

The following is an general outline of the topics that are covered during the 3 day training session of the Financial Assistance component contained within the GWA/OW Calculator software product. The amount that is covered per day will vary depending on the abilities of the participants taking part in the course.

1. Overview of the GWA Calculator Program

- How to start the program (signing on, passwords) and move through the menu system
- What functions are on what menus
- System defaults (Cheque Approval Default, Information settings, Rates, etc.)
- Setting up supplier information for deductions or cheque issuing
- GL account(s) for administrative expenses (keep it as simple as possible)
- System maintenance (re-indexing files)

2. Adding/Updating A Case File

- Preferred Client Identification method
- Initial Information – ID, Name & Date Of Birth
- Basic Information
 - Spouse Information
 - Dependent Information
- Form 1 Information
- Caseworker Notes
- Verification Checklist
- Entitlement Calculation
- Income Statement Histories
- Printing Various Reports & Forms For The Client's File

3. Accessing The Transaction History

- Viewing details on any transaction made on behalf of a client.
- Changing the categories for any transaction.
- Adjusting a transaction when part of the transaction has been voided (eg. Client cheque is good but Supplier Deductions were cancelled or vice versa).

4. Approving Cheques For Printing

- Payment Approval (Payment frequencies - monthly, twice a month)
- Explanation of columns.

5. Printing The Various Types Of Cheques

- Assistance Cheques
- Supplier Deduction Cheques
- Exceptional Item Cheques for Clients
- Exceptional Item Cheques for Suppliers
- Cheques Not Charged To Specific Clients (if used)
- Administrative Expense Cheques
- Printing Claimant Slips
- Reprinting Any Cheque

6. Voiding Cheques

- Cheque voiding after a cheque has already been printed versus "re-printing cheques at time of printing (automatically voids the original)
- Voiding various types of cheques
 - Assistance
 - Exceptional Item
 - Supplier Deduction
 - Zero Total Cheques
- Adjusting transactions where either the client or supplier cheque has been voided in order to keep the system in balance.

7. How to use the "Adjustments Program" for Subsidy Claim Form Accounts

- Changing a client cheque's charged categories as an example (moving from one Subsidy Claim Form category to another to correct a mistake without having to void cheques)

8. Overpayments

- Adding/Removing Overpayment
- Explanation of dividing the overpayment amount for couples.
- Establishing a recovery amount to be deducted monthly until it has been repaid.

9. Recording Income, Repayments, Reimbursements, Recoveries On Subsidy Claims

a. Client Income - "Chargeable income after STEP deductions"

The program picks these amounts up from the issued cheques (which are based on client entitlements) and totals them on the Subsidy Claim Form automatically. The **Client Income Report** is used to compare current client income recorded in the system with the Income Statement that each client returns monthly.

b. Repayments - Money that a client manually gives you to repay all or part of their overpayment balance.

c. Reimbursements - Income received from outside sources such as CPP and EI assignments, grants, funds paid to your office (not from the client) to reimburse expenditures that you have made previously on behalf of a client.

d. Recoveries - Monies recovered from a client's assistance cheque by using the automatic recovery process in the entitlement calculation screen.

10. How to check that the system is in balance.

- Balancing Status Report
- If there is a problem, what to check for and what additional reports to check.
- Cheque Balancing Report - Cheque Order (cheque breakdown)
- Cheque Balancing Report - Errors Only

11. Various Reports

- All other reports will be demonstrated so that you are aware of what reports are available and the information that they produce so that you can determine which reports are useful for you and/or your First Nation.

12. Closing Off The Month

- Standard Month End Reports
 - Auditing reports (e.g. Monthly Assistance Detail, Subsidy Claim Form Totals, etc.)
 - Printing Subsidy Claim Forms (comparing to balancing totals)
 - Clarifying The Various Cheque Register(s) Reports
 - Balancing Cheque Register vs. Cheque Register
 - By Date Range versus By Period Charged To
- GL Closing
- Bank Reconciliation (if used)
- Accessing old reports and emailing reports to your Ministry/INAC representatives

13. Using The Directives

- Searching through the file by key word/phrase
- Printing specific sections
- Referring to memorandums for subsequent changes

14. Question, Review and “Re-Do” Period

15. Other Topics

- Review PCAnywhere Software. Used to connect with us for support & updates.
- Review Backup Procedures
 - On-Site backup using removable media (CD-RW, Flash Drives, etc.)
 - Remote Backup using our Backup Service (if you subscribed to it)