



TITLE		POLICY NUMBER	
Travel: Children in Care, DCS Escorts, and Reimbursement for Client Expenses		DCS-03-15	
RESPONSIBLE AREA		EFFECTIVE DATE	REVISION
Finance/Office of Accounting		10/14/16	5

I. POLICY STATEMENT

The Department of Child Safety (DCS) is committed to the prudent use of resources to arrange non-routine travel for children in care. DCS shall permit authorized staff to apply for reimbursement of meals, admission costs, or personal care items purchased for clients. These purchases shall be one-time, unrepeatable events that serve a valid public purpose, i.e. consistent with relevant statutes, rules, and policies and in a way that does not promote the purely private or personal interests of any individual.

II. APPLICABILITY

This policy covers non-routine travel arranged for a child in care and reimbursement for the child's client expenses. This policy applies to both DCS employees and non-DCS employees serving as escorts for a child in care.

III. AUTHORITY

[A.R.S. §§ 38-621 – 38-627](#)

Persons eligible to receive travel expenses

[State of Arizona Accounting Manual \(SAAM\)](#) Topic 50, Travel

IV. DEFINITIONS

[Arizona Financial Information System](#) or [AFIS](#): Business management software featuring a combination of integrated applications that allows the State of Arizona to manage its business functions; it incorporates a variety of business areas such as budgeting, general and cost accounting, asset management, accounts payable, and accounts receivable.

Child in Care: A child who is placed in the legal custody of an individual or agency other than the child's parent or legal guardian. This includes the following:

1. a child placed in the legal custody of the Department, but in the physical custody of his or her parent [A.R.S. §8-891];
2. a child in a voluntary placement [A.R.S. §8-806];
3. a child in a placement who has been adjudicated dependent in a dependency proceeding [A.R.S. §8-501(A)(8)];
4. foster youth under twenty-one years of age in the Independent Living Program [A.R.S. §8-521(A)(1)]; or
5. foster youth under twenty-one years of age in the Transitional Independent Living Program [A.R.S. §8-521.01].

Client: Any person who receives services from the Department.

DCS Employee: A DCS state employee who has been issued an EIN.

DCS Escort: A non-DCS employee who is not in a care-giving role or a DCS employee approved to accompany a child in care for non-routine travel.

DCS Travel Desk: The unit in the DCS Office of Accounting that manages DCS traveler hotel, flight, and rental car reservations. They may be contacted at HotelReservations@azdcs.gov, FlightReservations@azdcs.gov, and TravelHelpDesk@azdcs.gov.

DCS Expense Reimbursement Desk: This unit, in DCS Office of Accounting, processes travel and other reimbursement claims for DCS employees and non-employees.

Department or DCS: The Arizona Department of Child Safety.

Human Resources Information Solution or HRIS: An integrated enterprise system that processes human resources, payroll, and benefits transactions for Arizona state agencies.

In-State Travel: United States travel within 100 miles of the Arizona border.

Non-Routine Travel: Travel to irregular in state, out-of-state, or out-of-country visits, placements, or services, which typically involves additional travel expenses such as

airfare and lodging.

Office of Accounting: The unit within DCS Financial Operations responsible for establishing accounting codes, allocating costs to appropriate funding sources, meeting financial reporting requirements, managing payroll, and ensuring timely payments to providers and vendors.

Out-Of-State Travel: United States travel outside of 100 miles of the Arizona border.

SAAM: State of Arizona Accounting Manual. Available at:
<https://gao.az.gov/publications/saam>.

Valid public purpose: The use of public monies in a manner consistent with relevant statutes, rules, and policies and in a way that does not promote the purely private or personal interests of any individual.

V. POLICY

A. Travel

1. Travel Roles and Responsibilities

- a. DCS employees arranging travel for children in care and DCS Escorts shall ensure that:
 - i. the proposed travel is appropriate for the child based on the age, development, and special needs of the child;
 - ii. all persons serving as DCS Escorts receive and make available accurate information;
 - iii. all policies and laws are followed for non-routine travel by children in care and DCS Escorts (including court orders, which must accompany any travel request submission); and
 - iv. all documentation required for travel is complete and approved before submission to the DCS Travel Desk.
- b. DCS Supervisors and Managers shall ensure through the approval process that:
 - i. the proposed travel is appropriate for the child based on the

age, development, and special needs of the child;

- ii. proposed DCS Escorts are eligible and appropriate for the non-routine travel;
 - iii. all policies and laws are followed for non-routine travel by children and DCS Escorts (including court orders, which must accompany any travel request submission); and
 - iv. all documentation required for travel is complete and approved before submission to the DCS Travel Desk.
- c. The DCS Travel Desk shall coordinate with the DCS employee requesting the travel or the DCS Escort to seek out and arrange the most cost-effective transportation arrangements appropriate to the needs of an individual child.

2. Travel Reservation Timeframes

- a. With the exception of court ordered deadlines and emergency removal/pick-up, all travel should be planned as far in advance as possible but no later than 7 days prior to the requested departure date to avoid high airfares and limited availability.
- b. Travelers should be mindful of peak travel times such as holiday seasons/school breaks and plan accordingly. The Travel Desk has regular business hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.

3. Transportation: Additional Out-of-State Travel Requirements

Unless stated differently within this policy, or any other Department policy, all provisions for in-state travel apply to out-of-state travel. The following additional requirements apply to out-of-state travel:

- a. All out-of-state travel requests require the approval of the applicable Program Administrator or designee.
- b. All international travel requests require the approval of the Deputy Director of Field Operations.

DCS Travel Desk shall make reservations only for the method of transportation that is in the best interest of the State, with consideration to

the needs of the child, the travel expense, and the traveler's time.

B. Reimbursement of Client Expenses

1. The Department shall reimburse out-of-pocket expenses purchasing meals or items of nominal value for children in the care of the Department. The Department shall not reimburse expenses in excess of actual cost incurred for meals and incidentals. Every effort must be made to provide meals or incidentals as economically as possible and all receipts for meals and incidentals must be itemized to reflect the actual amount spent, regardless of the state approved rate.

2. Purchases

Allowable purchases include:

- a. personal items such as basic toiletries (up to a maximum of \$25 per trip; grooming items such as makeup, perfume, and hair accessories are *not* considered basic toiletries), medication, etc.;
- b. emergency incidentals such as diapers and economical clothes, up to \$100 maximum amount per trip;
- c. receipts for the actual cost spent for food, beverages (excluding alcohol), taxes, and related tips may be submitted for reimbursement.

Receipts for all items purchased for children are required.

Unallowable purchases include:

- a. anything not listed above, including entertainment purchases such as movie tickets, arcades, etc.

3. Timeliness of Reimbursement Claims

- a. Reimbursement forms must be submitted to the DCS Expense Reimbursement Desk at TravelHelpDesk@AZDCS.gov within 60 days after incurrence of the expense.
- b. All claims not received within 60 days after the incurrence of the expense are untimely and will be considered delinquently filed.

Delinquently filed claims must be approved by additional Department staff and require reasons for delinquent filing and process improvement action to preclude future untimely claims. Form [GAO-513 Delinquently Filed Employee Travel Claim](#) must be submitted along with the reimbursement forms and receipts.

VI. PROCEDURES

A. Determining the Child in Care's Travel Needs

When a child in care requires non-routine travel arrangements, the assigned DCS Specialist determines whether the child will travel alone, with the DCS Specialist, another DCS Employee or with a non-DCS employee Escort, based upon the age, development, and special needs of the child.

B. Travel Arrangements for a Child in Care Traveling Alone

1. The DCS Specialist:

- a. completes the [Out-Of-State Travel Approval Request](#) form for out-of-state travel OR completes the [Routine Travel Hotel Request Form](#) (DCS-1212A) for in-state travel;
- b. obtains the approval of:
 - i. the Program Administrator, or designee, for in-state and out-of-state travel;
 - ii. the Deputy Director of Field Operations for international travel.
- c. calls the State Travel Agency Vendor to arrange flight itinerary for both the client(s) and the escort(s);
- d. submits all of the above to FlightReservations@azdcs.gov.

2. The DCS Travel Desk will inform the DCS Specialist who made the reservations of the specifics of any reservations made such as itinerary, confirmation number, etc.

C. Travel Arrangements for a Child in Care Traveling with a Non-DCS Employee

Escort

1. The DCS Specialist assigned to the child:
 - a. completes the [Out-Of-State Travel Approval Request](#) form for out-of-state travel OR completes the [Routine Travel Hotel Request Form](#) (DCS-1212A) for in-state travel.
 - b. obtains the approval of:
 - i. the Program Administrator, or designee, for in-state or out-of-state travel;
 - ii. the Deputy Director of Field Operations for international travel.
 - c. calls the State Travel Agency Vendor to arrange flight itinerary for the client(s) and the escort(s); and
 - d. submits all of the above to FlightReservations@azdcs.gov.
2. The DCS Travel Desk will inform the DCS Specialist who made the reservations or the non-DCS Employee Escort directly of the specifics of any reservations made such as itinerary, confirmation number, etc.
3. The non-DCS employee Escort who incurs expenses on behalf of the child in care during non-routine travel (for example, meals or baggage fees) must:
 - a. retain receipts for the expenses.
 - b. obtain the required policy, procedures and forms from the assigned DCS Specialist.
 - c. submit the required documentation per section VI. (G) of this policy.

D. Travel Arrangements for a Child in Care Traveling with a DCS Employee Escort

The DCS employee Escort shall be knowledgeable of policies and procedures related to allowable expenses and reimbursement.

1. The DCS Specialist employee Escort:

- a. completes the [Out-Of-State Travel Request Form](#) for out-of-state travel OR completes the [Routine Travel Hotel Request Form](#) (DCS-1212A) for in-state travel;
 - b. obtains the approval of:
 - i. the Program Administrator, or designee, for in-state or out-of-state travel;
 - ii. the Deputy Director of Field Operations for international travel.
 - c. calls the State Travel Agency Vendor to arrange flight itinerary for the client(s) and the escort(s);
 - d. submits all of the above to FlightReservations@azdcs.gov.
2. The DCS Travel Desk will inform the DCS Specialist who made the reservations of the specifics of any reservations made such as itinerary, confirmation number, etc.
 3. The DCS employee Escort who incurs expenses on behalf of the child in care during non-routine travel (for example, meals or baggage fees) must:
 - a. retain receipts for the expenses; and
 - b. submit the required documentation per section VI. (G) of this policy.

E. Changing a Flight

Changes made to a confirmed flight are prohibited unless authorized by both a Program Administrator and the Travel Desk. If a change is needed prior to departure, the traveler should communicate the change request immediately to their Supervisor and/or Program Administrator as well as the Travel Desk at FlightReservations@azdcs.gov to initiate the change. If a change is made by the traveler without prior authorization from the Travel Desk, the traveler will be responsible for any additional charges incurred such as hotel, meals, rebooking fees and airfare increases. This does not apply to changes made by the airline while travel is in progress.

F. Missed or Cancelled Flight

If a traveler misses a flight or their flight was canceled, they should:

1. contact the state travel vendor immediately by calling the number on the confirmation email and be ready to provide names of the travelers and the booking locator, which is available on the travel confirmation, to rebook the flight and arrange for a hotel when the airline will not cover the costs and make the new reservations;
2. contact the Travel Desk by email at FlightReservations@azdcs.gov, communicating the change and the reason for the missed flight, regardless of whose fault it was.

NOTE: If the flight was missed due to inadequate judgement or planning, the traveler will be responsible for any additional charges incurred such as hotel, meals, rebooking fees and airfare increases.

G. Reimbursement of Travel Expenses Incurred on Behalf of a Child in Care

1. If a non-DCS employee, the DCS Specialist initiates a client expense travel claim by completing the [*Non-DCS Employee Reimbursement Request \(DCS-1213A\)*](#). Upon completion of the steps below, this form is sent to the DCS Accounts Payable team at AccountsPayable@azdcs.gov.

If a DCS employee, the DCS Escort initiates a client expense travel claim by completing the Employee Travel Claim Form Box 32 ([DCS-1159A](#) for out-of-state; [DCS-1160A](#) for in-state). Upon completion of the steps below, this form is sent to the DCS Expense Reimbursement Team at TravelHelpDesk@azdcs.gov.

- a. Use a separate reimbursement form for each month.
- b. List client expenses in Box 32 only. When non-child in care expenses and child in care expenses are included on the same receipt, deduct non-child in care expenses from the amount of the child in care expense claim.
- c. Do not submit more than one claim for the same travel expenses.

- i. DCS employee Escorts can expect reimbursement after two to three pay periods.
- ii. Non-DCS employees Escorts can expect reimbursement after two to six weeks.
- d. State travel policy and reimbursement rates apply to a child in care.
- e. Single day reimbursement limit for meals may be found in section [50-25 of the State of Arizona Accounting Manual](#).
- f. The State of Arizona only reimburses for the following economy parking at Phoenix Sky Harbor and Tucson International airports. Exceptions can be made by requesting approval from the DCS Accounting Administrator or DCS Comptroller at FlightReservations@azdcs.gov.

- i. Phoenix Sky Harbor
The Parking Spot—4040 E. Van Buren St., Phoenix, AZ (602) 286-9212, 24/7 service—currently offers rates that comply with State reimbursement limits. Travelers must present a Spot Club Card to take advantage of the discounted rate by joining the vendor’s Spot Club.

For DCS employee Escorts: If a State traveler does not have a Spot Club Card, when leaving the parking lot, they can show the cashier their State-issued ID Card and ask for a State of Arizona Spot Club Card. They will immediately be given a Spot Club Card and the appropriate discount. The traveler will register the newly issued Spot Club Card online at <https://theparkingspot.com/spot-club/sign-up> within two business days of being issued the card.

- ii. Tucson International
Quick Park Quick Shuttle

6448 & 6550 South Tucson Blvd., Tucson, AZ
(520) 294-9000, 24/7 Service.

6840 & 6920 South Tucson Blvd., Tucson, AZ
(520) 294-9000, 24/7 Service.

Tucson International Airport Parking -- Economy Parking
3034 E Corona Rd. Tucson, AZ, 24/7 Service

2. The traveler signs the completed form and submits it to the supervisor or manager.
3. The supervisor or manager reviews the claim to ensure that it is accurate and not a duplicate claim. The supervisor or manager signs the claim or returns the claim for correction.
4. The traveler submits for reimbursement the approved travel claim along with applicable documentation and receipts to
TravelHelpDesk@azdcs.gov.

H. Reimbursement of Client Expenses (not related to Travel)

1. DCS employees must record expenses incurred on behalf of the State for purposes other than travel, and to effect proper reimbursement of those expenses through HRIS and accounting of those expenses through AFIS, by completing the [GAO-502 Employee Reimbursement Form](#).
2. The employee seeking reimbursement retains copies of receipts and invoices until reimbursement is received.
3. If a correction to the Employee Travel Claim Form is required, the employee submitting the form shall draw a line over the incorrect item and write in the correction immediately above or below the item. Correction tape or fluids, as well as erasure, are prohibited.
4. Receipts are required for all purchases, unless a receipt is unavailable, in which case an explanation why a receipt was unavailable must be included in the Employee Travel Claim Form.
5. When claiming meals, the employee must list the complete Guardian Case Name/ID number.
6. Roles and Responsibilities
 - a. Employee seeking reimbursement:
 - i. seeks reimbursement only for items that are eligible to be reimbursed;

- ii. submits a complete and accurate *expense reimbursement form*;
 - iii. submits an *expense reimbursement form* in a timely manner (forms should be filed within sixty (60) calendar days of incurrence of the expense qualifying for reimbursement).
- b. Employee's Supervisor or Manager:
 - i. reviews the form and approve the eligibility of the items listed on the form for reimbursement;
 - ii. reviews the form for completeness and accuracy;
 - iii. signs the form.
- c. Office of Accounting:
 - i. reviews the claim for completeness and accuracy and processes timely; or
 - ii. rejects the claim if it is not completed, accurate, or in compliance with statewide policies.

VII. FORMS INDEX

[DCS-1211A Out-of-State Travel Approval Request Form](#)

[DCS-1212A Routine Travel Hotel Request Form](#)

[DCS-1213A Non-DCS Employee Reimbursement Request](#)

[DCS-1159A Travel Expense Out-of-State Claim All](#)

[DCS-1160A In-State Travel Payment Claim](#)

[GAO-502 Employee Expense Reimbursement Form \(Non-Travel\)](#)

[GAO-513 Delinquently Filed Employee Travel Claim](#)