



**STATE OF GEORGIA**  
**Division of Family and Children Services**

**Nathan Deal**  
Governor

**Bobby D. Cagle**  
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 1<sup>st</sup>).
- 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 10<sup>th</sup> 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 **20<sup>th</sup> 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](mailto:SupportServices@dhs.ga.gov).