

FUND/ENDOWMENT # SLA - SERVICE LEVEL AGREEMENT



Service Provider: Good Samaritan Foundation

Leader Name of Service Provider: Mary Rafferty

Service User: NAME OF FUND OR ENDOWMENT

Leader Name of Service User: FUND ADMINISTRATOR

Objectives: This Service Level Agreement serves as a tool for leaders to establish agreement on what is needed in a partnership / collaborative relationship to ensure both parties receive what is needed to meet a goal or initiative. The purpose of this document is to clearly define requirements and expectations of each party and set quality standards in terms of service delivery. This Agreement sets out:

- The services provided to internal customers
- The overall standard in which we aim to achieve the provision of our services
- Defined baseline requirements and means of measuring performance
- Tools to monitor compliance
- A mechanism for resolving any problems relating to the delivery of the service

Future reviews and amendments: This agreement will be reviewed periodically and any changes will be agreed with service users. Changes made to this agreement will be signed off by all parties.

Objectives of the Service: Objective is to steward philanthropic donations according to donor wishes and policies of Good Samaritan Foundation.

Responsibilities of the Service Provider *(Clearly define the requirements and expectations of the service provider. Include key service/quality standards):*

- Monitor usage of Good Samaritan Foundation funds on a monthly basis.
- Inform Fund Administrator when a substantial donation is received for a specific purpose/fund.
- Requested fund transfers will be processed by the Foundation and the request sent to accounting within 72 hours of receiving complete documentation from the Fund Administrator. Fund Administrators will be notified if that is not accomplished.
- When transfers are made, the Fund Administrator will be copied on the transfer request to accounting.
- Once monthly financial information is received from Accounting, each fund administrator will receive a fund balance report indicating balance and the purpose/restrictions of the fund.

Responsibilities of the Service User:

- Utilize funds allocated to your department.
 - Funds need to be spent down within a two-year period unless otherwise indicated by the Foundation.
 - Requests for assistance with healthcare/pharmacy bills must first follow TriHealth's financial assistance policy/process.
- Submit required documentation of expense for reimbursement by the Foundation.
 - Reimbursement must be requested by the Fund Administrator within 30 days of appearing on your cost center budget (DVR-Department Variance Report).
 - Except for special cases, all expenses must be paid first from a cost center.
 - Documentation (DVR) showing expenses paid must accompany each request.
 - Expenses must be highlighted and totaled.
 - The number of the cost center which is being reimbursed must be indicated.
 - The Reimbursement Request Form needs to be signed by the Fund Administrator and attached to all pertinent documentation.
 - Requests for disbursement must be in line with the stated purpose of the fund.
 - If appropriate, fund limits need to be established and names of fund recipients need to be identified. For example, if a gift card is distributed to a client/patient, documentation of the recipient and how much was disbursed needs to be documented and tracked to meet compliance standards. Before funds are requested to cover needs of patients/clients, all resources from external funding sources need to be exhausted.
- Maintain and Provide Documentation
 - Fund Administrators are responsible for tracking and maintaining documentation for each fund transfer for each specific fund. Should audit information be requested, documentation needs to be readily accessible. Retention of documentation should be seven years.
 - Fund administrators must provide the name and address of the client/patient receiving assistance from funds that are specifically utilized for personal financial assistance, i.e., mortgage/rent assistance, utility bills, etc. The Foundation is required to send communication, in the form of a letter, to all clients/patients of TriHealth/Good Samaritan Hospital to inform them that they have been granted assistance from a specific fund being held at Good Samaritan Foundation.
- Current Fund Administrators are obligated to contact the Foundation if there is a need to re-assign a Fund Administrator in the event of role changes.

Service Availability:

- Fund balance reports will be emailed to Fund Administrators on a monthly basis.
- Verbal and/or email questions may be directed to Good Samaritan Foundation President or Fund Officer at any time.

Service Levels/Standards:

- Because of the financial reporting system at TriHealth, fund balance reports will be one month in arrears. For example, fund balance reports for month ending March 31 will be emailed to fund administrators before the end of April.


- Fund administrators must provide complete documentation in order for a transfer request to be processed.

Monitoring Compliance:

- Each transfer request will be reviewed to ensure compliant documentation is presented. If additional documentation is required, the Fund Administrator will be notified.

Resolution of Concerns:

- Personal face to face meeting between Foundation Fund Officer and Fund Administrator.
- Good Samaritan Foundation President and TriHealth Compliance Officer could be consulted if further resolution is needed.

Signatures		Date
	Service Provider Leader	DATE
	Service User Leader	