

**Manitoulin-Sudbury District Services Board
POLICY & PROCEDURES MANUAL**

Section: H. Ontario Works	Effective Date: July 1, 2009
Topic: 11.Administration	Replaces: November 2004
Subject: 11.2. Manual Cheques	
Policy No. H.11.2.	Page 1 of 2

POLICY

Manual Cheques should only be issued where necessary. Manual cheques are issued when a same day cheque is required (i.e. emergency situations or for non OW clients).

PROCEDURE

IN INSTANCES WHERE THE CLIENT IS KNOWN IN SDMT:

1. Case Manager will print the benefits list of the benefit that they have requested in SDMT. At this time, the benefit will remain requested as a 'cheque' until such time that the Intake Worker can update the benefits list page and post the manual cheque (same day process) with the manual cheque number.
2. Case Manager will make a note in SDMT indicating the reason for the urgency and will detail the amount of the manual cheque requested (i.e. Basic Needs - \$216; Shelter - \$356; MINUS o/p of \$28.60 = \$543.40). Benefits list page will then be forwarded to Ontario Works Supervisor for review.
3. Ontario Works Supervisor will review request and input note in SDMT. Once approved, the paperwork will then be forwarded to the Intake Worker for processing.
4. The Intake Worker will then request the cheque via software (Cheque Master) and will be recorded in SDMT notes. The benefit sitting as requested will be revised by the Intake Worker with the appropriate manual cheque number.
5. The Intake Worker will also update the manual cheque log with the information required and a copy of the manual cheque will be put in the same binder. If the manual cheque is printed in a satellite office, the satellite office will then make a copy of the manual cheque and forward it to the Intake Worker in Espanola.
6. The Intake Worker will deliver (mail or hold for pick up) the cheque as per direction from the Case Manager

IN INSTANCES WHERE THE CLIENT IS NOT KNOWN IN SDMT:

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Section: H. Ontario Works	Effective Date: July 1, 2009
Topic: 11.Administration	Replaces: November 2004
Subject: 11.2. Manual Cheques	
Policy No. H.11.2.	Page 2 of 2

1. Case Manager or Intake Worker will complete appropriate paperwork (i.e. Our Kids Count, Healthy Communities Fund) and forward it to Ontario Works Supervisor for review.
2. Ontario Works Supervisor will review request. Once approved, the paperwork will then be forwarded to the Intake Worker for processing.
3. The Intake Worker will then request the cheque via software (Cheque Master).
4. The Intake Worker will also update the manual cheque log with the information required and a copy of the manual cheque will be put in the same binder as well as sent to the Finance department to be added to the Form 5. If the manual cheque is printed in a satellite office, the satellite office will then make a copy of the manual cheque and forward it to the Intake Worker in Espanola.
5. The Intake Worker will deliver (mail or hold for pick up) the cheque as per direction from the Case Manager

If for any reason the cheque should not be posted (i.e. a new grant), the Supervisor will clearly write on the printed screen shot – **Do Not Post Until this date.**

IF MANUAL CHEQUE DID GO OUT, BUT GOT LOST:

1. CM completes a declaration & banking requisition form
2. CM forwards completed forms to finance unit to have cheque traced and stop payment completed
3. Once finance has confirmed stop payment, cheque may be cancelled in SMDT and re-issued

IN ALL CASES:

1. Intake Worker to file copy of the manual cheque or voided cheque in the manual cheque file box.
2. The signed screen shots are to be kept in the manual cheque log binder.