



STATE OF GEORGIA
Division of Family and Children Services

Nathan Deal
Governor

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Director

SUBJECT: DFCS Vendor Payment Process Standard Operating Procedures (SOP)

SOP Number 16-02

Purpose

This Standard Operating Procedures (SOP) is a DFCS specific process for Fiscal Services, Field Operations, and State Office. This process is essential for ensuring vendors receive timely payments for their services.

Applicability

All relevant DFCS Fiscal Services, Field Operations, and State Office staff, along with contracted vendors. This process is applicable to all the following programs:

WRAP Around Services

Prevention of Unnecessary of Placement (PUP)

Comprehensive Child and Family Assessments (CCFA)

Parent Aide

Homestead Services

SafeCare

Early Intervention

Foster Home Development

Contract to Payment Flow

- A. DFCS Fiscal Unit adds all approved contracts into SHINES prior to the start of the new fiscal year (July 1st).
- B. **The agency completes a service authorization prior to requesting service delivery.**
Note - only in the case of an emergency can a service authorization be completed the following day and submitted to the vendor.

- a. If a service authorization cannot be completed for an approved vendor, the Case Manager contacts the appropriate Contract Maintainer.
- C. Upon receipt of the service authorization, the vendor begins service provision.
Note – Service authorizations may be for as little as one time or one month and as long as multiple times and multiple months.
- D. **If projected service expenses exceed program limits and / or involve hoteling expenses for children, a waiver is obtained in advance.**
 - a. **Hoteling Waivers follow the protocol and procedures provided by the Foster Care Department**
 - b. **All other program limits waivers are requested on the official waiver form.**
- E. The vendor completes one invoice per case per month and submits along with a copy of the service authorization and any additional documentation such as typed travel logs, as applicable.
- F. The vendor submits invoices to the local county office address identified on the service authorization by the 10th of the month following the service provision.
- G. The local county office reviews invoices for quality and timeliness of services provided and submits them to Regional Accounting by the **20th of the month** – including signed invoices for each case, a copy of the service authorization for each case, and any additional documentation such as travel logs and waivers, as applicable.
- H. Upon receipt of all required documentation listed above, Regional Accounting processes the invoice within 5 business days.
Note: During month-end closing payments cannot be processed, and invoices received late in the month may get processed in the first of the following month.
- I. The vendor initially contacts the local DFCS office to inquire about any delays or issues related to payment.
- J. The local DFCS office coordinates with Regional Accounting to get pending payment updates and reports back to the vendor.
- K. The vendor contacts the local DFCS office - to include the County Director - to inquire about any continued delays related to payment not resolved in prior steps L. and M. (above).
- L. If payment is more than 60 days past the month service was provided (with a completed and submitted invoice to the appropriate county office), the vendor contacts the DFCS Support Services Unit at SupportServices@dhs.ga.gov.