time, not reconstructed from memory or receipts at month end.
- PSA ledger entries follow the deadline in F5.2.

**► Corrections**

- Financial records cannot be deleted. Errors are corrected by editing the existing entry.
- If a ledger entry contains an error and must be zeroed out, that entry may be updated and reused for a future transaction.

**► Every Ledger Entry Must Include**

- Date of transaction.
- Vendor name.
- Amount and updated running balance.
- Purpose or description.
- Name of the staff member processing or documenting the transaction.
- Receipt reference, uploaded to SetWorks.

**F3.3****PEX Card Management**

PEX cards are the agency's primary mechanism for individual and household spending. The Finance Director manages all PEX card activity.

- The Finance Director maintains active PEX cards for all individuals authorized to use agency-supported spending accounts.
- PEX cards are issued when an individual elects the PEX option and is able to use it.
- Account balances are kept sufficient each month to cover groceries, personal items, community outings, clothing, and other authorized expenses.
- The Finance Director reviews PEX activity regularly to ensure purchases reflect the individual's needs and preferences.
- PEX transactions are reconciled monthly and aligned with R&B ledgers, SSA Payee accounts, and personal spending records.
- Supporting documentation for all PEX purchases, including receipts, notes, and balance and top-up records, is uploaded to SetWorks by the Quality Assurance Professional.
- PEX cards are terminated promptly when an individual's services end, a card is lost or compromised, or continued use is no longer appropriate.

### F3.4

## Monthly Reconciliation

The Finance Director reconciles every individual payee account monthly:

- Compare all ledger entries for the month to supporting documentation, including receipts, deposit records, and bank statements.
- Verify the closing balance matches the running ledger and the associated bank account balance.
- Confirm the individual's full PSA was disbursed each month and was not reduced by R&B deductions or other charges.
- Confirm that room and board deductions are accurate and within authorized limits.

### F3.5

## Discrepancy Resolution

When a discrepancy appears in an individual financial record, the goal is to identify what happened, correct it transparently, and document the resolution for audit.

### ► Discrepancy Reporting

Anyone who identifies a discrepancy in an individual financial record documents it and notifies the Finance Director the same day. If the Finance Director is the subject of the discrepancy, notification goes to the Executive Director instead.

### ► Resolution

The Finance Director investigates, documents findings, and corrects the record with a transparent notation.

- Same-day notification to the Quality Assurance Professional or other staff involved.
- Same-week correction in SetWorks. Edit the existing entry; never delete.
- Material discrepancies, including any discrepancy involving SSA-restricted funds and any other discrepancy the Finance Director determines material, require same-day notification to the Executive Director.
- Any discrepancy that cannot be explained and reconciled is escalated to the Executive Director for determination.

**F3.6 Finance Roles and Responsibilities**

The Finance Department’s operational roles are summarized below. Detailed responsibilities are in the policies referenced.

Role	Responsibilities
Finance Director	Oversees household PEX card loads on the 1st. Maintains QuickBooks tracking for all payee accounts. Reconciles accounts monthly. Manages PEX cards. Oversees all payee compliance. Signs off on all corrections. Generates and sends R&B invoices by 5:00 PM on the 3rd. Prints, signs, and deposits payee R&B checks by the 10th.
Quality Assurance Professional (QAP)	Maintains payee and R&B ledgers in SetWorks. Uploads all receipts and PEX load screenshots. Processes payee transactions. Reports discrepancies to the Finance Director the same day they are identified. Jointly supervised by the Director of Residential Operations and the Finance Director.
Payroll Administrator	Executes weekly payroll. Pulls and validates payroll source data. Manages payroll@abilitiesllc.com inbox. Compiles payroll documentation. Reports to the Finance Director.
Residential Program Managers (RPMs)	Send each individual’s PSA Ledger for the previous month to the guardian by the last day of the current month. Review PSA ledgers monthly. Flag unusual activity to the Finance Director. Do not enter payee transactions.
House Managers and DSPs	Safeguard physical cash at the ISL. Enter PSA transactions in SetWorks with attached receipts by the 7th of the following month. Report suspected fund misuse to the Finance Director and RPM immediately.
Office Manager	Stores SSA Payee client debit cards and manages individual checkout and return. Receives Christmas gift receipts and confirms purchase, receipt, and gifting. Receives and disburses paper

Role	Responsibilities
	paychecks to employees.

## CHAPTER

## 4

## Budget and Financial Reporting

*This chapter covers the Finance Director's authority, annual budget development, monthly financial reporting, expense prioritization, the agency reserve fund, billing compliance, and fiscal controls.*

### Primary Financial Systems

System	Purpose
QuickBooks	The agency's primary financial recordkeeping system. All agency-level transactions are recorded here.
SetWorks	Individual financial ledgers, Medicaid billing records, and service documentation.
CIMOR / EMOMED	DMH service authorizations and billing submission.
MMAC / MO HealthNet	Medicaid enrollment, billing, and claims management.
BambooHR	Payroll processing and HR records.
Google Drive (Finance Shared Folder)	Secure shared storage for internal financial reports, budget documents, and payroll records.

## F4.1

## Finance Director Authority and Decision Rights

The Finance Director is delegated authority to manage day-to-day financial operations within approved budgets.

#### ► Delegated Authority

- Process routine payments and reconcile accounts.
- Manage financial records and enforce receipt and documentation standards.
- Manage vendor relationships.
- Sign checks within authorized limits.

**Check Approval Threshold:** Any single check exceeding \$10,000.00 requires Executive Director approval before issuance. The Finance Director may not authorize or issue checks above this threshold independently.

## ► Decisions Requiring Executive Director Approval

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- Any check payment exceeding \$10,000.00.
- Use of reserve funds or changes to reserve strategy.
- Material changes to budget assumptions or projections.
- New debt or refinancing.
- Significant deviations from approved departmental budgets.
- Changes affecting payroll, benefits, insurance coverage, or agency solvency.
- Responses to audits, investigations, or regulatory actions with potential agency impact.

Final financial decision-making authority rests with the Executive Director. The Finance Director's role is to advise, implement, and execute within those decisions.

### F4.2

## Annual Budget Development

The Finance Director builds the agency-wide annual budget in partnership with the Executive Director, providing financial analysis, projections, and recommendations.

### ► Building the Budget

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- Works individually with each Department Head to build their annual spending plan.
- Consolidates departmental budgets into the agency-wide budget.
- Identifies areas where cost containment or reallocation may be needed.
- Finalizes the approved annual budget prior to the start of the new fiscal year.

### ► Quarterly Department Budget Meetings

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The Finance Director meets in person with each Department Head once per quarter to review year-to-date spending against budget, identify variances, and adjust projections as needed.

### F4.3

## Monthly Financial Reporting

The Finance Director prepares and submits a monthly financial report to the Executive Director by the end of each month, including:

- Balance Sheet with asset and liability detail.
- Profit and Loss statement for the current month and year-to-date comparison.
- Cash-flow projections forecasting 30, 60, and 90 days.
- Budget vs. Actual summaries for key cost areas.

### F4.4

## Expense Prioritization

When cash or reserves are limited, the Finance Director prioritizes payments in the following sequence:

- Payroll and payroll taxes. This is the highest, non-negotiable financial priority under all circumstances.
- Rent and mortgage obligations tied to active service locations.
- Health insurance premiums.
- Workers' compensation premiums.
- General liability and commercial insurance premiums.

The Finance Director notifies the Executive Director immediately if there is any projected inability to meet payroll or priority obligations.

#### F4.5

### Agency Reserve Fund

Abilities, LLC maintains a designated reserve fund to protect the agency through cash-flow disruptions, regulatory delays, and unforeseen events.

- The Finance Director maintains a designated reserve fund with a long-term target of \$1,000,000.00.
- Reserve fund balance is tracked monthly and reported during financial reviews with the Executive Director.
- Reserve accounts are protected from routine operational spending, unapproved projects, and non-emergency uses without Executive Director approval.
- When reserves are accessed, the Finance Director develops a documented replenishment plan.
- All reserve account withdrawals are documented with date, amount, purpose, and replenishment plan.

#### F4.6

### ISL Variance Billing

The Executive Director completes the DMH-required ISL Variance form for all newly implemented or modified ISL service authorizations.

- Under-served variance is reported via the MMAC/DD Waiver Variance Calculation Worksheet.
- Over-served variance is reported via REDCap.
- Variances must be submitted within 30 days of the end of the plan year.

#### F4.7

### DMH Authorizations and Medicaid Billing

The Finance Director manages all DMH service authorizations and Medicaid billing for the agency.

- Monitors DMH service authorizations for all individuals served and reviews UR approvals against current service levels.

- Updates SetWorks authorizations promptly to reflect current service codes, authorized units, and start and end dates.
- Confirms documentation and authorized units before billing occurs. All monthly billing is completed by DMH deadlines.
- Pulls the Provider Billing Activity report from CIMOR 24 hours after each billing submission to confirm billing.
- Pulls Remittance Advice statements from CIMOR to confirm payment amounts.
- Notifies the Executive Director immediately when units are reduced or denials occur.

**F4.8****Children's Division Billing**

For Children's Division contract billing, the Finance Director generates the invoice in QuickBooks for the prior month and sends it to the designated Children's Division billing email address by 5:00 PM on the 1st of each month.

**F4.9****Fiscal Controls**

Fiscal controls protect the agency, the individuals we serve, and Finance Department staff from preventable errors and fraud.

- Agency cards are issued only to authorized personnel. Card holder documentation, including limits and permitted uses, is maintained by the Finance Director.
- Receipts for all agency card purchases (fuel, Walmart, and other agency cards) are turned in to the Finance Director monthly. Persistent receipt non-compliance is reported to the Director of Residential Operations and may be escalated to Human Resources if needed.
- QuickBooks bank reconciliations are completed monthly for all agency accounts.
- W-9 forms are collected and retained for all vendors and contractors as required.
- No single employee has both authorization authority and disbursement authority for the same transaction.
- The Finance Director must always maintain awareness of outstanding floating checks and the agency's actual available balance.
- Payroll funds must be stored separately from other business funds to ensure they are protected.
- The Finance Director holds a finance account on the agency's WEX Fleet profile and is responsible for ensuring the WEX balance is paid every 30 days.

## CHAPTER

## 5

## Documentation Standards

Accurate, timely, and well-organized documentation is the foundation of financial integrity at Abilities, LLC. This chapter establishes the systems of record, timeliness standards, integrity requirements, monthly close-out checklist, and record retention schedule.

## F5.1

## Systems of Record

Every financial transaction, whether involving individual funds, agency operations, payroll, or Medicaid billing, must be documented in the correct system of record at the time of the transaction.

System	What It Records
QuickBooks	All agency-level transactions: AP, AR, payroll, assets, liabilities, bank reconciliations.
SetWorks	All individual financial ledgers: payee transactions, PSA, R&B, receipts, and Medicaid billing records.
BambooHR	Payroll, employee records, and HR documentation.
CIMOR / EMOMED	DMH service authorizations and Medicaid billing submissions.
BoldSign	Signed lease agreements, consent forms, and other executed documents.
Google Drive (Finance Shared Folder)	Internal financial reports, budget documents, and payroll records (Finance and Executive Director access only).

## F5.2

## Timeliness Standards

Every Finance task has a defined deadline. These deadlines exist so reconciliation, billing, and audits work.

Document Type / Task	Deadline	Owner
PEX load screenshot upload	Day of load (1st of month)	Quality Assurance Professional

Document Type / Task	Deadline	Owner
Bank deposit verification	At time of ledger entry (same day)	Quality Assurance Professional
PSA receipt upload	At time of ledger entry	ISL Management
Utility bills uploaded to SetWorks	Within 7 calendar days of receipt at office	Quality Assurance Professional
Grocery and household receipts	Within 7 calendar days of purchase	ISL Management / QAP
Payee receipts	Within 7 calendar days of purchase	Quality Assurance Professional
Individual PSA ledger entry	By the 7th of the following month, with receipts attached	ISL Management
R&B invoices generated and sent	5:00 PM on the 3rd of the month	Finance Director
Children's Division invoice	5:00 PM on the 1st of the month for prior month	Finance Director
Payee R&B check printed, signed, deposited	By the 10th of the month	Finance Director
Reconciliation discrepancy notes	Same day discrepancy is identified	Finance Director
Payee account monthly reconciliation	Monthly, ongoing	Finance Director
PSA Ledger to guardian	Last day of the current month, for prior month	RPM
Monthly financial report to ED	End of each month	Finance Director
QuickBooks bank reconciliation	Monthly	Finance Director
SetWorks authorization updates	Within 2 business days of UR approval or change	Finance Director
ISL Variance billing submission	Within 30 days of the end of the plan year	Executive Director
Annual SSA Rep Payee Report	Within SSA-specified deadline	Finance Director
Missouri Renters Rebate (individual)	By April 1 each year	Finance Director

Document Type / Task	Deadline	Owner
Individual tax filings	On or before IRS/state deadlines	Finance Director
Individual Christmas gift purchasing	Complete by December 1; fund verification by first week of November	Finance Director
Sub-leases sent out	By December 1 for January 1 renewal	Finance Director
Monthly receipt entry for agency cards (fuel, Walmart, other)	Monthly, no backlog beyond one cycle	Finance Director
Audit document production	Within 2 business days of request	Finance Director

► **Receipt of Documents at the Office**

Mail is opened daily. Utility bills and other financial documents are date-stamped on receipt. The 7-day upload clock starts on the date stamped at the office, not the date someone picks the document up off a desk. The Quality Assurance Professional logs receipt and uploads within the 7-day window.

► **Backlog Recovery**

If documentation has fallen behind, the Finance Director assigns a recovery plan with a defined completion date. Backlog work does not relieve the Quality Assurance Professional of current-month deadlines. The current month is uploaded on time, and backlog is worked in parallel.

**F5.3 Documentation Integrity**

Documentation integrity is the difference between a defensible audit and a finding.

- All records must be accurate, complete, and entered at the time of the transaction, not reconstructed from memory.
- No Finance document may be altered after submission without a documented correction process that includes the reason for the change, the name of the person making the change, and the date.
- Financial records cannot be deleted in SetWorks. Errors are corrected by editing the existing entry.
- Deletion or destruction of financial records outside of the authorized retention schedule is prohibited.
- Documents submitted to government agencies (SSA, DMH, MMAC, MO HealthNet) must be accurate representations of actual transactions and balances.

**F5.4 Access and Confidentiality**

Financial records are confidential. This includes individual fund ledgers, payroll records, QuickBooks data, and budget documents.

- Access is limited to authorized Finance Department staff and the Executive Director.
- Individual financial records are subject to the same confidentiality protections as other personal information under HIPAA and agency policy.

**F5.5****Audit Readiness**

The Finance Director ensures the department maintains audit readiness at all times:

- All documentation is filed in the correct system using the correct naming convention.
- No backlog of unfiled receipts, unreconciled accounts, or incomplete ledger entries exists.
- QuickBooks is fully current and reconciled monthly.
- All monthly reconciliations and financial reports are current and approved.
- Any requested record can be produced for DMH, SSA, MMAC, or internal review within two business days.

**F5.6****Monthly Close-Out**

Monthly close-out is how Abilities proves, every month, that every dollar moved correctly. Close-out is owned by the Finance Director and completed within the first 10 business days of the following month.

**► Close-Out Verification**

For every individual financial account, the Finance Director confirms:

- Every payee account has been reconciled to the bank statement.
- Every deposit in every ledger matches a posted transaction on the bank statement.
- Every disbursement in every ledger has a matching receipt or invoice.
- Every R&B invoice was generated in QuickBooks by 5:00 PM on the 3rd of the month.
- Every R&B invoice has a matching deposit equal to the invoice amount.
- Every R&B invoice has a matching check or transfer equal to the invoice amount.
- Every payee R&B check was printed, signed, and deposited by the 10th of the month.
- Every utility bill received in the month has been uploaded within seven days of receipt at office.
- Every PSA PEX load screenshot is uploaded to the corresponding ledger entry.
- Every household PEX transfer occurred on the 1st by 8:00 AM.
- Every PSA PEX load auto-loaded on the 1st.
- Every reimbursement from a payee account to Abilities, LLC is exact and documented.
- Every error identified during reconciliation has been corrected with an explanatory note.
- Every hard item purchased in the month is owned by one identifiable individual in SetWorks.
- Every Children's Division invoice was generated and sent by 5:00 PM on the 1st of the month.

## F5.7

## Record Retention

Document Type	Retention Period
Individual financial ledgers, receipts, and payee records	7 years from date of record
Tax filings and IRS/state correspondence	7 years from filing date
Medicaid billing records and claims	10 years from date of service (per Medicaid)
Payroll records and W-2s	7 years from payroll date
Lease agreements and sub-leases	7 years after lease termination
QuickBooks financial records	Permanent
SSA payee reports	7 years from filing date
Vendor contracts and W-9 forms	7 years after contract end
Agency insurance policies	Duration of policy plus 7 years
HIPAA-protected financial health records	6 years from creation or last effective date (HIPAA minimum)

Records that have met their minimum retention period may be disposed of under an authorized disposition schedule approved by the Executive Director. Destruction must be documented. Shred physical records and use secure deletion for electronic records.

## CHAPTER

## 6

## Residency and Lease Agreements

*This chapter covers the Finance Department's role in developing, managing, and maintaining individual sub-lease agreements for all ISL residents. The Residential Services Department Handbook covers the residential operations side of this process.*

## F6.1

### Sub-Lease Process

Every individual living in an Abilities, LLC ISL home has a sub-lease agreement.

#### ► How the Sub-Lease Works

Sub-leases are sent out by December 1 of each year for January 1 renewal.

- **Step 1:** The Finance Director drafts and develops the sub-lease document for each individual.
- **Step 2:** The Finance Director sends the sub-lease to the guardian and the Executive Director for signature using BoldSign.
- **Step 3:** The Executive Director signs on behalf of Abilities, LLC as the provider.
- **Step 4:** Only signed leases are uploaded to SetWorks under Files > Misc. > Leases. Unsigned or draft documents are never uploaded.

## F6.2

### Financial Obligations for ISL Properties

The Finance Director manages the financial responsibilities tied to each ISL property:

- Issues Room and Board invoices to guardians for each individual each month.
- Issues rent payments to property owners on behalf of Abilities, LLC.
- Abilities, LLC holds the original lease with each landlord or property owner. Individual sub-leases flow from that master agreement.
- Abilities, LLC carries insurance on all ISL properties.

## CHAPTER

## 7

## Payroll Operations

*This chapter governs how Abilities, LLC processes payroll. It covers the operational responsibilities of the Payroll Administrator and the Finance Director, the weekly payroll workflow, source data validation, paper check distribution, payroll documentation and audit-readiness, and the escalation pathway for payroll concerns. Pay rules (overtime, holiday pay, sleep shifts, every-weekend pay, mileage submission) are in the Universal Employee Handbook and the Residential Services Department Handbook. This chapter governs how payroll is executed, not what is paid.*

## F7.1

## Payroll Workflow and Roles

Abilities, LLC processes payroll weekly through BambooHR. Pay periods run Sunday at 12:00 a.m. through Saturday at 11:59 p.m. Payday is Friday. The Payroll Administrator executes payroll. The Finance Director wires funds and prints paper checks. BambooHR handles all tax withholding, tax remittance, payroll tax filings, direct deposit ACH, and W-2 issuance.

## ► Roles and Responsibilities

Role	Responsibilities
Payroll Administrator	Pulls and validates payroll source data from SetWorks, WhenToWork, and BambooHR. Applies payroll rules exactly as written in agency policy. Processes PTO, bonuses, taxable wages, and mileage reimbursements. Submits payroll in BambooHR by Wednesday 12:00 PM. Sends paper check file to Finance Director. Manages payroll@abilitiesllc.com inbox. Compiles payroll documentation for each cycle.
Finance Director	Wires payroll funds by Wednesday 3:00 PM. Prints and signs paper checks each cycle and delivers them to the Office Manager for distribution. Receives total payroll expense notification each cycle. Submits monthly payroll numbers to Workers' Compensation carrier for premium calculation.
Human Resources	First-level escalation for employee-facing payroll issues (attendance disputes, PTO approvals, direct deposit changes). Tracks and calculates monthly and quarterly attendance bonuses in a Google Sheet and notifies the Payroll Administrator via the payroll inbox of qualifying employees and amounts. Processes wage garnishments through BambooHR.
Executive Director	Escalation point for material payroll errors made by the Payroll Administrator. Authorizes non-payable taxable wages (gift cards, prizes,

Role	Responsibilities
	cash awards, fringe benefits) in writing. Completes the annual Workers' Compensation audit.
Office Manager	Receives printed paper checks from the Finance Director and disburses them to employees. Employees pick up paper checks at the office.

► **Weekly Payroll Workflow**

Day / Time	Action	Owner
Monday 10:00 AM	Employee time entry deadline in SetWorks. Entries submitted after this deadline process with the following payroll.	All employees
Monday afternoon through Wednesday morning	Pull SetWorks Activity Records and WhenToWork schedules. Validate hours, apply pay rules, process PTO, bonuses, mileage, and taxable wages.	Payroll Administrator
Wednesday 12:00 PM	Submit payroll file in BambooHR. Email finalized paper check file to Finance Director. Notify Finance Director of total payroll expense for the cycle.	Payroll Administrator
Wednesday 3:00 PM	Wire payroll funds to BambooHR. Print and sign paper checks. Deliver paper checks to Office Manager.	Finance Director
Friday	Direct deposits arrive in employee accounts. Paper checks available for pickup at the office.	BambooHR / Office Manager

**F7.2 Source Data Validation**

Before submitting payroll, the Payroll Administrator must:

- Pull SetWorks Activity Records as the definitive source of payable hours for residential, behavioral, and community employees.
- Verify all paid hours are supported by submitted Activity Records and accurate staff attendance data.
- Confirm overnight documentation is properly split when shifts cross pay periods.
- Compare documented hours against WhenToWork schedules for completeness and alignment.
- Identify missing, deleted, incomplete, or inconsistent documentation that impacts payroll and follow the missing documentation and exception steps.
- Document reconciliation steps and decisions in payroll processing notes.

## ► Documentation Exceptions

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When documentation is late, an Activity Record Exception Form is routed through BambooHR. The Payroll Administrator verifies the exception form is complete and tied to actual worked time, then ensures the missing or corrected documentation time is included in the next scheduled payroll.

### F7.3

## Pay Rule Application

The Payroll Administrator applies pay rules exactly as written in agency policy. The underlying rules are located as follows:

- Pay periods, paydays, overtime, and timekeeping: Universal Employee Handbook, Policy 3.2.
- Holiday pay rates and eligibility: Universal Employee Handbook, Policy 2.2, with department-specific rates in each department handbook.
- Sleep shift pay and every-weekend pay: Residential Services Department Handbook.
- Mileage reimbursement: Universal Employee Handbook, Policy 3.1.
- Wage bands and certification bumps: Universal Employee Handbook, Policy 3.5.

### F7.4

## PTO and Bonus Processing

### ► PTO Processing

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- Add approved PTO to payroll based on recorded approvals in BambooHR.
- Manually add PTO hours where required by policy or written authorization, including last-minute requests, hours needed to reach 40, and other approved adjustments.
- Deduct PTO for call-ins in accordance with Attendance and Time Off policies.
- Reflect PTO usage clearly and accurately on employee pay stubs.
- Identify and escalate discrepancies between recorded PTO usage and expected balances.

### ► Attendance Bonuses

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Human Resources tracks and calculates perfect attendance monthly and quarterly in a Google Sheet with auto-calculations. HR notifies the Payroll Administrator of each qualifying employee and amount via payroll@abilitiesllc.com to add to payroll. The Payroll Administrator processes the bonus in the next payroll cycle.

### ► Shift Pickup Bonuses

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The Payroll Administrator views WhenToWork and pulls shift pickup bonus information directly from the schedule to include in payroll.

### ► Non-Payable Taxable Wages

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Non-payable taxable wages (gift cards, prizes, cash awards, fringe benefits) are processed only after written authorization from the Finance Director or Executive Director, in accordance with the Fringe Benefits Policy in the Universal Employee Handbook.

**F7.5****Mileage Reimbursement**

Employees submit mileage to payroll@abilitiesllc.com by 10:00 AM Monday for inclusion in that week's payroll. The Payroll Administrator verifies submissions include all required information and processes approved reimbursements at the IRS standard rate set in Universal Employee Handbook Policy 3.1. Mileage submission documentation is maintained in payroll records.

**F7.6****Paper Check Distribution**

For employees without direct deposit:

- The Finance Director prints and signs paper checks each pay period.
- The Finance Director delivers printed checks to the Office Manager.
- The Office Manager disburses checks to employees.
- Employees pick up their paper checks at the office. Paper checks are not mailed and are not delivered to the ISL.

**F7.7****Workers' Compensation Coordination**

- The Finance Director submits monthly payroll numbers to the Workers' Compensation carrier for premium calculation.
- The Executive Director completes the annual Workers' Compensation audit.

**F7.8****Payroll Error Correction and Escalation****► Payroll Error Correction**

When the Payroll Administrator confirms a payroll error:

- **Agency-caused error:** Corrected and paid immediately. The Finance Director issues a manual check or off-cycle payment to make the employee whole the same day the error is confirmed.
- **Employee-caused error (missed time entry, late submission, employee-side error):** Corrected on the next regular payroll cycle.

**► Escalation Pathway**

Payroll concerns escalate based on the nature of the issue:

- **Employee-facing payroll issues:** (attendance disputes, PTO approval questions, direct deposit changes, employee-side errors): the Payroll Administrator redirects to Human Resources.
- **Material payroll errors:** (potential wage violations, suspected wage theft, data breaches, audit-related risks): the Payroll Administrator escalates immediately to the Executive Director.

## F7.9

## Tax Filings and Year-End Reporting

### ► Tax Filings

BambooHR processes all federal and state payroll tax responsibilities:

- Tax withholding.
- Payroll tax remittance.
- Quarterly tax filings (Form 941, state unemployment).
- Annual filings (Form 940, W-2, W-3).
- Direct deposit ACH.

The Payroll Administrator verifies BambooHR processed each cycle correctly. The Finance Director is responsible for any discrepancies between BambooHR's tax processing and agency records.

### ► ICHRA Year-End Reporting

Vitable Health handles year-end ICHRA reporting (Form 1095-C and related employer reporting requirements). The Finance Director coordinates with Vitable Health to confirm reporting is complete by IRS deadlines.

## F7.10

## Wage Garnishments

Garnishments include:

- Child support.
- Tax levies.
- Defaulted student loans.
- Court-ordered withholdings.

Garnishments are processed by Human Resources and paid via BambooHR. BambooHR pulls the funds from payroll and transmits them to the creditor. The Payroll Administrator does not handle garnishment processing directly. Any garnishment notice received by the Payroll Administrator is forwarded to Human Resources immediately.

## F7.11

## Confidentiality and Retention

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### ► Confidentiality

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- The Payroll Administrator maintains strict confidentiality of employee compensation and payroll data.
- Payroll records, including payroll-related emails, are retained for a minimum of 7 years.
- Payroll inbox emails may not be deleted.
- The Payroll Administrator supports internal and external audits by producing requested payroll documentation within 2 business days.

### ► Payroll Documentation and Audit Readiness

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After payroll submission, the Payroll Administrator compiles documentation for each cycle into a single PDF.

#### Required Components Per Cycle

- Payroll notes and reconciliation records.
- Time and attendance reports.
- PTO records.
- Bonus and taxable wage calculations.
- Mileage reimbursement documentation.

#### Naming and Storage

- File name format: MM.DD.YYYY Payroll (example: 2.6.2026 Payroll).
- Storage location: Google Drive > Shared Drive > Finances > Payroll > [Year].
- Access is restricted to Finance Department staff and the Executive Director.

### ► Monthly Internal Reporting

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The Payroll Administrator enters monthly overtime data and monthly bonus data into the agency-provided Google Sheet by the 15th of the month for the prior month.

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# Acronym Guide

Acronyms used throughout this handbook and by SSA, DMH, MMAC, and the agency.

Acronym	Meaning
ACH	Automated Clearing House (electronic banking transfer system used for direct deposit)
AP	Accounts Payable
AR	Accounts Receivable
BambooHR	Agency HR and payroll system
CD	Children's Division (Missouri)
CIMOR	Client Information Management and Outcome Reporting (Missouri DMH system)
DD	Developmental Disabilities
DMH	Department of Mental Health (Missouri)
DRO	Director of Residential Operations
DSP	Direct Support Professional
ED	Executive Director
EMOMED	Electronic Missouri Medicaid (billing portal)
FCSR	Family Care Safety Registry
HCBS	Home and Community-Based Services
HIPAA	Health Insurance Portability and Accountability Act
HR	Human Resources
ICHRA	Individual Coverage Health Reimbursement Arrangement
IRS	Internal Revenue Service
ISL	Individualized Supported Living
MMAC	Missouri Medicaid Audit and Compliance Unit

Acronym	Meaning
NPI	National Provider Identifier
OM	Office Manager
PCSP	Person-Centered Service Plan
PEX	PEX Card (agency-issued prepaid spending card)
PHI	Protected Health Information
PSA	Personal Spending Account
PTO	Paid Time Off
QAP	Quality Assurance Professional
QB	QuickBooks
R&B	Room and Board
REDCap	Research Electronic Data Capture (Missouri DMH over-served variance reporting system)
RPM	Residential Program Manager
RSMo	Revised Statutes of Missouri
SSA	Social Security Administration
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
UR	Utilization Review
W-9	IRS Request for Taxpayer Identification Number and Certification form
WEX	Fleet fuel card vendor used for company vehicle fuel purchases

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**Abilities, LLC**

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Warrensburg, Missouri

abilitiesllc.com

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**OUR MISSION**

Abilities, LLC supports adults with intellectual and developmental disabilities to live the lives they choose, in homes and communities where they belong, with the dignity and care every person deserves.