
**ORANGE COUNTY SOCIAL SERVICES AGENCY
CFS OPERATIONS MANUAL**

Effective Date: April 4, 2008

Number: B-0121

Gift Cards

Purpose	To provide guidelines for receiving, distributing, and tracking gift cards.
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Approved	This policy was approved by Mike Ryan, Director of CFS, on April 4, 2008. <i>Signature on file.</i>
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Background	Children and Family Service (CFS) programs provide gift cards to current and former clients (e.g., emancipated youth, parents, caregivers, other affiliates of CFS, etc.) in order to help support the goals of safety, permanency, and well-being for children and families involved in the child welfare system.
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This Policy and Procedure (P&P) establishes a single method by which all CFS programs will receive, distribute, and track gift cards.

Legal Mandates	None.
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POLICY

Gift Card Use	Gift cards will be distributed for client use only and will not be issued to or used by CFS staff for personal use.
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Gift Card Coordinators	All CFS programs that receive and distribute gift cards will identify a coordinator and a back-up designee. The coordinator will be responsible for receiving, distributing, and tracking gift cards used for that program. The back-up will complete program gift card coordinator responsibilities when the coordinator is not available.
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**Gift Card
Tracking Log**

Each gift card received and distributed by CFS will be recorded utilizing the Gift Card Tracking Log. Access to the Gift Card Tracking Log will be available only to each identified program gift card coordinator, their back-up, the Program Manager (PM), Deputy Director, and CFS Director. The Gift Card Tracking Log will be located on the N drive.

All gift cards received by CFS will be logged by:

- Program
- Date received
- Gift card type and amount
- Received from
- Logged in by

All gift cards distributed by CFS will be logged by:

- Program
- Date issued to and name of CFS staff person
- Gift card amount
- Reason for issuance (e.g., presentation, training, placement needs, emancipation needs, etc.)
- Recipient name and signature
- Verification of signed receipt
- Verification entered by

The Gift Card Tracking Log will be updated by the program gift card coordinator each time one or more gift cards are received or distributed.

**CFS Staff
Person
Responsibilities**

Gift cards will be issued to a CFS staff person (or the program gift card coordinator when the coordinator is providing a gift card directly to a client) who will be responsible to:

- Ensure that the gift card is distributed to the intended recipient
- Obtain the recipient's signature on the *Gift Card Receipt Verification (F063-25-530)* form
- Provide the recipient with a copy of the signed *Gift Card Receipt Verification* form as a receipt
- Provide the program gift card coordinator with a copy of the completed *Gift Card Receipt Verification* form

Gift cards will be distributed to the recipient within one business day of issuance to CFS staff.

A signed copy of the *Gift Card Receipt Verification* form will be returned to the program gift card coordinator within one business day following distribution to the recipient.

Upon receipt of a signed *Gift Card Receipt Verification* form, the program gift card coordinator will check Receipt Verification box and complete the Verification Entered By column on the Gift Card Tracking Log. The program gift card coordinator will maintain a copy of the completed *Gift Card Receipt Verification* form in a locked file cabinet.

Quarterly Report

Program gift card coordinators will provide a quarterly report of all gift cards received and distributed during that period to the PM for review and distribution, as appropriate. The report will consist of a current copy of the Gift Card Tracking Log for each program. The report will be due to the PM no later than the 10th day following the end of each quarter (i.e., April 10th, July 10th, October 10th, and January 10th).

Lost/Stolen Gift Cards

When a gift card is lost or stolen prior to distribution, the CFS staff person responsible for possession of the gift card at the time of the loss or theft will notify his or her supervisor immediately and complete a Special Incident Report (SIR). For further direction on this process, refer to OC Social Services Agency (SSA) Administrative P&P Manual, Special Incident Report (F 13).

Gift Card Storage

The program gift card coordinator will be responsible to ensure that gift cards are stored in a locked file cabinet or safe at all times. The back-up will assume this responsibility when the coordinator is not available. Only the program gift card coordinator, back-up, and PM will have access to the locked file cabinet or safe. When a safe is used for gift card storage, the safe combination will be changed on an annual basis.

Access to Gift Card Tracking Log

When a new program gift card coordinator or back-up is identified, the PM will contact CFS Systems program (i.e., Site Support) to notify of the change, request that the previous coordinator/back-up be removed from access to the N drive, and request access for the new coordinator/back-up.

REFERENCES

Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- SSA Administration P&P, [Operation Santa Claus and Senior Santa and Friends Programs \(D 10\)](#)
 - SSA Administration P&P, [Community Partners Program Donations Procedure \(F 14\)](#)
 - SSA Administration P&P, [Special Incident Report \(F 13\)](#)
 - SSA Administration P&P, [Loss or Damage of County Funds/Property \(E 1\)](#)
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Other Sources

Other printed references include the following:

None.

REQUIRED FORMS

Online Forms

Forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
Special Incident Report	F063-03-48

Hard Copy Forms

Forms listed below must be completed in hard copy (including multi-copy NCR forms). **For reference purposes only**, links are provided to view these hard copy forms, where available.

Form Name	Form Number
Gift Card Receipt Verification	F063-25-530

CWS/CMS Forms

The following forms may **only** be obtained in CWS/CMS. **For reference purposes only**, links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
None.	

Brochures Brochures to distribute in conjunction with this procedure include:

Brochure Name	Brochure Number
None.	

PROCEDURE

Required Actions— Incoming Gift Cards The following actions must be completed when a gift card is received by CFS.

<u>Staff Responsible</u>	<u>Step</u>	<u>Required Action</u>
Program Gift Card Coordinator	1.	Receive gift card(s).
	2.	Utilizing Gift Card Tracking Log, locate program tab and log per Gift Card Tracking Log policy section above. Complete one entry per gift card.

Required Actions— Outgoing Gift Cards The following actions must be completed when a gift card is distributed by CFS.

<u>Staff Responsible</u>	<u>Step</u>	<u>Required Action</u>
CFS staff	1.	Identify gift card need.
	2.	Contact program gift card coordinator and request gift card(s). Provide required information.
Program Gift Card Coordinator	3.	Utilizing Gift Card Tracking Log, locate program tab and log per Gift Card Tracking Log policy above. Complete one entry per gift card.
CFS staff/Program Gift Card Coordinator	4.	Provide gift card(s) to recipient(s), complete two <i>Gift Card Receipt Verification</i> forms per recipient, obtain recipient signature on both forms, and provide one copy to recipient.

**Program Gift
Card
Coordinator**

5. Return one signed *Gift Card Receipt Verification* form to program gift card coordinator no later than the next business day.
6. Check Receipt Verification box on Gift Card Tracking Log and file signed copy of *Gift Card Receipt Verification* form.
7. Prepare quarterly report, per Quarterly Report policy section above.