



FAQ's for CARE Reimbursement Form

the receipts must match the amount of the reimbursement request in order to be processed

1) IS THERE A WAY I CAN FORGO THE REIMBURSEMENT PROCESS AND RECEIVE THE ENTIRE GRANT UPFRONT?

Yes, if your organization provides the City with a satisfactory official audit or review from the most recent fiscal or calendar year which demonstrates that the recipient maintains appropriate fiscal controls and has appropriately used past CARE grants. This audit must be completed by a Certified Public Accountant (CPA).

2) DO MY REIMBURSEMENTS NEED TO MATCH THE CATEGORIES IN MY FINAL BUDGET (EXHIBIT A) SUBMITTED TO THE CITY?

Most of the time, actual expenditures will not match up 100% with the proposed budget. For example, you may spend a couple hundred more on marketing or facility rental than anticipated. The City will allow money to be shifted between various categories, with one exception. **Reimbursements for either Administrative Salaries & Benefits or Program Salaries & Benefits cannot exceed the amount submitted with the signed contract.**

3) HOW LONG WILL IT TAKE TO RECEIVE MY REIMBURSEMENT?

We process reimbursements as soon as they come in. However, checks are typically cut on Monday's of each week. Typically, organizations should receive payment no more than 14 days after submitting for reimbursements.

4) WHEN SUBMITTING THE REQUEST FOR REIMBURSEMENT, HOW DO I ATTACH RECEIPTS?

There are multiple ways to attach your receipts:

- 1) Take a picture of the receipt with a phone or tablet and attach it to the email
- 2) Scan the receipts and attach them to the submission

5) WHO DO I CONTACT IF I HAVE ANY QUESTIONS?

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