SS-03-02	Support Services Reimbursement Review		
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I. Background

A. Purpose

The purpose of this document is to explain the process for reviewing a support services reimbursement request submitted to Prosperity Denver Fund (PDF). Support services expenses are submitted to PDF by eligible organizations.

B. Definitions

- **Eligible Organizations** – organizations who have been deemed eligible to receive reimbursement funding from PDF.

- **Supported Organizations** – organizations who have received reimbursement funding from PDF.

- **Approved Scholar –** a scholar who has been deemed eligible for reimbursement from PDF.

- **Support services** – services designed to increase college student persistence and graduation.

- **Ordinance Categories** – support services categories outlined by the enabling ordinance for PDF.

II.   Reference Documents

A. Ordinance Section(s)

- Sec. 11-34. – Organization reimbursement program (1,3)

B. Related Policies & Procedures

- SS-03-01: Support Services Reimbursement Submission
- SS-03-03: Support Services Reimbursement Calculation

C. Other Related Documents

- PDF – Support Services Reimbursement Template (1020)
- PDF_Support Services Reimbursement Instructions (1020)
- PDF_Support Services Reimbursement Periods (1020)
- PDF_Support Services Reimbursement Process (0720)
- PDF_Support Services Examples
- Student Disbursement Databases
- Support Services Databases

III. Policy

Eligible organizations must submit a support services reimbursement request using a Microsoft Excel template ("support services reimbursement template") to Prosperity Denver Fund (PDF) including their support services program expenses for a specified academic year.

There will be at least two opportunities per year for organizations to submit a reimbursement request. Organizations must have approved scholarship reimbursement to be able to receive support services reimbursement for the specified academic year. Supported organizations may submit support services reimbursement requests for each academic year as applicable.

Support services expenses in the following categories are reimbursable:

- Academic tutoring
- Advice and assistance in college course selection
- Graduation coaching
- Services that assist with student financial aid
- Education or counseling services for student financial and economic literacy
- Assistance for students enrolled in certificate and two-year programs in applying to two- or four-year programs
- Career and academic counseling
- Mentoring programs
- Other support services as determined by the Board of Directors

PDF staff will review submissions by organizations to determine expense eligibility and reimbursement amounts.

Support services reimbursement submissions are stored in separate Microsoft Excel templates for each organization and combined into a support services database (Excel) by academic year for analysis. Support services reimbursement information is stored at the individual scholar level in the student disbursement database.

IV. Procedure

The following sections detail the review process after a supported organization (SO) has submitted their support services reimbursement template to Prosperity Denver Fund (PDF). The review process is separated by tab in the template. All tabs should be reviewed prior to following up with the SO as applicable. A copy of the original submission from the SO should be maintained in Dropbox and/or and a drive.

A. Instructions Tab

1. If multiple academic years are being accepted for reimbursement, SO must select an academic year from the dropdown menu to indicate the year for which they are requesting reimbursement.

    a. If academic year is left blank, confirm with SO. Resubmission is not necessary; may be confirmed by email and template updated by PDF.

        i. This may also be determined by checking if the SO has previously submitted a reimbursement request for any of the available academic years. However, should still be confirmed with the SO.

2. If SO did not provide their basic information, update the template with their organization name for tracking purposes.

    a. If unable to determine which organization is requesting reimbursement, follow up with the submitter to confirm. Resubmission is not necessary; may be confirmed by email and template updated by PDF.

B. Tab I: $ by Category

The SO must submit their actual support services expenses with estimations of expenses by ordinance categories in this tab. PDF understands organizations likely do not track expenses according to the ordinance categories, so estimations are acceptable at this time for the category breakdown. However, PDF expects the total column should match their actual spend (i.e. accounting statements) for the specified year.

The following information should be reviewed in Tab I:

1. A "Corresponding Fiscal Year" (cell N3) must be selected by the SO to align their organization's fiscal year with the specified reimbursement period.

a. If a fiscal year is not selected, follow up with the SO. Resubmission is not necessary; may be confirmed by email and template updated by PDF.

b. If the SO fiscal year does not match one of the options available in the dropdown, they can type the fiscal year below or to the side of the cell.

    i. New fiscal years will be added to the dropdown in such cases for future use by the SO.

2. "Expenses for Selected Year" (column N) must be completed. SOs are instructed for the expenses submitted in this column to match their actual total expenses on eligible support services programming for the specified fiscal year. Proof is not required at submission (e.g. receipts, accounting statements).

    a. If column is blank, SO must resubmit.

    b. It's OK if a line item is blank, as this may mean

3. For "Direct Personnel Costs" (lines 1-4):

    a. The Fringe % should be consistent across line 2.

        i. If different percentages across the line, follow up with SO to confirm what the percentage should be. Resubmission is not necessary; may be confirmed by email and templated updated by PDF.

        ii. If percentage missing from column N, but consistent across the categories, update the percentage in column N to match.

    b. Confirm that fringe costs (line 3) are calculating correctly across the full row based on salary $ (line 1) and fringe % (line 2).

        i. If formula has been changed in Excel or is not calculating correctly, update to calculate correctly (line 1 x line 2).

    c. Confirm that total personnel costs (line 4) are calculating correctly across the full row based on salary $ (line 1) and fringe $ (line 3).

        i. If the formula has been changed in Excel or is not calculating correctly, update to calculate correctly (line 1 + line 3).

    d. Confirm that the categorical breakdown across columns E-M add up to the total amount provided in column N.

      i.   Note there may be slight variances due to rounding and estimations.

      ii.   If total of columns E-M is very off from amount in column N, follow up with SO for resubmission.

4. Review the "Direct Operating Costs" categories (lines 5-20) that have submitted expenses by the SO. SOs are provided with suggested categories in the template, however may input their own line item categories as appropriate for their organization. A discretionary review should be completed to follow up for clarify or verification as appropriate.

    a.   If any line items may be direct support services for high school students, follow up with SO.

      i.   Confirm SO understanding that PDF may only reimburse for postsecondary support services at this time.

      ii.   If SO has included high school expenses, SO must resubmit without these expenses included.

    b.   If an expense line item is unclear how it relates to direct support services or falls into a "miscellaneous" category, follow up with SO for brief explanation if expense line exceeds $500. Before following up, check that the SO has not included an explanation on Tab IV.

      i.   For example, follow up on a "Miscellaneous" line category for $1,000 or "Video production" line category for $3,000.

5. Review breakdown (estimations) across ordinance categories for lines 5-20.

    a.   If the middle section is blank (i.e. no estimations provided for the ordinance categories), SO must resubmit.

    b.   Confirm that the categorical breakdown across columns E-M add up to the total amount provided in column N.

      i.   Note there may be slight variances due to rounding and estimations.

      ii.   If total of columns E-M is very off from amount in column N, follow up with SO for resubmission.

6. Confirm "Total Non Personnel Costs" (line 21) are calculating correctly for each column and across the row.

a. If formula has been changed in Excel or is not calculating correctly, update to calculate correctly (sum of column and sum of row for column N).

7. Confirm the "Total Direct Support Services Costs" (line 22) are calculating correctly for each column and across the row.

    a. If the total for "Other Support Services" (column M, line 24) is more than 10% "Total Student Support Program Costs", you will be prompted to explain in the white text box below a brief narrative regarding what is included in "other support services"

    b. If formula has been changed in Excel or is not calculating correctly, update to calculate correctly (line 4 + line 21 for column and sum of row for column N).

8. Confirm the "Indirect Costs" (line 23) are calculating correctly for each column and across the row.

    a. If formula has been changed in Excel or is not calculating correctly, update to calculate correctly (line 22 x 10% for column and sum of row for column N).

9. Confirm the "Total Student Support Program Costs" (line 24) are calculating correctly for each column and across the row.

    a. If formula has been changed in Excel or is not calculating correctly, update to calculate correctly (line 22 + line 23 for column and sum of row for column N).

10. Review the total cost for "Other Support Services" category (cell M30).

    a. If cost is 10% or more of SO's total support services expenses, follow up with SO for brief narrative of what services are included for this category in their submission.

    b. Discretionary review by PDF staff to determine if these are allowable expenses.

11. SO must provide "Total Number of Scholars for selected Academic Year in line 25 (cell N32).

    a. If not provided, follow up with SO. Resubmission is not necessary; may be confirmed by email and updated by PDF in template.

C. Tab II. $ by Institution

The totals and line item categories will copy over from Tab I to Tab II. The SO must estimate their support services expenses by postsecondary institution in this column. PDF understands organizations may not track expenses by postsecondary institution, so estimations are acceptable.

1. SO must enter Colorado postsecondary institutions attended by their scholars in the top row (5). Out-of-state colleges and students should be included in the "All Other Institutions" column.

   a. If institution names not provided, SO should resubmit.

2. Review breakdown (estimations) across postsecondary institutions for all lines.

   a. If the middle section is blank (i.e. no estimations provided by postsecondary institution), SO must resubmit.

   b. Confirm that the breakdown across the institution columns add up to the total amount provided in column N.

      i. Note there may be slight variances due to rounding and estimations.

      ii. If total of columns is very off from amount in column N, follow up with SO for resubmission.

3. Confirm "Total Non Personnel Costs" (line 21) are calculating correctly for each column and across the row.

   a. If formula has been changed in Excel or is not calculating correctly, update to calculate correctly (sum of column and sum of row for column N).

4. Confirm the "Total Direct Support Services Costs" (line 22) are calculating correctly for each column and across the row.

   a. If formula has been changed in Excel or is not calculating correctly, update to calculate correctly (line 4 + line 21 for column and sum of row for column N).

5. Confirm the "Indirect Costs" (line 23) are calculating correctly for each column and across the row.

   a. If formula has been changed in Excel or is not calculating correctly, update to calculate correctly (line 22 x 10% for column and sum of row for column N).

6. Confirm the "Total Student Support Program Costs" (line 24) are calculating correctly for each column and across the row.

   a. If formula has been changed in Excel or is not calculating correctly, update to calculate correctly (line 22 + line 23 for column and sum of row for column N).

7. SO must enter the number of scholars attending each institution in the bottom row (32).

a. If number of scholars not provided, SO must resubmit.

b. The numbers provided by institution should add up to the total number of scholars, which was copied over from their entry in Tab I.

   i. If the total does not match, follow up with SO to resubmit or let you know the correct number of scholars by email to update their template.

D. Tab III. FTE Details

SO should provide a summary of their staffing for support services programming, particularly if they have included salary expenses in their reimbursement request.

1. Review the job titles provided.

   a. Flag any job titles that may need a narrative or explanation to explain how the role is related to direct support services programs. For example, Executive Director or Development Director, or any role that may not be clearly related.

   b. Check for explanation in box below the table for the job titles or categories included.

   c. If any job titles are unclear and an explanation has not been provided, follow up with SO. Resubmission is not necessary; explanation may be provided by email and updated in template by PDF.

   d. Discretionary review by PDF to determine if the job title or category may be reimbursed.

E. Tab IV. Major Expense Narrative

SO should provide a brief narrative for any line item expenses that exceed $10,000. These expenses will be marked with an X in column E.

If an expense exceeds $10,000:

1. SO should provide a percentage for (A) for what percent of their total expenses this line item represents.

   a. If percentage not provided, follow up with SO. Resubmission may not be necessary; SO can confirm by email for PDF to update in template.

2. SO should provide a brief narrative in (B) to explain what the line item expense is used for.

   a. If explanation is not provided, follow up with SO. Resubmission may not be necessary; SO can confirm by email for PDF to update in template.

3. Review comment box below the table for any additional comments provided by SO. If comments are provided to explain any of the earlier follow up items, follow up may not be necessary for those items.

F. Reimbursement Approval

1. If follow up or resubmission necessary:

    a. A detailed email sent to SO describing follow up items to allow approval.

    b. Once follow up steps are completed, final version is saved to files to proceed with reimbursement calculation.

2. If no follow up is necessary:

    a. Final version of the template is saved to files to proceed with reimbursement calculation.