

<b>CHAPTER</b> Fiscal Management	<b>CHAPTER</b> 06	<b>SECTION</b> 002	<b>SUBJECT</b> 65
<b>SECTION</b> Accounting		<b>DESCRIPTION</b> Mail Received	
<b>WRITTEN BY</b> Michael K. Vizena, M.B.A. Executive Director	<b>REVISED BY</b> Emma McQuillan, CFO	<b>AUTHORIZED BY</b> Brooke Sankiewicz, LMSW, CADC, CEO	

**APPLICATION:**

<input checked="" type="checkbox"/> CMH Staff	<input checked="" type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

**POLICY:**

Lapeer County Community Mental Health (LCCMH) mail is received and processed by the front desk staff.

**PROCEDURES:**

- A. Correspondence received which is not marked personal, and is addressed to staff, is opened, date-stamped, and placed in the staff’s interoffice mailbox.
- B. Mail marked “personal” and/or “confidential” is placed in the staff person’s mailbox unopened.
- C. Certified mail is signed for by the front desk staff. The front desk staff calls the addressee to pick it up at the front desk. If the addressee is not working, the front desk staff calls their supervisor to pick it up.
- D. Mail marked “personal” and/or “confidential” or that is certified without an addressee named will be given to the Administrative Support Services Manager.
- E. All staff are responsible for ensuring they check their mailboxes regularly throughout the day.

CHAPTER Fiscal Management	CHAPTER 06	SECTION 002	SUBJECT 65
SECTION Accounting		DESCRIPTION Mail Received	

- F. The mailbox unit is locked by the designated support staff at the end of each workday.
- G. Mail addressed to LCCMH Board Members is not opened, edited or changed in any way, but the envelope is date stamped and given to the executive secretary to be forwarded to the Board Member.
- H. Correspondence addressed to staff who is no longer employed or contracted with LCCMH is handled as follows:
  - 1. If the correspondence is regarding a person who is currently receiving services from the agency, the correspondence is forwarded to the current primary case holder.
  - 2. If the correspondence is regarding a person no longer receiving services, the correspondence is returned to the sender.
  - 3. If the correspondence received is personal the correspondence is returned to the sender.
- I. Mail addressed to persons served is not opened, edited, or changed in any way, and is given to the individual's case holder. If the person is no longer receiving services, the mail is returned to the sender.
- J. Invoices and bills received are to be directed to the Accounts Payable Account Clerk who prepares them for payment and review by the Chief Executive Officer before the next scheduled accounts payable processing.
- K. Checks or cash received in the mail are recorded on a separate listing sheet by the designated support staff. This listing sheet (LCCMH Form #68) includes columns for the date received, name of payer, amount received, and initials. The initial column is used by the two designated staff to record the checks or cash received. A support staff enters the payments received into the records of the persons served and forwards the checks and cash to the appropriate finance staff person for deposit. A new listing for checks and cash received is started on the first of each month.

EM

-----  
 This policy supersedes  
 #05/08033 dated 05/22/2008.  
 -----