KRA CORPORATION Innovative Exceptional Trusted

Standard Operating Procedure

Subject: Participant Time Reporting	Effective Date: October 2015
Responsibility: Corporate QA	Revision Date: March 2019
To: Program Managers	SOP No.: QA-002

Purpose:
To define company policy and procedures related to participant-time reporting forms, including sign-in logs, timesheets, and other official records pertaining to the validation of participation hours. This SOP relates specifically to TANF hours reported and recorded in administrative (state/local client) information management systems. However, KRA requires that all participant timesheets adhere to this SOP, including those that record WIOA youthwork experience time, etc.

Background:
The Work Participation Rate is determined by the percentage of work-eligible individuals who participate in countable work activities for the required hours each week. Customers may be in more than one activity at any given time.

Procedure:
Programs are required to ensure that all hours in the administrative information management system are supported by appropriate backup documentation, for which the following standards apply:

1. Backup document(s) must be present in the participant's case file.
    a. If there are hours in the system that are not supported by backup documentation, every effort to obtain appropriate backup must be made. If backup documentation cannot be obtained, the hours must be removed from the system.
2. Backup document(s) must be complete.
    a. Backup could include timesheets, e-timesheets, paystubs, or other client-approved methods of documentation.
    b. Whether the document is a KRA-generated form, or one provided by the client, it must be filled out completely, as applicable. No missing or blank data is allowed in required fields.
3. Hours must be totaled correctly.
    a. If the hours are to be added and entered on the document, be sure that they are added-up correctly in accordance with applicable State or local guidance.
4. All changes/corrections must meet KRA standards.

   a. A single strikethrough with the initials of the signing authority. For example, if the correction is to the hours and the supervisor signs to verify the hours, the supervisor must initial the change.
   b. Scratch-outs, dark marker, whiteout, etc. are not permitted on any time-and-attendance backup documentation.
5. Hours supported by the backup documentation must match the hours reported in the system-of-record, and must be recorded for the correct activity (e.g. Work Experience, Job Search, etc.).

6. Timesheets with missing, inaccurate, or illegible writing will not be accepted, and must be returned to the responsible party for completion, correction, or revision as applicable.

Program Level Monthly Review and Report

At a minimum, programs are required to conduct monthly reviews of a sampling of time-and-attendance backup documentation. The sampling methodology must ensure that all customer categories can be selected, and the selection methodology and sample size be submitted to, and approved by, the Corporate Quality Assurance Manager. Timesheet reviews are required to be submitted to the Corporate Quality Assurance Specialist or respective designee on the last work day of every month, unless the client requires more frequent (e.g. weekly) reviews. If weekly reviews are required they must be submitted by the last work day in each week.

KRA's Timesheet Review and Report tool is available in the E-cabinet to assist in the review process. Complete instructions on how to use the tool are located on the second tab.

Refer any questions regarding this SOP to the Corporate Quality Assurance Manager.

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