

Financial Review Process

1. Complaint comes in from parent or troop member OR concern from service team member or staff person. Capture information on Volunteer Grievance form.
2. MSM notifies CFO, DMS and VEM and forms review committee within one week if necessary: Suggested Review Committee members – Troop Pathway advisor OR Finance Liaison and Membership Services Manager.
 - a. Violation of policy
 - b. Personality Conflict
3. Ask volunteer for copies of documentation for troop financial review. Documentation should be received within one week of request.
 - a. Checking account information – who signs on account, what bank is the account with, account numbers
 - b. Checkbook with checkbook register or Financial Records form from Council Essentials
 - c. Receipts for expenses
 - d. Deposit slips
 - e. Recent bank statements for period of concern – 6 months would be the norm unless your concerns cover a longer time period
4. Research:
 - a. Check with Accounting Department prior to meeting with troop leader and/or troop treasurer to check on outstanding monies due to council – bounced checks, delinquent product sales, etc.
 - b. Check with CFO for information on signers on account.
 - c. Check central files for past financial issues.
 - d. Check Personify for red flags in membership system.
5. Meet with volunteer and/or group treasurer to go through documentation within one week of receipt of documentation.
 - a. Red Flags – depending on situation
 - i. Checks made out to troop leader or family member
 - ii. Checks made out to utilities or obvious non-GS related companies
 - iii. No deposits related to product sales
 - iv. Is the documentation real?
6. After initial meeting, the review committee should meet separately immediately following (within 48 hours) to discuss red flags that they saw and come to a conclusion about the next steps required.
7. Next steps:
 - a. If everything appears to be official GS related expenses,
 - i. Notify CFO, DMS and VEM about findings of review committee. Complete summary section of strategic questioning worksheet.
 - ii. Notify volunteer in question about findings of review committee. List concerns and address findings individually. Include suggestions for improved communications with troop to avoid future issues. (If needed have volunteers fill out a grievance form).

- iii. Notify person(s) who initiated complaint/concern in writing about the findings of the troop audit. List concerns and address findings individually.
 - iv. Notify other group members of findings of review committee.
 - b. If review committee determines that money is unaccounted for, notify CFO, DMS and VES about findings of review committee. Complete summary section of strategic questioning worksheet.
 - i. DMS, VES and/ or CFO and Finance Team review documentation and begin delinquency process if warranted.
 - ii. Notify volunteer in question about findings of review committee. List concerns and address findings individually.
 - iii. Begin delinquency process.
 - iv. Ensure red flag is placed in Personify to indicate issue.
 - v. Notify person(s) who initiated complaint/concern in writing about the findings of the troop financial review.
 - c. If there are additional concerns –
 - i. Is more documentation needed? For example: Additional bank statements, alternative verification for lost receipt, deposit slips, etc.
 - 1. Ask for additional information and provide deadline for when it is needed.
 - 2. Once documentation is received, involve CFO/ DMS and Finance Team in second review process. Start back at step 5.
 - 3. If documentation is not received by the timeline set, involve CFO/DMS and Finance Team in second review process. Start back at step 5.

Monthly finance concern meeting (Finance Forum) with MSMs and Finance Team – last Friday morning of the month – to bring issues for discussion; follow up on situations, etc.

Bank accounts should be started once they have \$50.

What justifies troop financial review?

Any complaint or concern from parent or volunteer

What situations would involve the CFO and DMS Finance Team immediately?

Local level concerns