

QUALITY COUNCIL OPERATING PROCEDURES

Quality Council Operating Procedures

Marilyn Black 717-783-0723 (main contact)
Denise Odeniyi-Marshall 717-705-1731(alternate contact)

Meetings

Quality Council Chairman is Michael Hale, Director of Quality Management Metrics & Analytics. Staff from the Quality management Unit will provide support to the council.

Meetings are held quarterly in Harrisburg at the OLTL office, 555 Walnut Street in conference rooms B&C on the 5th floor of the Forum Place. Meetings will be held from 9 AM to 4 PM on the first Tuesday of the month in June 2009, August 2009, and November 2009. In subsequent years the meetings will be held in February, May, August and November. Membership term will be from July 1st to July 1st. The first year however, the term will be from June 1, 2009 to June 30, 2010. Lunch will be provided.

Attendance

As an appointee to the Quality Council you are expected to attend and participate in **all** meetings. Because the Quality Council is a small group it is essential that all members make a commitment to the group. Attendance is essential for all meetings. In the event of an emergency, a representative can be utilized with prior Quality Management Unit Quality Council liaison approval.

If you are unable to attend a meeting please notify the Office of Long Term Living at 717-783-0723 or 717-705-1731, as soon as you know you will not be able to attend and if you are seeking approval to send a representative.

Quality Council Notebook

Each Quality Council member will be given a notebook that will contain background information and valuable resources such as: maps, phone numbers, a list of commonly used terms and acronyms. The notebooks will also serve as a repository for information provided to Quality Council members.

Confidentiality and Conflict of Interest Statements

Each member of the Quality Council may be required to sign a Confidentiality and Conflict of Interest Statement upon their appointment or at any time when confidential information is discussed.

Quality Council Contact Information

	Quality Council Members	Telephone Number	Email Address
1	Jack Armbruster	(814) 899-3495 ext 1004	jarmbruster@crinet.org
2	Carl Bailey	(215) 735-1635	cwbconsulting@verizon.net
3	Kimberly Byrd	(215) 673-2368	Kimbyrd711@hotmail.com
4	Richard Kiel	(717) 352-4033	dickkiel@comcast.net
5	Carol Marfisi	(215) 204-9325	cmarfisi@temple.edu
6	German Parodi	(215) 634-2000 ext 123	germanparodi@libertyresources.org
7	Kimberly Pirilla-Scalise	(412) 754-2600	kim@superiorinhome.com
8	Dorothy Robison	(717) 397-1841	dotr@udservices.org
9	Sue Ellen Stelevich	(570) 344-7211 ext 204	sestelevich@nepacil.org
10	Kathy Hertzog	(814) 456-7157	kathyzog@att.net
11	Karen Ritchey	(814) 443-2681	karitchey@somersetaaa.org
12	Jack Hillyard (BIS)	(717) 783-8119	jhillyard@state.pa.us
13	Bonnie Rose (BPS)	(717) 772-2570	brose@state.pa.us
14	Robert McNamara (Policy)	(717) 772-2541	rmcnamara@state.pa.us
15	Louis Sprague (Finance)	(717) 783-7668	lsprague@state.pa.us
16	Wilmarie Gonzalez (Bureau for Advocacy)	(717) 783-7096	wigonzaez@state.pa.us
17	Michael Hale	(717) 772-0473	mhale@state.pa.us

Quality Management, Metrics & Analytics Staff	
Name	Title
Michael Hale	Director
Jennifer Lee	Clerical Support
Quality Management Division	
Susan Getgen	Division Director
Carol Boyle	Quality Compliance Unit (QCU) Supervisor
Dana Ehrhart	Quality & Compliance Specialist- South Central
Kathryn Skrinak	Quality & Compliance Specialist-North East
George Diamond	Quality & Compliance Specialist- North Central
Anna Marie Cename	Quality & Compliance Specialist-South West
Vacant	Quality & Compliance Specialist-North West
Vacant	Quality & Compliance Specialist- South East
Melanie Cohick	Quality Management Unit (QMU) Supervisor
Marilyn Black	Registered Nurse (contract MAFRE)
Denise Odeniyi-Marshall	Human Services Program Specialist (HSPS)
Mark Kraynak	HSPS
Teresa Small	Registered Nurse-MAFRE
Vacant	HSPS
Vacant	HSPS
J. Diane Brannon-Nordtomme	Quality Management Efficiency Team (QMET) Coordinator
Katherine Zumbrun	Central Region QMET Program Specialist
Vacant	Central Region QMET Financial Representative
Janice Bickel	Central Region QMET Social Worker
Colleen Swisher	Central Region QMET Registered Nurse
Laura Glozier	Southwest Region QMET Program Specialist
Felicia Kmetz	Southwest Region QMET Financial Representative
Jennifer Spear	Southwest Region QMET Social Worker
Jennifer Wadsworth	Southwest Region QMET Registered Nurse
Melissa Herr	Southeast Region QMET Program Specialist
Julie Trabert	Southeast Region QMET Social Worker
Davina Short	Southeast Region QMET Registered Nurse
Vacant	Southeast Region QMET Financial Representative
Tricia Masters	Northwest Region QMET Program Specialist
Lori Overy	Northwest Region QMET Financial Representative
Eveleen Watson	Northwest Region QMET Registered Nurse
Deb Yacobozzi	Northwest Region QMET Social Worker
Vikki Menichillo	Northeast Region QMET Program Specialist
Paula Baur	Northeast Region QMET Financial Representative
Joyce Fiorucci	Northeast Region QMET Registered Nurse

Vacant	Northeast Region QMET Social Worker
Metrics & Analytics Division	
James Burd	Division Director
Sharon Spring	Program Analyst IV
Vacant	Program Analyst III
Ellaheh Otarod	Program Analyst III
Pam McCurdy	Program Analyst III
Vacant	Program Analyst III
Vacant	Program Analyst III
Supervisors	
Dennis DeSantis	Supervisor
Karen Wilson	Program Analyst III
Margo Muchinsky	Program Analyst III

Reimbursement Information

1. Mileage:
 - \$0.55 per mile from your home to Harrisburg using the most direct route.
2. Tolls and parking are reimbursed.
3. Over night stay
 - up to two (2) nights will be reimbursed if necessary for the council member and one attendant if needed.
4. Meals:
 - Dinner-\$23.20
 - Breakfast-\$8.40.
 - Up to two (2) Dinners and two (2) Breakfasts will be reimbursed.
This is for the council member and an attendant if one is needed.
5. Original receipts are required.
6. If the hotel cost is more than the state rate, justification is needed for full reimbursement.
7. Name, Address and Social Security number will be needed for reimbursement.
8. A form or voucher may need to be filled out later.

MANAGEMENT DIRECTIVE

Commonwealth of Pennsylvania Governor's Office

Subject: Travel and Subsistence Allowances	Number: 230.10 Amended
Date: January 21, 2009	By Direction of:  Naomi Wyatt, Secretary of Administration  Mary A. Soderberg, Secretary of the Budget
Contact Agency: PA Office of Administration, Commonwealth Office of Travel Operations, 717-265-8409 Office of the Budget, Bureau of Commonwealth Payroll Operations, 717-346-3401	

This Management Directive governs reimbursable expenses for officials and employees in agencies under the Governor's jurisdiction and in other agencies subject to *Section 216 of The Administrative Code of 1929*, that have not been exempted by the Executive Board. Marginal dots are excluded due to major changes.

1. PURPOSE. Policies and monetary limitations governing reimbursable expenses of officials and employees under the Governor's jurisdiction, and in other agencies subject to *Section 216 of The Administrative Code* that have not been exempted by the Executive Board, are set forth herein.

2. SCOPE.

- a. The Governor, Lieutenant Governor, cabinet officers, administrative department heads, deputy administrative department heads, and those boards and commissions which have received written exemptions from the Executive Board are exempt from the monetary limits relating to lodging and subsistence established herein. They are, however, expected to observe all other monetary allowances, the non-monetary policies, and to limit requests for reimbursement to reasonable amounts consistent with fulfilling the duties of their positions. In addition, the Governor, Lieutenant Governor, cabinet officers, and administrative department heads will be entitled to the actual cost for pressing/steaming of garments, as needed, when traveling on official business.

- b. All officials and employees not exempted above, and paid and non-paid members of boards, commissions, and councils under the Governor's jurisdiction, including members of departmental boards, commissions, and councils, will be subject to policies and amounts of reimbursement defined herein.
 - c. Exemptions for individuals may be made by the Secretary of the Budget or the Chief Accounting Officer, upon submission of written requests approved by the agency head or designated deputy, when a travel assignment would otherwise impose a financial hardship. Individuals with disabilities may, on a case-by-case basis, be exempted from the policy defined in this directive. Exemption requests should be sent to the Bureau of Commonwealth Payroll Operations (BCPO), who will review and forward them to the Secretary of the Budget or Chief Accounting Officer for consideration and response.
 - d. Reimbursement for expenses incurred by individuals not employed by the Commonwealth, but who perform services for the Commonwealth, will require an approved exception. Written requests approved by an agency head or designated deputy should be submitted to the BCPO for review and approval prior to the occurrence. Reimbursement will be permitted for actual amounts expended in accordance with the provisions and maximum dollar amounts cited herein.
 - e. In those cases where the provisions of a collective bargaining agreement or a memorandum of understanding are inconsistent with this directive, the provisions of such agreement or understanding shall take precedence insofar as they apply to the employees encompassed by such agreements or memoranda.
- 3. OBJECTIVE.** Set policy and procedure governing official Commonwealth travel reservations, execution, and reimbursement.
- 4. DEFINITIONS.**
- a. **Business Travel.** Travel that is necessary to carry out an employee's assigned job responsibilities.
 - b. **Commonwealth Employee.** A person who has been hired by an agency subject to *The Administrative Code of 1929* and whose employment has not yet been terminated (71 P. S. §§ 51-732).
 - c. **Designated Travel Agency.** Contracted Commonwealth travel service provider. Commercial air transportation, ground transportation, lodging and car rental reservations are included in the scope of contracted services. Currently HTI, Holiday Travel International, is the Commonwealth's contracted provider and can be reached at 717-346-3401, 800-824-0626, or 800-300-8100.
 - d. **Online Booking Tool.** Contracted Commonwealth online booking tool is a web based tool used to book commercial travel arrangements and is accessible through SAP Employee Self Service, <http://www.myworkplace.state.pa.us>.

- e. Itemized Receipt.** A written acknowledgment from the vendor attesting to the receipt of cash, check, money order, credit card, etc., in exchange for goods or services, with the cost and description of each item or article stated separately.
- f. Non-overnight Travel Status.** Employees are considered to be in non-overnight travel status if they are traveling on approved official business away from both residence and headquarters but are not entitled to claim reimbursement for overnight lodging.
- g. Official Headquarters.** An employee's designated municipality recorded on the SAP HR/Payroll System as the official worksite. Only the agency assigned official worksite may be claimed as the official headquarters.
- h. Overnight Travel Status.** Employees are considered to be in overnight status only if they are traveling on approved official business away from both residence and headquarters and they stop to obtain lodging and sleep and not merely to obtain rest or a meal.
- i. Residence.** The permanent address for an employee recorded on the SAP HR/Payroll System.
- j. Training-Related Travel.** Travel that is necessary in conjunction with an approved out-service training assignment.

5. POLICY.

a. General.

- (1)** Employees traveling on official business are expected to exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business. Employees are liable for the payment of any expenditures disallowed by BCPO.
- (2)** Employees in travel status or on special assignment within the Commonwealth must return to headquarters or residence on all weekends including holidays observed on Monday or Friday. No subsistence or lodging will be paid for the weekends or Monday or Friday holidays. If payment of subsistence and lodging can be fully justified as a cost savings in comparison to the costs of returning to home or headquarters, an exception may be requested. Any request for exemption should be submitted to BCPO prior to incurring any expenses.
- (3)** All persons who incur expenses while traveling on official Commonwealth business are to be reimbursed in accordance with this directive. To preclude the possibility of financial benefit, expense reimbursements received from any other source such as the federal government, a private business, an individual, or other third party shall be remitted to BCPO immediately upon receipt. Checks received are not to be cashed, but must be endorsed payable to the order of the Commonwealth of Pennsylvania.

b. Reimbursement.

- (1)** Employees shall be entitled to receive reimbursement for out-of-pocket expenses incurred in the performance of their duties within prescribed maximums.
- (2)** **Maximums established herein are not flat allowances and only amounts actually expended may be claimed.**
- (3)** Employees may incur miscellaneous business related expenses for which reimbursement may be made if appropriate. Receipts will be required in accordance with Section 7, Procedures. Such expenses and reimbursement, if identified as business related, may include, but are not limited to:
 - (a)** Baggage handling and gratuities when using public transportation or conveniences (e.g., taxi, limousine, air porter services, or airport/rail curbside check-in), or when using a lodging facility that has porter (e.g., "bell person") services, rather than a facility where travelers are expected to carry their own luggage. The gratuity for baggage handling is limited to \$1.50 per piece. Gratuities for baggage storage, as needed (e.g., between appointments or between hotels and meeting places) will be reimbursed at actual cost. Additionally, baggage check fees charged by an airline will be reimbursed at actual cost.
 - (b)** Commissions for currency conversion to foreign or U.S. dollars; traveler's checks.
 - (c)** Services of guides, interpreters, packers, drivers of vehicles; fees for the issuance of passports, visa fees, inoculations, and affidavits.
 - (d)** Extraordinary miscellaneous business related expenses not addressed in this section, when necessarily incurred by an employee in connection with the transaction of official business, shall be allowed when approved by an agency head or designated deputy. Receipts are required.
 - (e)** The following exceptions apply ONLY when employees are traveling in FOREIGN COUNTRIES:
 - 1** Laundry expenses in accordance with the following schedule provided all claimed expenditures are supported with receipts:
 - a** FIRST FIVE DAYS. Actual cost for pressing/steaming of garments.

b DAY SIX through TEN. Actual dry cleaning cost for two suits or dresses. In addition, other actual laundry expenses up to a maximum allowance of \$40.00.

c DAY ELEVEN through FIFTEEN and subsequent FIVE-DAY intervals. An additional \$40.00 maximum allowance for other actual laundry expenses, plus the actual dry cleaning cost for two suits or dresses will apply to each interval for the duration of a trip.

2 Actual meal expenses, up to the maximum amount published in Management Directive, 230.14, Foreign Areas Subsistence Allowances. No deduction from the maximum subsistence allowance will be required for meals that are provided.

(4) REIMBURSEMENT FOR ALCOHOLIC BEVERAGES IS STRICTLY PROHIBITED.

(5) Employees will not be eligible for reimbursement of meals or lodging when furnished by the Commonwealth without charge or when furnished free by friends, relatives, or any other source. Meals or lodging which are provided free must be noted in the comments section of the Travel Expense Report (TER).

(6) Parking fines or moving vehicle violation fines are not reimbursable.

c. Transportation.

(1) General.

(a) All modes of transportation are authorized consistent with and appropriate to the requirements of an assignment and the efficient and economic conduct of official business.

(b) All travel shall be by the most direct and expeditious route considering both travel time and distance.

(c) Charges for upgraded accommodations on an airline or railroad will not be reimbursed without prior approval of the Secretary of the Budget or Chief Accounting Officer. This includes first class, business class, and economy plus or any upgrade that incurs an additional cost over the lowest available fare.

(2) Personal Automobile.

- (a)** When travel is by a personal automobile, as defined in *4 Pa. Code § 39.94*, for the purpose of conducting official Commonwealth business, the Commonwealth mileage reimbursement allowance will be equivalent to the mileage reimbursement rate established by the Internal Revenue Service (IRS) of the Federal Government. When the IRS mileage reimbursement rate is increased or decreased, the Commonwealth mileage reimbursement allowance will be increased or decreased on the same day as the IRS effective date.
- (b)** Two or more employees traveling to the same destination on official business may be required by their supervisor to travel in the same vehicle.
- (c)** **Scheduled Days Off and Holidays.** On holidays or scheduled days off, employees may be reimbursed for mileage and other commuting costs from their residence to a point of public transportation or designated worksite, other than their official headquarters.
- (d)** Mileage "From and to" headquarters (workday) or residence (holiday or scheduled day off) to the point of public transportation may be claimed for the beginning and end of the trip if justification is provided to show that the additional mileage cost for two round trips is less than parking costs of the employee's personal automobile.
- (e)** **Scheduled Workdays.** Mileage traveled by employees between their residence and their official headquarters on scheduled workdays is considered commuting mileage. Commuting mileage and other commuting costs are not reimbursable. Employees who are required to travel from their residence to a temporary worksite, other than official headquarters, will be reimbursed either from their residence to the temporary worksite, or their official headquarters to the temporary worksite, whichever is the shortest mileage distance.

Example 1: An employee's residence is six miles from official headquarters and 20 miles from the temporary worksite. The distance from the official headquarters to the temporary worksite is 14 miles. Thus, the six miles traveled between the residence and official headquarters is considered personal commuting and should not be reimbursed.

Situation 1. An employee travels 14 miles from their official headquarters to the temporary worksite. Upon return from the temporary worksite at the end of the scheduled workday, the employee goes directly to their residence without stopping at their official headquarters. The total reimbursable official business mileage round trip is 28 (14 + 14) miles.

Situation 2. An employee who leaves from their residence and reports directly to the temporary worksite (20 miles) and later returns to the residence (20 miles) without being required to stop at official headquarters, would be entitled to 28 (14 + 14) reimbursable miles.

Example 2: An employee's official headquarters is 15 miles from the residence and 27 miles from the temporary worksite. The distance from the residence to the temporary worksite is 12 miles. Thus, the 15 miles traveled between the residence and official headquarters is considered personal commuting and should not be reimbursed.

Situation 1. An employee leaves their residence and travels 12 miles to a temporary worksite. At the end of the workday, the employee returns to their residence. Since the shortest distance is the residence to the temporary worksite, the total reimbursable official business mileage round trip is 24 (12 + 12) miles.

Situation 2. After reporting to official headquarters at the beginning of the workday, an employee is required to travel 27 miles from their official headquarters to the temporary worksite. At the end of the workday, the employee does not return to official headquarters, but goes directly to the residence. Since the shortest distance at the end of the workday is the residence to the temporary worksite, the total reimbursable official business mileage round trip is 39 (27 + 12) miles.

Situation 3. After reporting to official headquarters at the beginning of the workday, an employee is required to travel 27 miles from the official headquarters to the temporary worksite. In the afternoon, the employee returns 27 miles to official headquarters from the temporary worksite. At the end of the workday, the employee returns to the residence. The total reimbursable official business mileage round trip is 54 (27 + 27) miles.

Example 3: An employee's residence is 13 miles from the official headquarters and 20 miles from the temporary worksite. The distance from the official headquarters to the temporary worksite is 30 miles. Thus, the 13 miles traveled between the residence and official headquarters is considered personal commuting and should not be reimbursed.

Situation 1. After reporting to official headquarters at the beginning of the workday, an employee is required to travel 30 miles to the temporary worksite. In the afternoon, the employee is required to return 30 miles to official headquarters from the temporary worksite. At the end of the scheduled workday, the employee returns 13 miles to the residence. The total reimbursable official Commonwealth business mileage for the day is 60 (30 + 30) miles.

Situation 2. After reporting to official headquarters at the beginning of the workday, an employee is required to travel 30 miles from the official headquarters to the temporary worksite. At the end of the workday, the employee returns 20 miles to the residence. The total reimbursable official business mileage round trip is 50 (30 + 20) miles.

(3) Car Rentals.

- (a)** Use of rental cars will be allowed when a Commonwealth-owned vehicle, or public means of transportation is not available. When traveling commercially (ie: air flight or train), shuttles and public transportation should be considered over a rental car wherever that transportation is less costly. All such expenditures must be justified. Itemized receipts are required for rental cars and gasoline purchases of \$35 or more.
- (b)** Rental car selection is limited to compact or intermediate unless a larger car can be justified. The Commonwealth preferred car rental vendor must be utilized whenever available.
- (c)** Collision Damage Waiver and Liability insurance are included in the Commonwealth's negotiated rates with the preferred car rental vendor. Collision Damage Waiver insurance will be reimbursed if it is necessary to reserve another vendor. Liability insurance supplemental, personal accident insurance, safe trip insurance, and personal effects coverage **ARE NOT** reimbursable.

(4) Railroad Travel.

- (a)** Employees must purchase Amtrak tickets directly with Amtrak or through the contracted travel agent. Purchases should be made with a corporate credit card; otherwise, the employee must purchase the ticket. A receipt is required.
- (b)** International Rail tickets must be purchased whenever possible with the contracted travel agent.

(5) Bus Travel. Employees will be responsible to obtain their own tickets. Purchases should be made with a corporate credit card if the bus company will accept it; otherwise, the employee must purchase the ticket. A receipt is required.

(6) Air Travel.

- (a)** Employees are required to obtain domestic and international airline reservations through the Commonwealth's contracted travel agent or through the Commonwealth's online booking tool. An explanation must be included on the travel expense report whenever the Commonwealth's contracted travel agent or online booking tool is not used to obtain airline reservations. The employee will select the commercial airline offering the lowest airline fare available on the day the reservation is made which suits the employee's planned itinerary. Reservations and ticket billings must be in accordance with Management Directive 230.9, Acquisition and Payment of Travel Services.

- (b)** The use of special lower fare airline tickets, such as advance purchase nonrefundable fares, is required when an agency determines that this type of ticket is practical and there is significant cost savings to the Commonwealth. Round trip tickets for special lower fare airline tickets that are restricted or have specific eligibility requirements should be secured only when it is relatively certain the ticket will be used.
- (c)** Cancellation fees resulting from the Commonwealth's decision to cancel a trip will be paid by the Commonwealth. Agencies must consider, at a minimum, the following factors when choosing the acquisition of special lower fare airline tickets:

 - 1** Additional lodging, subsistence, and transportation costs.
 - 2** Salary/benefit costs associated with missed work hours.
 - 3** Miscellaneous expenses, as applicable.
- (d)** Operating costs of Commonwealth-owned, leased, chartered, rented aircraft shall be charged to the agency using such aircraft.
- (e)** The Secretary of Transportation and his designated representatives are hereby authorized to obtain, other than by purchase, charter or rental aircraft for use by Commonwealth agencies on official business. Agency requests for aircraft should be directed to the Flight Services Division, Bureau of Aviation, Department of Transportation, Capital City Airport. Such aircraft may be piloted by licensed professional pilots of the Department of Transportation, by Commonwealth employees whose job requires them to fly in the performance of their assigned duties, or by licensed employees of the charter or rental company. The Secretary of Transportation will be responsible for:

 - 1** Verifying that the Department of Transportation could not provide adequate aircraft.
 - 2** Determining the type of aircraft, the number and qualifications of pilots to be used, the carrier, and a fair and reasonable rental.
 - 3** Ensuring that the aircraft obtained for use on official business has the necessary insurance, as determined by the Department of General Services, to properly cover the Commonwealth and its employees.
 - 4** Certifying the validity of invoices for rental services to the appropriate agency comptrollers.

- (f) Licensed Commonwealth employees may use their privately owned aircraft upon approval by the Secretary of Transportation or his designated representative. Requests for approval should be directed to the Flight Services Division, Bureau of Aviation, Department of Transportation, Capital City Airport. Reimbursement of expenses for the use of an employee's privately owned aircraft for personal convenience on official business will be allowed only to the extent that the costs incurred do not exceed the estimated cost of the most regularly used mode of transportation between locations, that is, rate of personal car mileage reimbursement or cost of commercial air fare, considering an employee's itinerary.

(7) Local Transportation.

- (a) Use of taxicabs is allowed only when justified by the travel assignment. The use of a taxicab in lieu of an airport limousine is allowed only when airport shuttle service is not available or when the taxicab is less expensive than the shuttle.
- (b) Cash paid for local bus, streetcar, and subway fares, and the like, is reimbursable and no receipts will be required, unless the amount is \$35.00 or more.
- (c) Parking charges, either lot or meter, in reasonable amounts, as well as toll road, toll bridges, and ferry charges, are reimbursable to employees operating Commonwealth, personal, or authorized rental automobiles on local assignments. Reasonable charges for parking an automobile at an airline, bus or railroad terminal, or other parking area while away from residence or headquarters on official business will be allowed.

d. Lodging.

(1) General.

- (a) Normally, expenses for lodging will not be allowed at the place of an employee's official headquarters and residence nor at sites located within 50 miles of the employee's official headquarters and residence. Agencies are authorized, when provided with adequate written justification, to approve exceptions when employees require lodging within 50 miles of their official headquarters, or residence. Written justification must include details concerning itinerary, weather, time constraints, or other valid reasons to support the agency's decision. To ensure timely reimbursement of a submitted Travel Expense Report (TER), a copy of the written justification signed by an agency head or designated deputy MUST be attached to the employee's TER.

NOTE: Approval authority may not be delegated below the deputy level. In this instance, no other publication is applicable.

- (b) Commonwealth preferred rates or government rates must be requested by all travelers and confirmed at the time reservations are made and at time of check-in.
- (c) Hotel charges will not be reimbursed if the employee is negligent in canceling reservations in accordance with the hotel's policy.
- (d) Claims for lodging that include meals will be allowed when contracted for at the minimum rate, and when incurred by employees residing at a host establishment while attending a conference or convention on official business. Credit cards may be used to obtain accommodations under the hotel meal plan; however, the meals provided cannot be claimed for subsistence.
- (e) The Commonwealth's contracted travel agent will arrange reservations at the preferred rate or other available rate, whichever is lower. Employees will be responsible for providing the corporate card or personal card to the hotel at the time of check-in.
- (f) Employees are responsible for providing the hotel, at the time of check-in, with a copy of the Pennsylvania Exemption Certificate.

Note: *Management Directive 230.13, Commonwealth Corporate Card Program*, contains a copy of the Pennsylvania Exemption Certificate to be used with the corporate card to exempt employees traveling on official business from local occupancy taxes.

(2) Form STD-192, Hotel Orders.

- (a) Please refer to *Administrative Circular 08-15, Lodging Payment with an Agency Lodging Card* which details the use of the agency lodging card for qualifying travelers as the alternative to hotel orders.
- (b) Hotel Orders are being phased out by April 2009. Until then, hotel orders should be used sparingly and are for use by one individual only and are not to be used for personal travel.
- (c) If requested by a hotel representative, employees will identify themselves using some form of official identification.
- (d) Hotel Orders must be prepared in ink and are not to be altered in any way. All copies must be legible and complete in all respects.
- (e) The loss or theft of any hotel order must be reported promptly to the issuing office and the comptroller.

(3) Lodging Rate Allowances.

- (a)** The per night lodging rate allowances are to be used by employees authorized to incur overnight lodging expenses.
- (b)** The Commonwealth's maximum per night lodging rate allowances for reimbursement follow the GSA per diem rates. The lodging rate allowances are not flat allowances. Travelers will only be reimbursed for actual expenses incurred. The GSA rates can be found on www.gsa.gov/perdiem. In instances where the GSA rate cannot be obtained, specific justification is required. If a travel audit determines that the maximum allowable rate could have been obtained, the traveler may be subject to a reimbursement limit of the maximum allowable rate for that area. The justification for booking a property that has a rate higher than the maximum allowed must be imperative to the employee's official business and justification must be given at the time of booking and submitted with the reimbursement request.

Note: Copies of the employee's hotel receipt are to be submitted in envelope STD-192B when requesting reimbursement. Employees obtaining lodging within the above allowances will not be required to provide written justification for the selection of the lodging facility.

(4) Tax. Lodging accommodations obtained by Commonwealth employees traveling on official business can be subject to several different taxes.

- (a)** The Commonwealth is subject to the following tax within Pennsylvania which must be paid and will be reimbursed:

**State Hotel Occupancy Tax (72 P. S. § 7209 et seq.)* A six percent room rental excise tax applicable to every room occupancy.

- (b)** The Commonwealth is not subject to taxes imposed by counties and local municipalities within the Commonwealth and employees should make every effort to have them eliminated. However, if the tax must be paid, the Commonwealth will reimburse the employee for actual expenses incurred. Comptrollers should delete these taxes from the hotel/motel invoice.

- (c)** Outside of the Commonwealth, employees are not exempt from taxes and the taxes paid will be reimbursed.

Note: *Management Directive 230.13, Commonwealth Corporate Card Program*, contains a copy of the Pennsylvania Exemption Certificate to be used with the Corporate Card to exempt employees traveling on official business from local occupancy taxes.

(5) Short-Term Lodging.

- (a)** Employees who are required to work at a temporary worksite, away from their residence or headquarters, for an extended period of time of 60 days or more, may if approved in advance, enter into a short-term lodging agreement. All requests for such short-term lodging agreements must be submitted through BCPO to the Secretary of the Budget or Chief Accounting Officer for review and approval. Failure to obtain Office of the Budget approval prior to entering into a short-term lodging agreement (contract or lease) will result in the employee or individual giving authority to enter into such an agreement being liable for any resulting costs.
- (b)** Detailed justification showing a cost comparison of both the regular travel expenses reimbursement and the alternative short-term lodging costs must be provided. Reimbursement under a short-term lodging agreement is limited to lodging, necessary utilities (extra costs for telephone and cable television are excluded), and mileage or transportation expenses for a biweekly round trip between the temporary worksite and the employee's permanent residence or headquarters. Subsistence expenses will not be allowed under a short-term lodging agreement which includes kitchen facilities. No mileage will be allowed between the short-term lodging and the temporary worksite.

e. Subsistence.

(1) General.

- (a)** The allowances for subsistence do not require receipts unless specifically stated. However, they are not flat allowances and only amounts actually expended may be claimed.
- (b)** Employees who reside at a place other than official headquarters will not be eligible for reimbursement of subsistence expenses while at a residence or headquarters, unless specifically provided for in this directive.
- (c)** Reimbursement for the cost of noonday meals is not permissible for employees not engaged in overnight travel except as specifically provided for in this directive, in collective bargaining agreements or memoranda of understanding.
- (d)** Non-paid members of boards, commissions, and councils in non-overnight travel status will be eligible for reimbursement of the actual cost of meals up to the following maximums: breakfast, \$8.00; lunch, \$8.00; dinner, \$20.00.
- (e)** Increased subsistence allowances are available in locations designated as high cost areas by the Bureau of Financial Management, Office of the Budget.

Note: No subsistence will be allowed for employees who have been granted short-term lodging agreements.

(2) Overtime.

- (a)** An employee who works more than two hours past their scheduled quitting time while at headquarters will be reimbursed for the cost of a meal up to a maximum of \$8.00 only if the employee has not been given notice of the overtime requirement at least two hours before commencement of the regular shift. An employee must state their normal work hours on the TER and certify that the required notice had not been given.

(3) Non-overnight Travel Status.

- (a)** An employee in a non-overnight travel assignment that takes the employee 50 miles or more from both residence and headquarters who works more than two hours past scheduled quitting time with or without prior notice will be reimbursed for the cost of a meal up to a maximum of \$8.00. The employee must state their normal work hours on the TER.
- (b)** An employee in a non-overnight travel assignment that is less than 50 miles from residence and headquarters who works more than two hours past scheduled quitting time and was not given notice at least two hours prior to the commencement of the regular shift will be reimbursed for a meal up to a maximum of \$8.00. An employee must state their normal work hours on the TER and certify that the required notice had not been given.
- (c)** An allowance of \$9.00 is granted for half or more of each six-hour period spent in a required non-overnight travel assignment on a day not part of an employee's regular work schedule, that is, a holiday or scheduled day off. The six-hour period need not have been immediately preceded by and in connection with a 24-hour travel period. Such allowances can not exceed the full-day rate of \$36.00. Reimbursement is calculated as follows:

0 to less than 3 hours	\$ 0.00
3 to less than 9 hours	\$ 9.00
9 to less than 15 hours	\$18.00
15 to less than 21 hours	\$27.00
21 to 24 hours	\$36.00

(4) Overnight Travel Status.

- (a)** While in overnight travel status, reimbursement for meals and other subsistence expenses is allowed to a maximum of \$36.00, which includes tips and sales tax, for each 24-hour period spent in a continuous overnight travel status. The 24-hour period begins at any time of day or night that the employee leaves headquarters or residence to embark upon overnight travel on official business. This allowance covers all meals and subsistence expenses not specifically provided for elsewhere.

Note: Refer to *Management Directive 230.15, Continental United States High Cost Subsistence Allowances*, or *Management Directive 230.14, Foreign Areas Subsistence Allowances*, when traveling on official Commonwealth business in high cost areas. These publications provide for subsistence allowances that exceed the dollar amount stated above and applied in this publication.

- (b)** Overnight travel not part of a full 24-hour period will be divided into six-hour periods. The six-hour periods need not have been immediately preceded by and in connection with a 24-hour travel period. An employee on overnight travel status under these conditions shall be eligible for an allowance of \$9.00 for half or more of each six-hour period. Reimbursement is calculated as follows:

0 to less than 3 hours	\$ 0.00
3 to less than 9 hours	\$ 9.00
9 to less than 15 hours	\$18.00
15 to less than 21 hours	\$27.00
21 to 24 hours	\$36.00

- (c)** The subsistence allowance of employees in overnight travel status attending luncheon meetings, dinner meetings, seminars, or conventions at which meals are provided shall have their total subsistence allowance reduced by the following amounts for meals provided at such meetings: breakfast, \$8.00; lunch, \$8.00; dinner, \$20.00.
- (d)** Subsistence will not be reimbursed if the employee is registered in a hotel which provides all meals which are included in lodging costs.

Example 1. An employee leaves headquarters on Monday at 8:00 a.m. and returns on Tuesday at 2:00 p.m. The employee is entitled to a \$36.00 subsistence allowance for the 24-hour period from 8:00 a.m. Monday until 8:00 a.m. Tuesday. The employee is also entitled to an additional \$9.00 allowance for a six-hour time period from 8:00 a.m. Tuesday to 2:00 p.m. Tuesday. The total subsistence for the entire period will then be \$45.00.

Example 2. An employee leaves headquarters at 8:00 a.m. on Monday and returns at 5:00 p.m. on Tuesday. The employee is entitled to a \$36.00 subsistence allowance for the time period from 8:00 a.m. Monday to 8:00 a.m. Tuesday. The employee is entitled to an additional \$18.00 for the nine-hour time period between 8:00 a.m. Tuesday and 5:00 p.m. Tuesday. The total allowance for the entire time period would then be \$54.00.

Example 3. An employee leaves headquarters at 10:00 p.m. Monday and returns at 11:00 a.m. Tuesday. The employee is entitled to \$18.00 for the 13-hour time period.

(5) Luncheon or Dinner Meetings.

(a) Luncheon or dinner meetings sponsored by the Commonwealth will be paid under contract; therefore, no claims for such expenses may be submitted on Travel Expense Reports.

(b) Employees on official business attending luncheon or dinner meetings not sponsored by the Commonwealth are entitled to receive reimbursement for actual costs incurred. This applies whether the engagement is held at residence or official headquarters. Luncheon or dinner meetings must meet the following criteria:

1 The luncheon or dinner meeting must be planned in advance, must include persons who are not employed by the Commonwealth, and must be approved by an agency head or designee.

2 The meal must be an integral part of the meeting.

3 The meal must be served at the same establishment that hosts the meeting.

4 The purpose of the meeting must be to discuss business and the nature of the business must be stated on the TER.

(c) Employees in overnight travel status while attending a luncheon or dinner meeting, seminar, or convention, at which meals are provided, shall have their total subsistence claims reduced by the following amounts for meals provided at such meetings: breakfast, \$8.00; lunch, \$8.00; dinner, \$20.00.

Example: An employee leaves headquarters on Monday at 7:00 p.m. to attend a meeting on Tuesday at which lunch is provided. The employee returns home Tuesday at 10:00 p.m. and is entitled to a \$36.00 subsistence allowance for the 24-hour period from 7:00 p.m. Monday until 7:00 p.m. Tuesday, and \$9.00 for the three hours from 7:00 p.m. to 10:00 p.m., for a total of \$45.00. The \$45.00 must be reduced by \$8.00 for the lunch that was provided. The total subsistence allowed, therefore, is \$37.00.

- (d) Employees and members of boards, commissions, and councils who are required to attend a non-Commonwealth sponsored luncheon or dinner meeting will have actual costs reimbursed. A receipt is required.

(6) Reimbursement of Expenses Incurred on Behalf of Others.

- (a) Agency heads are authorized to incur reasonable expenses on behalf of others who are not Commonwealth employees in the course of their official duties. Agency heads are further authorized to approve reasonable expenses incurred by their deputies on behalf of others in the course of their official duties.
- (b) Agency heads are authorized to incur reasonable subsistence expenses, and to approve reasonable expenses incurred by their deputies, on behalf of other Commonwealth employees when the expenses are incurred as part of a business meeting under the following circumstances:
 - 1** The purpose of the meeting is to discuss official business.
 - 2** The meeting includes either persons who are not employed by the Commonwealth or employees of other Commonwealth agencies whose attendance is relative to the official business being conducted.
 - 3** The meal is an integral part of the meeting.
- (c) Other classes of employees covered by this section, such as employees required to transfer patients or prisoners, are at times required to spend money in the course of their official duties to satisfy expenses incurred on behalf of others. Agency heads are responsible for submitting to their agency comptroller a list of employees eligible to incur expenses on behalf of others under this section.
- (d) Complete justification for incurring expenses must be included on TERs. Justification should include but not be limited to:
 - 1** A list of names, positions, and agencies of the individuals for whom the expenses were incurred.
 - 2** An explanation of the nature and circumstances requiring the incurring of expenses on behalf of others.
 - 3** Itemized receipts for the expenses incurred.
- (e) Agency heads may request approval for additional agency personnel to incur expenses on behalf of others by submitting to the agency comptroller a request containing full justification for the exception.

f. Other Expenses.

(1) Out-Service Training.

- (a)** Registration fees for formal courses of study, workshops, conferences, and seminars are reimbursable in accordance with *Management Directive 535.3, Out-Service Training (OST)*. All requests for OST reimbursement must be submitted, in writing, to the appropriate agency approving authority and approved prior to the effective date of the training.
- (b)** OST costs of \$3,000 (excluding travel expenses) or less should be paid as direct expenditures using the Commonwealth Purchasing Card. (Reference *Management Directive 310.23, Commonwealth Purchasing Card Program.*) When an agency does not have a Commonwealth Purchasing Card, OST costs up to \$1,500 should be paid through the agency advancement account or by submission of the invoice to the agency comptroller. OST requests exceeding \$3,000 (excluding travel expenses) should be submitted on Form STD-279, Out-Service Training Authorization. Total travel costs related to OST will be reimbursed to the employee on the TER, and when an STD-279 is required as indicated above, it must be attached to the TER submitted to BCPO.

(2) Training Travel.

- (a)** Agency written approval, in accordance with *Management Directive 535.3, Out-Service Training* is required for employees traveling to a training site. A copy of the agency approval for out-service training travel must be attached to the TER when submitted to BCPO. Employees on leave of absence without pay after their educational leave with pay for out-service training purposes is completed are not eligible for reimbursement of travel or subsistence expenses when not in active pay status.
- (b)** Employees who do not regularly report to headquarters, but who receive written authorization to do so for a training session, are eligible to receive transportation and necessary expenses incurred. A copy of the authorization must be attached to the TER when submitted to BCPO.

(3) Travel Status.

- (a)** Generally, employees should not be in a travel status more than 60 consecutive days in any 90 consecutive day period at a given site, except as outlined herein. BCPO shall review TERs and recommend changes in headquarters to agency heads in instances where it appears that a change of headquarters is appropriate.

- (b) If, after receiving BCPO's recommendation, the agency allows the employee to remain in travel status, the agency head will provide BCPO with justification detailing the advantages of such action. The justification will be supported by a plan for a periodic review of the transaction.

(4) Transfer Travel.

- (a) Employees eligible to receive moving expenses, in accordance with *Management Directive 625.3, Moving Employee Household Goods and Commonwealth Property* may be granted up to 30 days in travel status at their new location to provide employees with adequate time to locate new living quarters and to move to the new location.
- (b) Agency heads may authorize, in writing, an extension to a maximum of 60 days, if required by unusual local conditions. The 30-day allowance, plus the extension, is to be used within the 90 consecutive day period that begins when the employee is notified of the requirement to move to the new location. A copy of the signed approval must be attached to the TER when submitted to BCPO.
- (c) The following restrictions apply:
 - 1 The initial travel allowance plus any approved extension is not a flat allowance. Only the days actually needed to complete an eligible relocation may be approved.
 - 2 Employees will not be reimbursed for local personal mileage.
 - 3 Employees returning to headquarters or residence on scheduled days off or holidays will not be entitled to subsistence or lodging for those periods.

6. RESPONSIBILITY.

a. Authorization to Travel.

- (1) **Review.** Supervisors are responsible for reviewing and approving the travel expense report submitted by employees to ensure the necessity, propriety, correctness, and accuracy of travel expenses incurred. Failure to exercise care in the review and approval of travel expenses may result in disciplinary action.
- (2) **Business Travel.** Business travel need not be specifically authorized in advance unless preauthorization is required pursuant to policies of the Governor's Office, the Office of Administration, or the employing agency. BCPO must be notified, in writing, of any agency policy change. Without written notification, no agency policy change can be enforced.

- (3) **Training-Related Travel.** Approval for training-related travel resides with agency heads. Refer to the provisions outlined in *Management Directive 535.3, Out-Service Training*.

b. Cash Advances.

- (1) Normally, employees are expected to provide themselves with sufficient funds to defray current expenses.
- (2) Cash advances may be made from advancement accounts, designated and approved for this purpose, to individual employees in active pay status when anticipated expenses arising from a travel assignment are unusually large with respect to the normal travel required by an employee's duties and such expenses cannot be charged to the employee's corporate card.
- (3) Approval is requested on Form STD-191A, Request for Accounting for Travel Advance. Advances in excess of \$1,000 may be made only with approval of the agency head or designee and agency comptroller. Generally, advances will not be made for less than \$100, nor will they be provided more than five workdays before the date they are needed. Unless justified by circumstances, accounting for the travel advance and with an entry that an advance was received must be filed within 30 days of the issuance of the advance. A personal check or money order made payable to the Commonwealth of Pennsylvania for amounts advanced in excess of actual expenses must be submitted with the TER. Employees are not authorized to have more than two advances outstanding at any time. Advances given for trips that are cancelled must be returned immediately.

7. PROCEDURES.

- a. A Travel Expense Report (TER), will be prepared and submitted to:
 - (1) Document any travel expenses incurred (hotel and/or transportation costs).
 - (2) Request reimbursement for incurred expenses.
- b. Itemized receipts and an explanation must be submitted in envelope STD-192B with the travel expense report for:
 - (1) Every item of expense \$35.00 or more except for subsistence and personal automobile mileage.
 - (2) Every expenditure in this directive which specifically requires a receipt.
- c. An itemized receipt must include the:
 - (1) Name and address of the vendor.
 - (2) Date of service.

- (3) Description of service.
 - (4) Amount paid for each individual item.
- d. The Commonwealth's authorized Corporate Card must be used, whenever possible. Itemized receipts from hotels or transportation companies must be submitted in the Travel Expense Receipt Envelope, STD-192B. Credit card slips and/or statements alone are not acceptable. *Management Directive 230.13, Commonwealth Corporate Card Program*, provides detailed information.
 - e. Acceptance of honoraria is governed by *4 Pa. Code § 7.157 (Executive Order 1980-18 Code of Conduct, including Revision No. 3, Amended)*.
 - f. Except for those officials specifically exempted, all persons who travel on official business and submit for reimbursement of expenses must have their TERs countersigned in the space designated "Supervisor Signature and Date." For members of boards, commissions, and committees and persons in similar circumstances, the person countersigning need not be in a supervisory position over the traveler, but may be an administrative employee familiar with the traveler's duties and responsibilities. TERs of members of departmental boards, commissions, and committees will be countersigned by the respective department head or a designee.
 - g. Employees are responsible for ensuring that expenses claimed on their TER are proper, accurate, and incurred in accordance with this directive. The careless, fraudulent, or negligent preparation of a TER will require financial restitution and may result in disciplinary action. In addition, a traveler who knowingly presents a false, fictitious, or fraudulent claim against the Commonwealth may be subject to penalties under the following criminal statutes: *18 Pa. C. S. §§ 3922(a), 4104(a), 4114, 4903(a), and 4911*. Under *§ 4911(b)*, the offense becomes a felony when the traveler had the intent to defraud.
 - h. No item of expense will be approved if a required receipt is missing, unless it was impossible to secure such a receipt and the reason is fully explained. Mere inconvenience is not a satisfactory explanation.
- i. SUBMISSION AND AUDIT OF TRAVEL EXPENSE REPORTS.**
- (1) A Travel Expense Report, which either documents travel expenses incurred or requests reimbursement for travel expenses shall be submitted at least monthly to BCPO via SAP.
 - (2) All travel and subsistence expenses are subject to audit by BCPO. The audit will include a review of the propriety of the expenses incurred. As part of normal audit procedures, BCPO is authorized to request additional information for any expenses claimed. If there is a pattern of unusual claims, agency officials or BCPO may require an employee to provide itemized receipts for any such future claims.

This directive replaces, in its entirety, *Management Directive 230.10*, dated February 15, 2007.