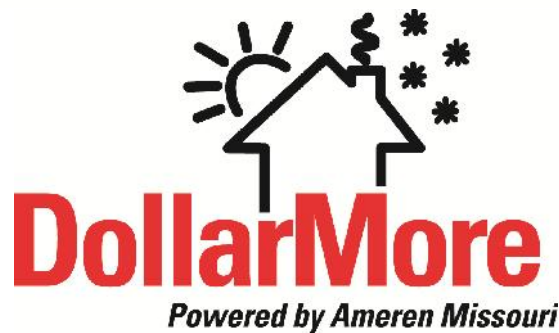




*Direct Assistance
Pledge Payment & Reporting System
Policies and Procedures Manual*

Updated: January, 2017



INDEX

Index	Page #
Index	2
I. General Guidelines and Standards:	
United Way Direct Assistance Program	3
Ameren Missouri - Dollar More Program	4
Laclede Gas – Dollar Help Program	6
100 Neediest Cases Program	8
II. General Website Overview and Instructions	
a) Dashboard Tab	9
b) Clients Tab – (<i>Finding Clients & Entering Pledges</i>)	9
c) Pledges Tab – (<i>Viewing, Editing, or Deleting Pledges</i>)	9
d) Users Tab – (<i>Entering, Editing and Disabling Users</i>)	10
e) Reports Tab	11
f) Support Tab	11
III. To Create User Accounts	11
IV. To Login and complete setup for a new account or to change	12
V. The Four Pledge Statuses – What happens after pledge entry?	12
VI. Generating, Reviewing, Printing and Downloading Reports	13
VII. Agencies Creating and Using Payment Preview Reports	14
VIII. Reconciling Pledge and Balance Data	14
IX. Allocation Information - Dollar More & Dollar Help Funding Sources	16
X Contact the United Way Staff	16,28
Appendix 1 – Screen shots referred to in instructions	17-27

I. General Introduction, Guidelines and Standards

United Way Direct Assistance Website

United Way of Greater St. Louis has partnered with its local electric and local gas companies over the years to maintain a utility assistance website. The purpose of the site historically was to allow agencies who participate with the utilities to register Ameren Dollar More and Laclede Dollar Help assistance on behalf of their clients into the website. The site vets client eligibility based on their assistance usage and usage criteria of each program. Also historically the United Way has maintained the utility company customer and corporate contributions and paid pledged assistance on behalf of customers directly to eligible utilities. The system has recorded allocations of funds to agencies, pledge payments on behalf of agency clients and allocation balances available to agencies. For 2017 the website was redesigned to continue with the core functionality mentioned above, to support similar functionality in different regions besides the St. Louis area, to support Ameren’s Keeping Current program, to monitor assistance and prevent fraud in the Emergency Food and Shelter Program, and to expand direct assistance program functionality beyond utility assistance to other forms of direct assistance provided by United Way of Greater St. Louis.

Guidelines and Standards apply to all the individual energy assistance funds with which the United Way of Greater St. Louis (UW) partners to distribute energy assistance to individuals. Agencies and their users are required to adhere to those specific program guidelines and standards related to any allocated funds they receive during the entire process of pledging amounts on individuals’ behalves.

This manual contains guidelines and standards for the following programs:

- Ameren Missouri Corporation’s “Dollar More” Energy Assistance Program
- Laclede Gas Company’s “Dollar Help” Heating Assistance Program run in three regions:
 - \$Help-STL Region (St. Louis Westward in Missouri)
 - \$Help-KC Region (Kansas City Eastward in Missouri)
 - \$Help-AL (Alabama)
- and United Way’s 100 Neediest Program’s energy assistance component

It does not yet have instructions for Ameren Missouri Corporation’s “Keeping Current” Program.

Other programs may from time to time be serviced by the UW’s Direct Assistance website. While those guidelines may not be included in this manual, they nevertheless exist and do apply to all those agencies allocated funds and to all their users. Agencies are in all cases responsible to assure that adequate controls

are in place to help detect and prevent fraud by those seeking assistance and by employees with access the website.

Agencies are responsible to maintain individual accounts for all users, and users shall share neither their account usernames nor passwords with others. One user, designated by the agency shall have 'Agency Admin' rights which allow them to create and disable user accounts for their agency. This they are responsible to do.

All specific instructions after the individual program guidelines and standards apply to all agencies and users regardless of the funding source they are pledging.

Dollar More Energy Assistance Program - Guidelines and Standards

- A) Agencies are selected for participation based on the desire to service community needs within a part of the Ameren Missouri service area and based on the ability of the agencies to professionally service that particular community.
- B) Each Dollar More agency must have a written set of eligibility criteria that does not discriminate against any potential client except in so far as geographic boundaries define an agency's service area.
- C) All Dollar More agencies submitted their updated written sets of eligibility criteria electronically in January, 2008. Agencies may be requested to submit updated criteria to Dollar More in order to be eligible for future funding.
- D) Dollar More agencies are required to maintain a telephone line and a computer with internet access in order to contact utilities via e-mail and access the on-line UW Energy Assistance Portal website. The Portal site is <https://eap.ameren.com/pub/Missouri/Account/Login> . This portal is different from the United Ways Direct Assistance website. Email Ameren Missouri's energy assistance team at AmerenMissouriEA@ameren.com to receive Portal instructions.
- E) Also, at least one person at each agency shall be defined as a primary contact and be able to receive E-mail communications regarding the Dollar More program from Ameren.
- F) Recording a pledge for a utility customer on the UW's Direct Assistance website only initiates payment for a pledge to that utility. Agencies must separately contact individual utilities using those utilities' procedures in order to make a pledge on a customer's behalf and to halt or delay any potential collection or shutoff efforts. (Pledging on Ameren Missouri customers may be done on Ameren's Energy Assistance Portal.
- G) **Only individuals with an Ameren Missouri account** (whose residences are serviced by Ameren Missouri) **are eligible for assistance under the Dollar More program.**
- H) Dollar More funds may be used to pay all sorts of utility bills (electric, gas, propane, wood...) NOT including bills related to communications (telephone, cable...) and water or sewer services.

- I) Dollar More funds may not be used for utility deposits or in cases where customer balances result from returned checks. Dollar More funds may be used for reconnection charges.
- J) Dollar More funds may not be used for “self-connected” customers. These are customers who are illegally and unsafely accessing Ameren Missouri electricity usually after their power has been disconnected.
- K) No agency participating in Dollar More may provide Dollar More assistance to any employee from the agency or to any employee’s relatives. Relatives shall be defined as: husband, wife, mother, mother-in-law, father, father-in-law, brother, brother-in-law, sister, sister-in-law, son, son-in-law, daughter, daughter-in-law, nephew, niece, step children, step parents, step brother or sister, aunt, uncle, aunt-in-law, uncle-in-law, grandparents, grandparents-in-law, first cousin, first cousin-in-law, half brother or sister, or any other member of the employee's household. In cases where such employees or their relatives qualify for assistance they should be referred to other agencies in order to avoid the appearance of conflict of interest. In cases of extraordinary circumstances, agency program heads or executive directors may contact Ameren’s Dollar More program director to discuss options.
- L) Individuals determined to be eligible based on the above criteria may receive a maximum annual benefit of **\$600 per calendar year**.
- M) Failure to follow guidelines or actions or inactions that reflect poorly on Ameren’s Energy Assistance program can result in penalties up to and including the revocation of current and future program funding to an agency. Such decisions shall be made jointly between Ameren program staff and United Way of Greater St. Louis’ Community Investment Division personnel.
- N) Follow instructions in this manual to process each pledge payment.

Dollar Help Heating Assistance Program - Guidelines and Standards

- A) Recording a pledge for a utility customer on the UW's Energy Assistance website only initiates payment for a pledge to that utility. Agencies must separately contact the utility by using their procedures in order to make a pledge on a customer's behalf and to halt or delay any potential collection or shutoff efforts. (To contact Laclede Gas about pledging amounts to Laclede Gas customer accounts or to get other energy assistance information go to *laclede.lgpledges.com* without the *www*. If you need further energy assistance information, click on "Contact Us" located at the top of the screen to contact your appropriate Laclede contact.
- B) All applicant households must be: (a) located within the City of St. Louis, St. Louis, Jefferson, St. Charles, Ste. Genevieve, St. Francois, Madison, Iron or Butler counties; and (b) eligible for and receive a Low Income Home Energy Assistance Program (LIHEAP) grant, before being considered for a Dollar-Help grant.
- C) Dollar-Help grants are to be given only for the PRIMARY source of home heat. The term "primary source of home heat" is herein defined to mean the existing system as designed and permanently installed to provide the central source of heating.
- D) All households eligible to receive Energy Crisis Intervention Program (ECIP) funding must also apply for and receive ECIP (contingent on the availability of such funds) to be eligible for Dollar-Help assistance unless conditions in section G apply.
- E) The maximum Dollar-Help grant amount to eligible households is the lesser of **\$300** or the total balance owed to the energy vendor each program year (October 1 – September 30), in either case, after the application of available LIHEAP and ECIP funds. While households may receive multiple grants they may not receive in aggregate more than the \$300 maximum except in crisis situations noted in item H) below.
- F) Prior to the beginning of the Division of Family Services (DFS) LIHEAP grant period, normally October 1st, and following the end of the LIHEAP grant period, normally March 31st, Dollar-Help grants may be awarded to households who would have been eligible for LIHEAP. Agencies should apply current ECIP criteria to determine eligibility for Dollar-Help grants. Documentation for each case should also conform to ECIP criteria.
- G) Households that contain a resident sixty (60) years of age or older, that have been denied a LIHEAP grant because total household income exceeds current DFS LIHEAP eligibility requirements, may receive a Dollar-Help grant, provided that the following conditions are met:
 - 1. A copy of the DFS denial notification is retained by the Agency that states the reason for the denial as income that exceeds DFS LIHEAP eligibility requirements.

2. Total household income, as determined by the Agency, may not exceed 150% of the federal poverty standard. Documentation concerning income determination should be retained by the Agency.
- H) Each year many households need additional energy assistance for their primary heat source after they have received grants from LIHEAP, ECIP, and DOLLAR-HELP. **Dollar-Help Crisis grants** are available to eligible households after they have received all such help for which they are eligible (depending on the availability of such funds).
- A. The lesser of **\$400** or the total owed to the energy vendor is available to eligible households through a Dollar Help crisis grant each program year (October 1 – September 30). The maximum combined Dollar-Help and Dollar-Help crisis grant will be no greater than \$700 per program year regardless of if it is paid one time or in multiple smaller distributions.
 - B. Dollar-Help Crisis grants are available for households meeting any one of the following special situations. *Note that agencies must document the special situation eligibility for all Dollar-Help crisis grants and retain and make available for review all such documentation:*
 1. **Medical Crises** exist in instances such as a terminal illness, the daily use of oxygen, use of life support or kidney dialysis equipment, where there is no heat in the home of a patient being released from hospital and in other cases, approved in advance by the Dollar-Help Representative, where the medical condition of the client may predispose the client to the threat of hypothermia. *In cases of medical emergencies, a statement from the attending physician must be retained in the Agency's files. This statement must explain the medical condition in detail.*
 2. **Housing Crises** exist for individuals or families coming from homeless shelters or from condemned buildings. Official referrals and/or other documentation must be retained in the Agency's files. Also they exist for those in danger of losing their Section 8 certification if utilities are not kept on. Written notification from the Housing Authority must be retained in the Agency's files.
 3. **Financial Crises** exist in two situations; first, when there is a need to restore the primary source of heat or to prevent a disconnect for households with permanent residents 60 years of age or older or for households with children five (5) years of age or younger; secondly when there is a need to restore the primary source of heat or to prevent a disconnect for households with a resident who is totally and permanently disabled. Documentation certifying the total and permanent disability from an attending physician and/or from the Social Security Administration must be retained in the Agency's files.

100 Neediest Cases Program Energy Assistance Distribution - Guidelines and Standards

- A) The United Way's 100 Neediest Cases Program maintains its own set of guidelines and standards to which participating agencies must adhere. The guidelines in this Energy Assistance Program manual relate only to cases where clients of participating agencies have received specific designated energy assistance from 100 Neediest Cases contributors.

- B) Instead of forwarding these energy assistance dollars to agencies to distribute individually to utilities, the UW has determined that all such energy assistance will be withheld from agency payments and allocated to the agencies on the Energy Assistance Program website.

- C) Applicable agencies which do not already participate in this energy/direct assistance website will declare a user and that person will receive an e-mail with their user ID (which is their e-mail address) and password information so they can access the site to pledge dollars for those specific clients at amounts identified to the agency as part of a spreadsheet they receive from the program to distribute assistance to individual clients.

- D) To enter utility pledges on the website, agency staff will need the person's name, social security number, address, utility account number and amount to be pledged.

- E) In cases where the assistance is no longer needed for a particular client, 100 Neediest Cases program staff should be notified so that the funds can be removed from the website system. In no event shall pledges be entered for any other individual without the expressed permission of UW 100 Neediest Cases staff.

- F) Follow instructions in this manual to process each pledge payment, especially, Section IV to confirm your user account information and Section II to search for clients and enter assistance pledges.

II. General Website Overview & Instructions

- A) Through your web browser (the most recent version of Chrome, Internet Explorer, ...) access the web site at www.logassistance.org . You may find it helpful to bookmark this site. (See Screenshot #1 for login page) See part IV for more information on logging in.
- B) Upon logging into the system users come to the main page. (See Screenshot #2) Going down the left side of the page are various options. Clicking on an option will display information on the main part of the screen associated with the option as follows:
- a. **Dashboard Tab** – Shows a summary of funding types that are active for agency and balances that are available to pledge (Also see Screenshot #2)
 - b. **Clients Tab** – (*Finding Clients AND Entering Pledges*) Provides search functionality to find current clients in the system by social security number (SSN) or by name or other advance search functionality. (See Screenshot #3a & 3b) Clients can also be added from this screen by clicking the ‘New Client’ button if a client match is not found. Only add a new client if they are not currently in the system, and ALWAYS use SSNs when they exist.

A handy link titled ‘How to Pledge’ above the ‘New Client’ button gives brief instructions how to use the search functionality in order to find or pledge for a client. Here is what it says:

- Click on ‘Search by SSN’ search option, enter SSN with no dashes in search box and click ‘Search’ button. If found, select the Client by clicking on the Client's name and enter pledge.
- If not found, click on ‘Search All Agencies’ search option, enter last name in search box and click ‘Search’. If found, select the Client by clicking on the Client's name and enter pledge.
- If not found, consider other 'Search All Agencies' search options (alternate name, address...) to find client.
- Only if client is not found, click on ‘New Client’ button to add client and make pledge.
- Click on the Support menu item on the main menu at left for more help.

Search results are returned under the client header information (First Name, Last Name, etc...) If it says “Empty” (Screenshot 3a) there are no search results found for your search. If you see your search result alone or among multiple possible results click on the blue link that shows at the clients first or last names to select the client. (See Screenshot 3b) Once an existing client is selected a client overview screen provides a snapshot of that client’s address and demographic data (See Screenshot #4a) This information must be verified by clicking on the verify button

(which will turn to green from yellow) so that a user can then click on the 'Direct Assistance' or other assistance type tabs under the 'Manage Client' header in order to view pledge history or to make a pledge. (Also in Screenshot #4a) Importantly, if information as shown in the overview is missing from the client record, 'Missing' will be indicated on the overview and you must select 'Edit Client' and complete the missing information in order to verify the client data. Also if information just needs to be corrected click the 'Edit Client' button.

If you either click the 'Edit Client' button in the manage Client Screen (See Screenshot #4a) or if you click the 'New Client' button from the main Browse Clients screen (See Screenshot #3a) then you come to the Client Entry or Edit Screen which either says 'New Client' or 'Manage Client' depending on whether the client exists yet. (See Screenshot #4b) In either event, complete or update the information. If any required information is not entered and you try to save it, the missing or incorrectly filled out field will turn to be bordered in RED to indicate you need to go back and correct it. Only once all information is entered can the new or edited record be saved. You will be returned to the Client Overview Screen (See Screenshot #4a) where you can verify the information by clicking the 'Verify' button to turn it green and click on the 'Direct Assistance' or other type of assistance tab.

Once the Direct Assistance or other assistance type tab is clicked the pledge history shows and one can enter a new pledge by clicking the 'New Pledge' button or see detailed information from an old pledge by clicking the blue link in the associated pledges 'Pledge Amount' field. (See Screenshots #4c and #4d) All information must be entered before a new pledge can be completed by clicking the 'Save' button and then a pledge confirmation screen (See Screenshot #4e) will appear. Not until you click "Confirm" or "Confirm and Print" will a pledge be made and a confirmation printed for a case file. See below for what happens if click into an existing pledge.

- c. **Pledges Tab – (*Finding Pledges to View, Reprint, Edit or Delete*)**
Provides search functionality to find a pledge that the agency made on behalf of a client. (See Screenshot #5a) Once a pledge is found, an agency can click on the first or last name to access the client overview information in the 'Client' section (Screenshot #4a described above) or can click on a pledge dollar amount to view the pledge in the same sort of screen format as the original pledge entry as in Screenshot #4d. The only difference is that a user can reprint a pledge confirmation for any pledge in any status or modify or delete a pledge that is still in confirmed status prior to the cycle end payment process starting when a pledge is shifted first to 'Pending' and then to 'Paid' status. (See Screenshot #5b)
- d. **Users Tab – (*Entering, Editing and Disabling Users*)** This tab is only available to 'Agency Admin' users. It is used to view and manage agency

users with the lesser rights of ‘User’ or ‘Viewer’ See section III for more information on creating user accounts and the differences in user types.

- e. **Reports Tab** – This tab accesses reporting functionality. See ‘Generating, Reviewing, Printing and Downloading Reports’ in section VI for more information on how to generate the reports. See sections VII and VIII for using pledge preview reports and reconciling pledge data.
 - f. **Support Tab** - This tab provides contact information for support questions, a link to a webinar that shows users how to use the system, and this manual.
- C) Also on the main page, but not on the left panel, there is a setup gear or ‘cog’ in the upper right hand corner. This serves two important functions. You can update you own account information including setting up a new password and you log out from by clicking that here. (see Screenshots #3a) More information on creating or editing user accounts and passwords in in Sections III and IV.

III. To Create User Accounts

- A) Agencies are responsible to appoint one (or perhaps two for larger agencies) administrative users for the system. The sole difference between this ‘Agency Admin’ level user and ‘User’ level or ‘Viewer’ level users is that the first has the responsibility to set up new users at the other two levels and to disable those users when they no longer require access to the site.
- B) Agencies are responsible to contact United Way of Greater St. Louis staff (See contact information references in the table of contents) or in the support tab in order to set up new ‘Agency Admin’ users. Agency Admins can disable themselves of United Way can do so upon request.
- C) Admin users click the ‘User’ tab on the left (See Screenshot #2) to see their agencies users and to edit, delete or add agency users. Click the ‘New User’ button to add a user. (See Screenshot #6a)
- D) When either United Way creates an account or the ‘Agency Admin’ level user creates an account, the user name is the users e-mail address. Other information needs to be entered including the user level of either ‘User’ or ‘Viewer’ depending on whether pledges are to be entered or just reviewed. Only a few larger agencies tend to avail themselves of the ‘Viewer’ level. (See Screenshot #6b)

After entering data for a new user an agency clicks ‘Save’ and an e-mail is automatically generated to the user providing a username and complex password.

If an ‘Agency Admin’ goes into a current user, they can click ‘Reset Password’ to send a new e-mail with a new password to that user. (Also Screenshot 6b)

IV. To Login and complete setup for a new account or to change password

- A) Through your web browser (the most recent version of Chrome, Internet Explorer, ...) access the web site www.logassistance.org . You may find it helpful to bookmark this site. Or you can click on the link you received with the e-mail and password for the site. (See Screenshot #1)
- B) At the login screen (Also see Screenshot #1) enter the username (which is your email address) and the password that came with the e-mail to you.
- C) See General Website Overview Section II for information on the main screen functionality and how you perform tasks within the screens.
- D) Click on Set-up gear or ‘cog’ in upper right hand portion of screen to select ‘My Account’ and update password. See Screenshot #3a to see the cog dropdown and see Screenshot #3c to see the ‘My Account’ screen. Update all user information on the screen and make changes to the info if they occur. Click the ‘Change Password’ button to update your password. New password rules will appear as you create a new password. They must be 12 characters long and there are other minimum requirements. The system guides you through meeting those requirements. The ‘Reset Password’ button is to send you a link for a password rest and this generally is not needed from this screen.

V. The Four Pledge Statuses – What happens to a pledge after it is entered?

- A) NEW – After being entered, but prior to being confirmed by the person inputting the pledge a pledge is temporarily assigned a status of ‘New’. Pledges remaining in the new status and never confirmed are never paid.
- B) CONFIRMED - Pledges quickly shift to a ‘Confirmed’ status when the person inputting a pledge either confirms the pledge and prints the confirmation or confirms the pledge without printing. Confirmed pledges may be edited by users from the ‘Pledges’ tab on the left by identifying the pledge and entering the pledge by clicking onto the dollar amount.
- C) PENDING - United Way administrators take groups of confirmed pledges and put them into ‘Pending’ status so that they may be processed for payment. Once this occurs, they may no longer be edited at the agency user level. Agencies must then contact the United Way in order to edit pledge information. This shift normally occurs immediately after the 15th and after the last day of the month.
- D) PAID- When payments are sent to utilities, United Way administrators confirm the payment amounts and shift the status on paid pledges from ‘Pending’ to ‘Paid’. Editing a pledge is not possible once it has been paid, but agencies still may contact the United Way to resolve problems at this point.

VI. Generating, Reviewing, Printing and Downloading Reports

- A) From Main Menu (*See Screenshot #2*) click the 'Reports' tab on the left side of the screen to see several report options immediately below that. Click on either 'Pledges' or 'Demographics' menu option to produce reports as described below.
- B) '**Pledges**' brings up the 'Pledge Reports' page. (See Screenshot 7) three report options from the three tabs across the top of the page are as follows:
- 'Agency Pledge Detail Report'
 - 'Agency Pledge Summary Report'
 - 'Allocations and Balances Report'

After selecting the report tab across the top enter the report criteria, including the first and last pledge entry date (this is the date the pledge was entered into the website, NOT the date that the agency made the pledge to the client) and including the funding type or all funding types for the agency.

Select 'Submit' button to see report results on screen. Scroll to the bottom of the page to see a scroll bar that can take you across if the report is wider than your page view. Then click 'Export to Excel' to download the report results to Excel in CSV format. Various system configurations may consider another click or two before your spreadsheet opens on your screen. This view is frequently easier to use if there is a large amount of data to review. Use and/or save spreadsheet as desired.

IMPORTANT NOTE: In order to assure that all potential data is included, remember to use a From date of 1/1/03 for the DollarMore funding Source or 1/1/09 for Dollar Help.

- C) '**Demographics**' brings up the 'Demographics Reports' page. (See Screenshot 8) four report options from the four tabs across the top of the page are as follows:
- Demographics 'Detail Report' – the deepest level data dump of information for agencies to analyze demographic trends by individual pledge.
 - Demographics 'Summary Report' – a collapsed report analyzing demographic trends across all pledges.
 - Demographics 'By Zip Code Report'.
 - Demographics 'By County Report'.

After selecting the report tab across the top enter the report criteria, including the first and last pledge entry date (this is the date the pledge was entered into the website, NOT the date that the agency made the pledge to the client) and including the funding type or all funding types for the agency and a specific company if desired or all companies.

Select 'Submit' button to see report results on screen. Scroll to the bottom of the page to see a scroll bar that can take you across if the report is wider than your

page view. Then click 'Export to Excel' to download the report results to Excel in CSV format. Various system configurations may consider another click or two before your spreadsheet opens on your screen. This view is frequently easier to use if there is a large amount of data to review. Use and/or save spreadsheet as desired.

IMPORTANT NOTE: In order to assure that all potential data is included, remember to use a From date of 1/1/03 for the DollarMore funding Source or 1/1/09 for Dollar Help.

VII. Agencies Creating and Using Payment Preview Reports

- A) The United Way will inform each agency via E-mail to create a payment Preview Report prior to proceeding with semi-monthly (mid and end of month) payments to utilities for all 'Confirmed' pledges. Each agency needs to use this report to check the accuracy of its payment data and edit it as necessary before the deadline established in the United Way E-mail.
- B) Using the instructions from Part VI above, select 'Reports' and then 'Pledge Reports' on the leftmost menu and select the Agency Pledge Detail Report from tab across top of pledge report options. Produce a report with the following characteristics:
 - From Date:** 1/1/03
 - To Date:** a particular mid-month or end of month date specified by the United Way in an e-mail to you
 - Status:** Confirmed only (See Part V above for a definition of various pledge statuses)
 - Fund Type:** All PledgesAnd click 'Submit' button and 'Export to Excel' if you desire.
- C) Review report on-line or print a hard copy or from an excel download. Review all information generated on pledges including Client Name, Utility Company to be paid, Client Account Number and Amount to be paid.
- D) If nothing needs to be edited you are done. The United Way will convert each client utility payment from a 'Confirmed' status to a 'Pending' status on the date specified in their E-mail and initiate payment protocols.
- E) If there is any information that needs to be edited, follow the steps in Part II, Section c, 'Pledges' to edit or delete a pledge AND then reprint report above confirming for yourself that all information is correct.

VIII. Reconciling Pledge and Balance Data

- A) Reconciliations help agencies assure that no pledges are paid beyond those that should be paid and that the amount of money being recorded as available for them is correct. They help the United Way assure the system is running correctly and

that allocations and payments recorded in the system agree to the financial records of the organization.

- B) Generate the following report. See Part VI above for details on how to generate a report. Select from Main Menu 'Reports' and 'Pledge Reports' and run a report with the following characteristics:

Allocations and Balances Report

From Date: 1/1/03

To Date: Use some date in the future to assure you capture all activity

Fund Type: Select the Funding Source, (Dollar More, Dollar Help, etc...)

Status: All Pledge Types excluding deleted (See Part V above for a definition of various pledge statuses)

Fund Type: All Pledges

And click 'Submit' button and 'Export to Excel' if you desire.

- C) The agency's allocations will appear in chronological order along with the remaining balance associated with each allocation. Older allocations will have zero balances while the newest one or ones will have a balance. The total of all allocations and the total balance remaining will appear at the bottom of the report.
- D) Agencies can confirm these numbers are correct in two ways. First, the balance should be the balance displayed as being available for the agency when they look at the 'Dashboard' tab or try to enter a pledge from that funding source.
- E) Next, agencies can confirm that the total pledged is correct. Subtract the balance available from the total allocations on the same report generated above. This should equal the amount spent. This number can be verified to spending detail by running another Pledge Information Detail Report (See Section VII) with the following characteristics:

Agency Pledge Information Report

From Date: 1/1/03

To Date: A future date

Type: Select funding source you are reconciling, (Dollar More, Dollar Help, etc...)

- F) **The summary information from the allocation report should equal the total from the detail pledge report. If not contact United Way.**
- G) If the pledge numbers tie and if the agency is satisfied with the detail provided in the pledge information report, then the reconciliation is complete.

IX. Allocation Information –

- A) Participating agencies will receive a general e-mail about allocations having been made and then agencies are expected to go on-line and run an Allocations and Balances Report following Part VI instructions for Dollar More or Dollar Help as appropriate.
- B) Agencies are encouraged to do full reconciling procedures per Part VIII at the time they obtain allocation information.

X. Contact the United Way Staff


- A) Contact the United Way for assistance with Dollar More, Dollar Help or other direct assistance sources at:

Kelly Wilken, Accounting Manager, Finance Division
E-mail: kelly.wilken@stl.unitedway.org
Phone: 314.539.4045
Fax: 314.539.4154

Screenshot #1 --- Login Screen

Go to: www.logassistance.org

United Way Assistance Platform



Jennifer.Rodriguez@stl.unitedway.org

.....

Password Help? Keep me signed in

Login

Screenshot #2 --- Main Landing Page (& Dashboard View)

FUND TYPE	BALANCE
DollarUp	\$1,000.00

Screenshot #3a --- 'Profile Cog' for Account Set-up & Logging Out

See Screenshot #3c to see 'My Account' screen where you can change your profile and password

Screenshot #3b --- Clients Screen – Client Found

The screenshot shows the 'Browse Clients' page. On the left is a dark sidebar with navigation options: Dashboard, Clients (highlighted), Pledges, Keeping Current, and Support. The main content area has a header 'Browse Clients' and a search section. The search section includes radio buttons for 'Search By SSN' (selected), 'Search All Agencies', and 'Search My Agency'. A search input field contains '012-34-5678'. Below the input are 'Search' and 'New Client' buttons. A table displays the search results:

FIRST NAME	LAST NAME	PHONE	SSN	CLIENT ADDRESS	ZIP CODE	EMPLOYMENT
John A	Smith	1234557890	***-**-5678	123 Direct Assistance Ln	63101	Unemployed

At the bottom of the table are navigation arrows and a dropdown menu set to '10'.

Screenshot #3c --- My Account Set-up & Edits


The screenshot shows the 'Manage User' form. At the top right, the user's name 'Jennifer Rodriguez' is displayed. The form fields are as follows:

- Email:** jennifer.Rodriguez@LOC.org
- First Name:** Jennifer
- Last Name:** Rodriguez
- Phone:** (123) 456-7890
- Phone Ext:** Phone Ext
- User Type:** Agency Admin
- Agency:** Lights On Coalition

At the bottom, there are checkboxes for 'Opt out of all emails except urgent system messages' (unchecked) and buttons for 'Save User', 'Cancel', 'Reset password', and 'Change password'.

Screenshot #4a --- Client Overview

The screenshot displays a web interface for managing a client. At the top left, there are navigation icons (a hamburger menu and a refresh icon). At the top right, the user's name 'Jennifer Rodriguez' is shown next to a settings gear icon. The main heading is 'Manage Client'. Below this, there is a sidebar with two tabs: 'Overview' (which is currently selected) and 'Direct Assistance'. The main content area shows a message: 'Click gray "Dir. Assist." tab to enter assistance'. To the right of this message are two buttons: a yellow 'Verify Client' button and a blue 'Edit Client' button. The client's name and phone number are displayed: 'Overview for: Mr. John A Smith (***-**-5678)'. Below this, the 'Address' is listed as '123 Direct Assistance Ln, St. Louis, MO 63101' with a phone icon and the number '1234567890 123'. The 'Personal Information' section includes: 'Gender: Male', 'Birth Year: 1976', 'Employment Status: Unemployed', 'Poverty Level: 49%', 'Household Size: 4', and 'Monthly Household Income: \$1,000.00'. At the bottom of this section, there are five checked checkboxes with labels: 'Client is disabled', 'Client has children under five', 'Client is a veteran', 'Household members are elderly', and 'Household members are disabled'.

Jennifer Rodriguez 

Manage Client

Overview


Direct Assistance

Click gray "Dir. Assist." tab to enter assistance

Verify Client

Overview for: Mr. John A Smith (***-**-5678)

Edit Client

Address: 123 Direct Assistance Ln
St. Louis, MO 63101
 1234567890 123

Personal Information: Gender: Male
Birth Year: 1976
Employment Status: Unemployed
Poverty Level: 49%
Household Size: 4
Monthly Household Income: \$1,000.00

- : Client is disabled
- : Client has children under five
- : Client is a veteran
- : Household members are elderly
- : Household members are disabled

Screenshot #4b --- Client Entry (or Edit) Screen

Dashboard
Clients
Pledges
Keeping Current
Support

Jennifer Rodriguez

New Client

Social Security Number: SSN
 This client does not have a SSN

Name:
Prefix
First Name
Middle Initial
Last Name

Personal Info:
Gender Female Male Unknown
Birth Year
Employment Status
Household Size
Monthly Household Income

Check if applicable to this Client
 Is elderly (60 or older)
 Is disabled or chronically ill
 Has children under 5 years old
 Is veteran
 Is homeless

Check if applicable to other household members
 Are elderly (60 or older)
 Are disabled or chronically ill
 Have children under 5 years old

Save Client **Cancel**

Screenshot #4c --- Direct Assistance – History for Client

Manage Client

Overview

Direct Assistance

Pledge History For: Mr. John A Smith [New Pledge](#)

Pledge Amount	Pledge Status	Pledged Date	Fund Type
\$100.00	Confirmed	01/11/2017	DollarUp

Screenshot #4d --- Direct Assistance - Add Assistance Pledge

Pledge Details Lights On Coalition's available allocation for DollarUp = \$900.00.

Client Name John Smith

Agency Lights On Coalition

Fund Type DollarUp

Company Acme Supply

Account Number 1234567890

Amount Pledged 100

Date Pledged 01/11/2017

Status Confirmed

I confirm the client is in a crisis situation and in need of emergency assistance.

[Save Pledge](#) [Cancel](#)

Screenshot #4e --- Direct Assistance – Save Assistance Pledge

Pledge Confirmation

Client Info	
A pledge of:	\$100
... for the client:	John Smith
... who resides at:	123 Direct Assistance Ln St. Louis, MO 63101

Pledge Info	
... Pledge Type:	DollarUp
... will be made to:	Acme Supply
... utility account #:	1234567890
... Pledge Date:	01/11/2017
... Entered Date:	01/18/2017

Confirm & Print
Confirm Only
Cancel

Screenshot #5a --- Pledges View

☰ ↻
Jennifer Rodriguez ⚙️

Browse Pledges

- To enter new Pledge, go to 'Clients' Menu on the left.
- To select a Pledge, click on the Pledge Amount.

Search:

Agency:

Fund Type:

Search

LAST NAME	FIRST NAME	SSN.	DATE ▲	STATUS	TYPE	AGENCY	PLEDGE
Smith	John	***.**-5678	01/11/2017	Confirmed	DollarUp	Lights On Coalition	\$100.00

« < 1 > »
10 ▼

Screenshot #5b --- Pledge Detail to Edit, Delete, or Reprint Confirm

☰ ↻ Jennifer Rodriguez ⚙

Manage Pledge

Pledge Details Lights On Coalition's available allocation for DollarUp = \$900.00.

Client Name	<input type="text" value="John Smith"/>
Agency	<input type="text" value="Lights On Coalition"/>
Fund Type	<input type="text" value="DollarUp"/>
Company	<input type="text" value="Acme Supply"/>
Account Number	<input type="text" value="1234567890"/>
Amount Pledged	<input type="text" value="100"/>
Date Pledged	<input type="text" value="01/11/2017"/>
Status	<input type="text" value="Confirmed"/>

Screenshot #6a --- User View

The screenshot displays a web interface for managing users. At the top right, the user's name 'Jennifer Rodriguez' is shown next to a settings gear icon. The main heading is 'Browse Users'. Below this, there are search filters: a text input for 'Search:' with the placeholder 'Select an Agency', a dropdown for 'User Type:' with the placeholder '-- User Types --', and a checkbox for 'Show Disabled'. There are three buttons: 'Search', 'Download List', and 'New User'. Below the filters is a table with the following data:

LAST NAME	FIRST NAME	EMAIL	USER TYPE	AGENCY NAME	COMPANY NAME	DISABLED
Jones	Jim	DPtest2@stl.unitedway.org	User	Lights On Coalition		false
Rodriguez	Jennifer	DPtest1@stl.unitedway.org	Agency Admin	Lights On Coalition		false

At the bottom of the table, there are pagination controls showing '1' and a dropdown menu set to '10'.

Screenshot #6b --- Add, Disable, Edit User



Jennifer Rodriguez

Manage User

Email

First Name **Last Name**
Phone **Phone Ext**
User Type
Agency
 Opt out of all emails except urgent system messages
 Disable this user's login

Screenshot #7 --- Pledge Reports

The screenshot shows a web application interface for "Pledge Reports". At the top right, the user name "Jennifer Rodriguez" is displayed with a settings gear icon. Below the main title, there are three navigation tabs: "Agency Pledge Detail", "Agency Pledge Summary", and "Allocation and Balances". The "Agency Pledge Detail" tab is selected and highlighted. The main content area is titled "Agency Pledge Detail Report" and contains a form with the following fields: "Start Date" (01/01/2017), "End Date" (01/23/2017), "Fund Type" (All Fund Types), and "Agency" (Lights On Coalition). At the bottom right of the form, there are two buttons: "Export to Excel" and "Submit".

Screenshot #8 --- Demographic Reports

The screenshot shows a web application interface for "Demographic Reports". At the top right, the user name "Jennifer Rodriguez" is displayed with a settings gear icon. Below the main title, there are four navigation tabs: "Detail", "Summary", "By Zip Code", and "By Counties". The "Detail" tab is selected and highlighted. The main content area is titled "Pledge Demographic Details Report" and contains a form with the following fields: "Start Date" (01/01/2017), "End Date" (01/23/2017), "Fund Type" (All Fund Types), "Company" (All Companies), and "Agency" (Lights On Coalition). At the bottom right of the form, there are two buttons: "Export to Excel" and "Submit".

